

Resolve Counselling Services Canada Strategy Map

2020-2025


OUR VISION

Resolve Counselling Services Canada is a recognized leader of life- enhancing counselling services


OUR MISSION

Resolve Counselling Services Canada provides quality counselling services to significantly improve the social, emotional and economic well-being of individuals and families


Impactful Outcomes

	Community Services	Clinical Services (Counselling, EAP, Education & Consulting)	Community Connections
<p>To meet the needs of the people we serve</p> 	<p>We will ensure:</p> <ul style="list-style-type: none"> • Clients are at the center of high quality, responsive & timely services • Services are aligned to community need through collaborative approaches with community partners • Programs are financially sustainable • Client impact is demonstrated through quality data 	<p>We will ensure:</p> <ul style="list-style-type: none"> • Clients are at the center of a high quality, responsive and timely counselling continuum • We are the provider of choice for high quality Employee Assistance programs (FSEAP), education and training programs & consulting services • Programs are financially sustainable • Client impact is demonstrated through quality data 	<p>We will:</p> <ul style="list-style-type: none"> • Build capacity and trusting win-win relationships with our partners • Be clear and accountable about what we offer and how to access our services • Raise community awareness & funds to support our services


ACCELERATING OUR IMPACT

	Collaborative Community Services	Responsive Counselling , EAP, Education & Consulting Services	Integrated Community Connection
<p style="color: #0070C0; font-weight: bold;">So we can operate with effectiveness and excellence</p> 	<p>We will excel at:</p> <ul style="list-style-type: none"> • Providing evidence –informed, client centered services through programs aligned with community need • Creating opportunities for client engagement and feedback • Providing timely data to inform program decisions • Utilizing technology to increase responsiveness and streamline client experience • Marketing and new business development, community outreach and financial literacy education • Process improvements to streamline administrative functions and increase efficiency 	<p>We will excel at:</p> <ul style="list-style-type: none"> • Providing clear and consistent clinical pathways that are evidence – informed, sustainable, and aligned with community need • Standardizing our approaches and processes • Growing our business in the EAP/consulting sector • Effective client management and engagement • Providing timely data to inform program decisions • Creating an environment that fosters and supports clinical excellence • Ensuring on-going training, supervision and peer support 	<p>We will excel at:</p> <ul style="list-style-type: none"> • Communicating broadly about what we offer and how to access services • Developing relationships with community partners • Collaborating as part of a sector wide response to the delivery of mental health services in our community • Aligning our programs to meet community needs within available resources

DRIVING OUR IMPACT

	Supportive Culture	Passionate People	Robust Infrastructure
<p>To build a strong and prepared team</p> 	<p>We must:</p> <ul style="list-style-type: none"> • Nurture an environment of openness and trust • Foster excellence in client service provision • Create an environment where staff can learn and innovate with ease • Engage staff in change processes • Communicate widely what is being planned and what is expected of everyone • Reinforce value/sense of belonging for all • Develop cross-agency teams to build bridges and foster collaboration to generate cross agency solutions 	<p>We must:</p> <ul style="list-style-type: none"> • Review roles and responsibilities of management and align to achieve outcomes • Apply HR Policies consistently • Support training and professional development • Cultivate a work environment of wellness and work-life balance • Encourage a robust, flexible organizational culture and infrastructure that is aligned to our vision, mission and outcomes • Review full-time/part-time staffing ratio and schedule to ensure maximization of resources 	<p>We must:</p> <ul style="list-style-type: none"> • Develop an IT and technology plan • Upgrade case management system • Ensure systems work together / interface to streamline and eliminate processes done by hand • Develop social media strategy to align with fundraising goals • Achieve better data collection system/dashboards to track work being done/to provide daily feedback/track progress • Increase use of customer experience tools and applications e.g. after-hours service; client satisfaction surveys etc. • Incorporate webinar technology e.g. to deliver EAP and Consulting Wellness workshops

SUSTAINING THE PATH TO IMPACT

	Astute Resource Management	Continuous Quality Improvement	Community Engagement
<p>We use our resources wisely</p> 	<p>We will:</p> <ul style="list-style-type: none"> • Allocate financial and human resources in alignment with our vision, mission and strategic priorities • Grow our value-added funding sources and pursue new business • Maximize operational efficiencies • Ensure our staff have the time and resources needed to fulfill their accountabilities and respond to changing needs • Achieve a responsible, balanced budget 	<p>We will:</p> <ul style="list-style-type: none"> • Develop key performance metrics/analytics to track and report on progress • Implement continuous improvement processes towards achieving improved outcomes and efficiencies • Develop a 3-5 year fundraising plan • Implement staff satisfaction survey • Develop program support manuals • Develop cross-training opportunities • Conduct Program Reviews including cost-revenue analysis • Create cross agency task groups to generate innovative approaches and process improvements 	<p>We will:</p> <ul style="list-style-type: none"> • Collaborate with our community partners to ensure access to community mental health services • Continuously aligning our community program offerings with community need

Guided by our Values

Compassion & Respect for All Inclusion & Diversity Collaboration & Partnerships Accessibility Responsiveness Accountability & Effectiveness Care for Clients and Employees