

STRATEGIC PLAN 2016-2018

HELPING FAMILIES AND EVERYONE IN THEM



Hands

TheFamilyHelpNetwork.ca

OUR MISSION

To provide comprehensive client-centered, professional and skilled services to infants, children, youth, families and developmentally challenged adults that address social, emotional, behavioural, physical and developmental difficulties, and make a positive difference on their quality of life.

OUR VISION

To improve the well being of individuals, families and our community through clinically effective partnerships.

OUR VALUES

- Client-centered
 - Responsive
 - Strength-based
- Accessible
 - Integrated
 - Comprehensive



STRATEGIC OBJECTIVE #1

HANDS ENGAGES WITH SERVICE PARTNERS ACTIVELY, RESPONSIVELY, TRANSPARENTLY AND COLLABORATIVELY TO BUILD TRUST.

STRATEGIC CONCEPTS (THE WAYS)

- 1

STRENGTHEN AND IMPROVE KEY RELATIONSHIPS.
- 2

MAINTAIN AND DEEPEN OUR RELATIONSHIPS WITH EACH PARTNER BY ADAPTING OUR APPROACH.
- 3

EQUIP BOARD MEMBERS AND STAFF TO CREATE AND MAINTAIN STRONG PARTNER RELATIONSHIPS.
- 4

ALIGN STRUCTURES AND PROCESSES TO FACILITATE ENGAGEMENT.

STRATEGIC OBJECTIVE #2

HANDS DELIVERS EFFECTIVE LEADERSHIP IN ITS SYSTEM ROLES.

STRATEGIC CONCEPTS (THE WAYS)

- 1

DEFINE EFFECTIVE SYSTEM ROLES: AS LEAD, PARTNER AND/OR PARTICIPANT.
- 2

CREATE AND MAINTAIN MUTUAL UNDERSTANDING WITH OUR PARTNERS REGARDING HANDS' ROLES WITHIN THE SYSTEM.
- 3

ALIGN INTERNAL STRUCTURES, PROCESSES AND RESOURCES TO MAXIMIZE EFFECTIVENESS.
- 4

EQUIP BOARD MEMBERS AND STAFF TO FUNCTION EFFECTIVELY IN THEIR SYSTEM ROLES AND WITHIN THE LEADS FRAMEWORK.

STRATEGIC OBJECTIVE #3

HANDS ACCOMPLISHES ALL OBJECTIVES WITH EFFECTIVE INTERNAL PROCESSES AND STRUCTURES THAT ELIMINATE WASTE.

STRATEGIC CONCEPTS (THE WAYS)

- 1

ASSESS ORGANIZATIONAL PROCESSES AND STRUCTURES FOR EFFICIENCY AND EFFECTIVENESS.
- 2

ASSESS AND RENEW SUPPORTING TECHNOLOGIES.
- 3

RENEW ORGANIZATIONAL PROCESSES AND STRUCTURE AS REQUIRED.
- 4

RENEW SUPPORTING TECHNOLOGIES AS REQUIRED.

HANDSTHEFAMILYHELP NETWORK.CA

WHAT WE DO

Hands TheFamilyHelpNetwork.ca provides children, youth, families, and developmentally challenged adults, with help and support in facing and working through social, emotional, behavioural, developmental and mental health difficulties.

Our team, comprised of Child and Youth Workers, Behaviour Therapists, Social Workers, Psychologists, and many other health care professionals, provides more than 14,000 services to families in North Bay, Nipissing, Muskoka, Parry Sound and Northern Ontario each year. We provide professional services in the areas of: autism, child and youth mental health, developmental disabilities, youth justice and early intervention for the best start in life.

Hands is a fully accredited, bilingual, not-for-profit registered charity that makes a positive difference in the lives of the individuals and families for whom we provide support.

Hands is governed by a Board of Directors, comprised of 14 volunteer members, all of whom are elected by the membership and who bring a variety of perspectives, skill and experiences to the table.

SERVICE AREAS:

- Autism
- Child and Youth Mental Health
- Early Intervention
- Community Programs and Justice Services
- Developmental Services



SERVICES: 14,000



EMPLOYEES: 230



BUDGET: \$25 MILLION

Toll free: 1.800.668.8555
Website: www.TheFamilyHelpNetwork.ca
Email: info@handstfhn.ca



Hands
TheFamilyHelpNetwork.ca