



**Saskatoon
Open Door
Society**

Strategic Plan: 2015 - 2018

Approved – November 17, 2015

Strategic Plan

STRATEGIC GOAL:	
SODS is a settlement service <u>community</u> that works in a holistic and collegial manner for the benefit of its clients.	
OBJECTIVES:	INTENDED OUTCOMES / MEASUREMENTS:
1. The environment at SODS encourages cooperation and mutual reliance among all units in addressing client needs.	<ul style="list-style-type: none"> – every employee is committed to offering information about the suite of services that benefit the client. – the numbers of activities by team leaders and management that encourage the above environment. (e.g. surveys, team meetings).
2. Consultative decision-making results in expanded understanding and knowledge of the organization by all employees.	<ul style="list-style-type: none"> – a robust communication strategy that fosters collaboration and understanding throughout the organization. – the numbers of opportunities provided for consultative decision-making. – satisfaction levels of staff with the decision-making process. – the knowledge that staff indicate they need.
3. All staff take ownership of personal practices and best practices.	<ul style="list-style-type: none"> – the number of opportunities for staff to learn about and model best practices. – an annual performance review framework and implementation that includes feedback from direct reports and stakeholders as appropriate. – opportunities for innovative ideas from staff.
4. Development of a strong leadership team with a collective understanding of SODS operations.	<ul style="list-style-type: none"> – regular cross training. – periodic rotation of management / leadership positions. – a succession plan at key levels (management, team leaders, supervisory and units). – regular knowledge sharing.

STRATEGIC GOAL: SODS is recognized and respected in our region for its successes as a leading settlement service provider.	
OBJECTIVES:	INTENDED OUTCOMES / MEASUREMENTS:
<p>1. The successes of SODS clients are identified, publicized and celebrated with the community.</p>	<ul style="list-style-type: none"> – indicators of success for each SODS program and service. – levels of success of participants are identified and regularly captured. – numbers of media stories. – numbers of celebratory activities and participants.
<p>2. SODS enjoys a high community profile in its role as a settlement services provider.</p>	<ul style="list-style-type: none"> – establishment of results-based marketing and communications strategy focused on media relations and community awareness. – resources invested in the strategy.
<p>3. SODs expertise is respected and sought after by and shared with a wide range of stakeholders.</p>	<ul style="list-style-type: none"> – partnership strategy. – numbers of partnerships. – diversity of partnerships. – partnership impacts. – numbers of community collaborations.