



STRATEGIC PLAN **2026-2029**

**STREET HAVEN
AT THE CROSSROADS**

A COMMUNITY
WHERE ALL WOMEN ARE SAFE



STRATEGIC PRIORITIES

There are three (3) strategic priorities identified by Street Haven

01

Enhance Client Service Quality

02

Create a People-centric Culture

03

Growth; Scale Up To Service More Women

ENHANCE CLIENT SERVICE QUALITY NEEDS (more services, better integrated, more consistently)



1

Increase or adapt programming and services to meet client needs (changing needs, acuity, complexity of needs)

2

Strengthen crisis response and capacity by enhancing the program's ability to respond to acute mental health crisis through trauma informed interventions

3

Support a greater range of women by serving (directly or indirectly), family units, children, and younger women

4

Increase supports and resources to clients through new roles, resources, practices etc.

5

Streamline and solidify intake process and client experience

6

Create a social enterprise program to increase revenue, client engagement, and service continuing

7

Improve integration of services across all programs; Cross-Departmental Connection and Collaboration

8

Introduce new tools, measures/ metrics, or methods, with the goal of improvement of quality improvement to improve client services

9

Remove barriers to service access and service delivery (physical accessibility, language, cognitive, developmental and mental health barriers to service entry)

CREATE A PEOPLE-CENTRIC CULTURE (attract, retain, engage, motivate talent)

**1**

Improve student placement processes

2

Attract quality talent through an increased talent pool, becoming an employer of choice

3

Increase staff engagement in Street Haven activities, committees, surveys, initiatives, etc.

4

Improve communication and visibility

5

Performance management, feedback, communications improvements and new initiatives to support managers and staff

6

H&S process and policy improvements, focusing on EDI and consistency

7

Pay Equity Maintenance (LOU 1)

8

Increase recruitment and staff engagement in recruitment process

GROWTH; SCALE UP TO SERVICE MORE WOMEN (increase base funding/grow revenue, build brand awareness; innovate and test new models)

**1**

Revenue generation via grants, funders

2

Develop and implement a fundraising plan to increase revenue (donor base, amount, diversity of donors, corporate sponsorships, etc)

3

Communicate and embed MMV and EDI into internal and external communications and actions

4

Expand Communications and Raise Public Profile