



# SHOP Strategic Plan 2014-16

## Our Mission

Providing leadership in supportive housing, case management and systemic advocacy for people with serious mental illnesses.

## Our Vision

Partners in providing a better quality of life for the people we serve

## Strategic Directions

Strengthen existing funder relations while seeking new funding opportunities.

Enhance current partnerships, lead in the identification of integration opportunities and enhancement of services.

Continue to develop staff engagement to support capacity, capability and personal growth of our team.

Foster identification of innovative client services and facilities solutions that exceeds required standards while improving operating efficiencies and measurable outcomes for our clients.

## SHOP Services

Outreach Case Management

HOMES Program

Assertive Community Treatment

Supportive Housing

Subsidized Housing

Residential Housing

Transitional Housing

## SHOP 2014-16 Initiatives

Health Equity Research Project

Milton Health Link

Crisis Plan Project

CARF Accreditation

Partner Feasibility Study

Locus/SAM

Increased Accessibility

Volunteer Project

No Wrong Door

ACTT Transition Readiness Scale

Ontario Telemedicine Network

## What clients and the community can expect from SHOP in 2014-16

It is an exciting time of growth at SHOP! With our successful three year CARF accreditation, many of our processes and procedures have been streamlined in order to provide an even higher standard of service to our clients. SHOP will continue to look for innovative ways to expand and enhance our services, while maintaining our mission. We look forward to introducing many of our new initiatives to you!