

Strategic Plan 2017-2022

Mission

Opening Doors to Lifelong Learning and Career Success

Vision

Meaningful Skills and Careers for Everyone

Our Customers

- Service Recipients
- Employers
- Provincial, Federal Government and Health Authorities within BC

Our Customer Promise

Clients

- We promise to believe in your ability to succeed and to co-create solutions that lead to your career success.

Employers

- We promise to work collaboratively with you to help you with your talent requirements, resulting in an improved triple-bottom line.

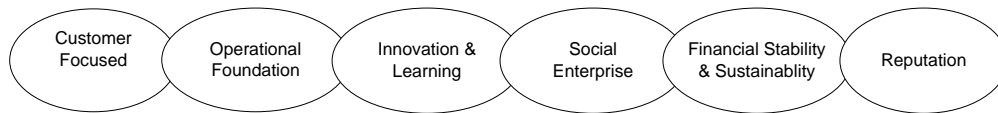
Our Government/Health Authority Funders

- We promise to be solutions focused and to provide well managed, effective, and competitive programs and services.

Our Values

- **We Expand Possibilities** through believing that everyone has a story that is unique and meaningful, and through such stories the seeds for growth resides.
- **We Believe Everyone Wants to Work** by believing that the aspiration for meaningful careers is part of the human condition.
- **We are Authentic** by managing with integrity and honesty, and through fairness and transparency.
- **We are Innovative** by striving to always improve and to always evolve.
- **We are Solutions Focused** by striving to understand our customer's needs and wants and by customizing programs and services that leads to positive results.
- **We are Results Focused** by achieving superior results without being result-driven. We are accountable.
- **We are a Cohesive Team** in which our strength lies in working together to achieve our collective goals.

Key Success Drivers for 2017-2022



KSD 1: Customer Focused

- Goal 1.1. Continue to develop services focused on increasing workplace diversity and inclusion for people with disabilities, with multiple barriers, and for those who have traditionally been excluded from the workplace.
- Goal 1.2 Establish customer satisfaction baseline and substantially improve year over year performance.
- Goal 1.3 Develop customized training programs with key employer partners.

KSD2: Operational Foundation

- Goal 2.1 Achieve superior results by meeting funding contract requirements and by exceeding best practice measurements of success.
- Goal 2.2 Develop efficient streamlined systems and practices.
- Goal 2.3 Develop and implement a robust business intelligence strategy.
- Goal 2.4 Successfully renew CARF accreditation in 2017 and 2022.
- Goal 2.5 Acquire Career Development Agency Certification.

KSD3: Innovation and Learning

- Goal 3.1 Develop high-performing and engaged staff teams.
- Goals 3.2 Expand the career development skills of ODG employees.
- Goal 3.3. Continue to be recognized as a “great place to work” employer.
- Goal 3.4 Develop and implement an online career development service delivery strategy.

KSD4: Social Enterprise

- Goal 4.1 Develop SEs that successfully provide career opportunities for ODG clients.

KSD5 Financial Stability & Sustainability

- Goal 5.1 Successfully retain our core programs through the next competitive bidding cycle(s).
- Goal 5.2 Achieve our long-term growth strategy.
- Goal 5.3 Diversify revenue through a variety of alternative government funded contracts.
- Goal 5.4 Develop fundraising capability and capacity.

KSD6: Reputation

- Goal 6.1 Increase brand awareness of Open Door Group
- Goal 6.2 Improve external and internal communication
- Goal 6.3 Deliver on a collaborative and inclusive community engagement strategy.