



# STRATEGIC PLAN 2020-2022

## Vision

We envision communities where all individuals can contribute to their full potential

## Mission

We provide employment related services to facilitate resilient, vibrant and ever-changing communities

## Values

Respect, Integrity,  
Professional, Equality,  
Collaboration,  
Innovative,  
Transparency

Belleville | Marmora | Bancroft | Whitby | Pickering | Bowmanville

[www.METAservices.ca](http://www.METAservices.ca)



*Making Employment  
Transitions Attainable*



#### STRATEGIC DIRECTION

**Building Community Awareness and Influencing Partnerships & Stakeholders.**

STRATEGIC PRIORITIES  
Community Leadership

01

#### MEASURABLE GOALS/OUR SUCCESS

1. Initiate processes for sharing of resources including referrals & service coordination
2. Engage and involve community partners and stakeholders in program planning, development and delivery
3. Build and strengthen relationships with community organizations, employers and local government

#### STRATEGIC DIRECTION

**Strengthening the Organization for Sustainable Growth While Providing Excellent Service Delivery and Sustaining Financial Resources**

STRATEGIC PRIORITIES  
Expansion of Programs/ Services

02

#### MEASURABLE GOALS/OUR SUCCESS

1. Identify and develop strategies to support Social Enterprise opportunities
2. Ensure continued staff supports to enhance their capacity to deliver current and new programs efficiently and effectively
3. Development of programs to support Youth & Mature Workers as well as Social Skills and Mental Wellness and with an emphasis on evidence-based and client-centred programs with defined outcomes and success indicators
4. Increase training and skills development opportunities for job seekers, employers and community partners
5. Investigate how organization can support international workers and students

#### STRATEGIC DIRECTION

**Maximize Resources to Enhance Program Capacity**

STRATEGIC PRIORITIES

Expansion of Physical Spaces/ Outreach Areas

03

#### MEASURABLE GOALS/OUR SUCCESS

1. Maintain a focus on the Durham site.
  - a. Review current footprint and geographical location to determine whether expansion or a physical move is required
  - b. Identify site supervisor to enhance leadership presence
  - c. Review programs to ensure gaps are being addressed
2. Establish a location for the Hastings Itinerant Office
3. Identify physical barriers/repairs at the Belleville site and develop a plan to address them

#### STRATEGIC DIRECTION

**Developing and Implementing Best Practices in the Management of Human Resources**

STRATEGIC PRIORITIES

Staff Succession Planning & Onboarding

Culture

#### MEASURABLE GOALS/OUR SUCCESS

1. Develop a comprehensive succession plan that will identify a pool of talent for key areas identified by the organization
2. Develop a Succession Planning policy that clearly outlines the steps taken to temporarily and/or permanently make a planned or unplanned change in leadership
3. Explore professional development and mentorship that may include internal & external training; special project assignments
4. Create comprehensive orientation process for all staff that may include job shadowing; interviews with other staff and training

#### STRATEGIC DIRECTION

**Practice Good Governance and Leadership**

STRATEGIC PRIORITIES

Board Succession Planning and Onboarding

05

#### MEASURABLE GOALS/OUR SUCCESS

1. Conduct an annual self assessment of board members and META as a whole
2. Develop a comprehensive succession plan that includes the review of term limits
3. Develop a recruitment strategy that links candidates to required skills sets & values that match the organization
4. Design and implement a Board development strategy



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