



STRATEGIC PLAN

2024-2028

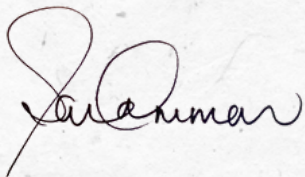
For over 30 years, CDRCP has been committed to Engaging, Connecting, and Empowering the community we serve. In our 2024-2028 strategic plan, we will actively engage with the community, forge strong connections, and foster partnerships that will ensure services offered through CDRCP are meaningful and responsive to the community's evolving needs.

As we embark on our journey of providing high quality services over the next 5 years, we turned to our Stakeholders, Community Partners, Funders, Staff, and Board to understand their needs and develop a strategic plan that encompassed the feedback we received. Through community consultations, key informant interviews, surveys and focus groups, we developed our 2024- 2028 strategic plan as a roadmap for our organization's next five years.

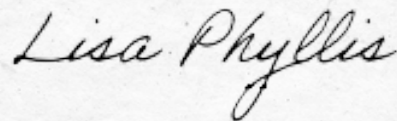
Our strategic goals for the next five years include:

- Elevating CDRCP's voice to support advocacy of our Clients, Staff, Funders, Board of Directors, and Community Partners
- Modernize service delivery through technology, data informed decision making, and responsive programming and services
- Empower an inclusive and dynamic workforce that delivers high quality services

We pledge to ensure community development, provide leadership, and to advocate with your voice, the voice of our CDRCP community.



Sara Ammar | CEO



Lisa Phyllis | President



01

INTEGRITY



We comply with all applicable laws and are fiscally responsible and transparent in our practice.

02

INCLUSIVE



We respectfully engage across the dimension of diversity.

03

PARTNERSHIPS



We value and nurture partnerships for collaborative impact and are responsive to the voice of the client.

04

EVIDENCE-BASED INNOVATION



We integrate expert opinion, current evidence, and client perspective for staff to translate ideas that create value.

GUIDING VALUES





VISIBILITY/TELLING OUR STORY

Actively engage as the leading provider, partner and resource with the community, government, funders, and our partners.

GOAL 01

OBJECTIVES

- **IMPACT STORY**

Enhance CDRCP's brand identity and increase awareness of CDRCP's value and long-term impact for the community

- **INFORM AND INFLUENCE**

Actively engage and remain relevant and responsive amidst changes in the political and social environment





SERVICE EXPERIENCE

Provide an enhanced service experience that is meaningful and reflective of community needs.

GOAL 02

OBJECTIVES

- **TECHNOLOGY**

Leverage new technology to modernize service delivery internally and externally

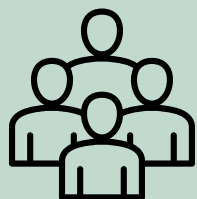
- **DATA INFORMED DECISION MAKING**

Enhance the collection, analysis and use of data to continue to be responsive and nimble in program planning, service delivery, and improving impact

- **PROGRAMMING**

Ensure programs and services are reflective of the diverse needs of the communities we serve





DYNAMIC WORKFORCE

Empower an inclusive and dynamic workforce that delivers high quality service and outcomes.

GOAL 03

OBJECTIVES

- **ORGANIZATIONAL CAPACITY**

Build organizational capacity to meet the existing and growing demands of the systems CDRCP serves

- **DIVERSITY**

Respectfully engage across the dimensions of diversity in our organizational practices, including recruitment and engagement

We extend our sincere gratitude to Lisa Phyllis, David Karpiak, Alexa Nielsen, and Sharon Khan - Torrance for their invaluable contributions. Your time and efforts have been invaluable in the development of our strategic plan. A special thank you to Alexa for your expertise, leadership, and exceptional dedication to this process and for continuing to remain a strategic plan champion on the Board.

Thank you for making a difference!



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