

Penticton & District Society for Community Living Strategic Plan 2025-2028

Mission & Vision Statement

To enhance the lives of the people we serve.

Our vision is to create a community where all people, excluding none, have equal opportunities to lead active, fulfilling lives. We promote inclusion and independence while at the same time recognizing our interdependence on each other.

Core Values:

1. Inclusion
2. Community (to create, foster and empower communities)
3. Safe, Secure, Affordable housing
4. Awareness & Education

Strategic Priorities



Staff Development & Engagement



Improve Utilization of Technology

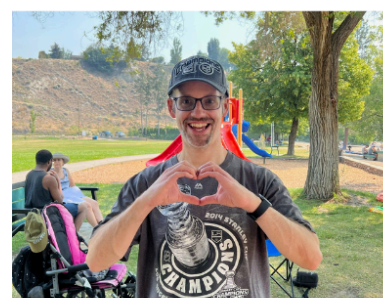


Enhance Program Delivery



Expand Housing Scope

P D S C L



Penticton and District Society for Community Living (PDSCL)

2025-2028 Strategic Plan

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Strategic Priorities:

1. Staff Development & Engagement

- a. Goal: Increase staff performance and engagement by providing staff development opportunities. Provide educational opportunities, increase retention, decrease leaves, and follow the amendments on Bill 41 for both employer and employee duty to cooperate and duty to maintain employment.
- b. Initiatives:
 - i. Decrease turnover rates.
 - ii. Provide more educational opportunities.
 - iii. Improve hiring and onboarding processes.
 - iv. Timely tracking of certifications.
 - v. As per annual reviews, staff reach their personal goals.

2. Improve Utilization of Technology

- a. Goal: Improve utilization of platforms to improve efficiency, simplify documentation for staff, and usage of data storage (e.g. Personnel files).
- b. Initiatives:
 - i. Implement new accounting software.

- ii. Develop and maintain a new organization website (pdscl.org), continue to develop and add pages to the website, and conduct an annual review of the website to ensure accurate and up to date information.
- iii. Coordination of projects for HR to move policies, procedures, personnel files, certifications, and employee training to an online platform.
- iv. Improve and move more documentation to the ShareVision site.

3. Enhance Program Delivery

- a. Goal: Improve program quality and effectiveness of our programs.
- b. Initiatives:
 - i. Expanding funding network and sources of funding.
 - ii. Develop succession plans for the leadership team (exempt management). The CEO commits to meeting with them annually to discuss succession planning until their retirement.
 - iii. Increasing Supported Employment opportunities within community and organization.
 - iv. Program participants meet their person-centered planning goals.

4. Expand Housing Scope in Penticton area

- a. Goal: Increase the number of units owned and operated by PDSCL for below-market rentals, subsidized rentals and other housing initiatives.
- b. Initiatives:
 - i. Continue to apply for CFPs (BC builds), CMHC, and other projects.
 - ii. Work with the City of Penticton on housing projects.
 - iii. Strengthening relationship with BC Housing, City of Penticton, and other funders.
 - iv. Decrease vacancies and unit turnover timeline, with a goal of a 30-day vacancy rate for units.

Key Metrics for Success:

- *Increase funding and grants for renovations and maintenance (receiving \$50,000.00 annually is the current goal).*
- *Have a capital plan in place by July 2025 and complete annual reviews of this plan.*
- *Utilize program impact metrics (e.g. number of people served, satisfaction ratings) to assess program delivery.*
- *Utilize organizational capacity metrics (e.g. staff retention, operational efficiency) to assess organizational effectiveness.*

- *Submit one housing proposal per year for the next 3 years.*
- *A minimum of 50% of staff meet their personal goals as per their annual review. This metric will be reviewed annually.*

Implementation Timeline:

To be repeated annually until 2028, when a new Strategic Plan is implemented and implemented.

- January 2025:
 - Strategic Plan implementation
- June 2025:
 - Review the strategic priorities and key metrics bi-annually, which can be changed if necessary.
- November 2025-January 2026:
 - Meet the expectations of annual review results from employees.