



# Our Strategic Plan

2022–2026





### OUR VISION

## Healthy young people, thriving futures.

Every day we support children and youth with significant mental health difficulties achieve overall health and well-being. We engage the whole person – mentally, physically, and emotionally.

We imagine a day when young people are confident and flourishing, caregivers and chosen families are transformed, and communities benefit from the positive impact.



### OUR MISSION

## For young people with severe mental health difficulties and their community: Support the journey to wellness with professional therapeutic services and collaborative support.

We recognize that each child and youth we serve is unique. Their significant, persistent and/or severe mental health difficulties have impacted their functioning within home, school, or community.

We create a safe and inclusive place to engage with our child or youth’s support system. We equip young people and their community with a meaningful, evidence-informed toolkit. Our integrated team of professionals work together, and connect with community providers, to support the continuum of care.

### OUR ENABLERS



To be successful in our mission, these enablers will ground us:

#### Culture of Connections

**Equity, Diversity, Inclusion & Belonging**

**Family & Youth Engagement**

### OUR GUIDING PRICIPLES



#### Deliver outstanding service

Provide the highest quality of care to meet the unique needs of those we serve



#### Build bridges and share

Create meaningful connections with and among our partners



#### Hear the client voice

Genuinely seek to understand our clients’ and their families’ needs



#### Take small steps to achieve big change

Through collective efforts, drive a positive impact in our organization and the sector



#### Celebrate diversity

Create a place where everyone feels welcome



#### Challenge the status quo

Always be curious and bring creativity and fresh thinking to everything we do



#### Live with compassion

Bring authenticity and kindness to nurture a positive atmosphere

OUR OBJECTIVES		OUR KEY RESULTS & OUTCOMES			
Our journey for the next three years will focus on these three themes to support internal excellence in context of the system.	Clinical & Service Excellence	<b>Transform delivery to evidence-informed practices</b>	What Youthdale Offers	<ul style="list-style-type: none"> <li>Delivering clearly defined, high-quality, integrated, and interprofessional services for Level 4/5 children and youth</li> </ul>	
			How Youthdale Delivers Positive Outcomes	<ul style="list-style-type: none"> <li>Collaborative interprofessional teams supporting youth and their chosen families</li> <li>Utilizing evidence-informed tools and practices</li> <li>Highly effective triage/intake</li> <li>Enabling continuum of care and transitions</li> </ul>	
		<b>Build service capabilities and capacity</b>	Structure & Skillsets	<ul style="list-style-type: none"> <li>High-functioning organizational structure with the right skillsets in the right roles</li> <li>Well-trained and equipped staff delivering quality services</li> </ul>	
			Processes	<ul style="list-style-type: none"> <li>Clinical, management and operational processes that drive efficiency, integration, and excellence</li> <li>Systematized mechanisms in place to gather child, youth, chosen family input, feedback, and engagement</li> </ul>	
		Operational Excellence	<b>Energize the staff and culture</b>	Morale & Culture	<ul style="list-style-type: none"> <li>Staff feel heard, engaged, with a sense of belonging</li> <li>Staff feel appreciated with fair compensation</li> <li>One team culture with physical &amp; psychological safety and EDIB</li> <li>The organization is change-ready with agility to transform</li> </ul>
				Training & Development	<ul style="list-style-type: none"> <li>Management and staff are knowledgeable on sector context, high-quality service delivery, and management best practices</li> <li>Career development and feedback is managed through performance reviews</li> </ul>
	<b>Drive organizational security</b>		Financial Health	<ul style="list-style-type: none"> <li>A funding strategy supports Youthdale's mandate</li> <li>Real estate and physical infrastructure supports the Youthdale mandate</li> </ul>	
			Information Systems & Technology	<ul style="list-style-type: none"> <li>Appropriate IS and IT are the backbone for clinical service and operational excellence</li> <li>Effective digital data collection and reporting supports informed decision-making and captures outcomes</li> <li>Organizational reporting is accurate and supports proactive decision-making</li> </ul>	
	System Excellence	<b>Integrate effectively with the broader service system</b>	System Partnerships	<ul style="list-style-type: none"> <li>Relationships with the Lead Agency, OHTs and Ministry are thriving</li> </ul>	
			Profile of Youthdale	<ul style="list-style-type: none"> <li>The profile of YTC is clearly understood and well-regarded within the sector</li> </ul>	
			Community Delivery Partnerships	<ul style="list-style-type: none"> <li>Community partnerships are activated for step-up and step-down in client journeys</li> <li>Consideration has been given to driving system effectiveness by reviewing integration opportunities with other organizations</li> </ul>	



**We help 3,500 children and their families  
with mental health issues each year.**

Youthdale is a Toronto-based mental healthcare agency dedicated to helping children, youth, young adults, and families struggling with complex needs.

[youthdale.ca](http://youthdale.ca)