



STRATEGIC PLAN **2026-2029**

**STREET HAVEN
AT THE CROSSROADS**

A COMMUNITY
WHERE ALL WOMEN ARE SAFE

FORWARD

Street Haven is proud to share its 2026–2029 Strategic Plan, which reflects a collective vision for the future of the organization. This plan outlines the strategic priorities that will guide our work over the next three years as we continue to strengthen our programs, deepen our impact, and respond to the evolving needs of women and gender-diverse individuals experiencing homelessness, trauma, mental health challenges, and substance use.

The development of the 2026–2029 Strategic Plan was informed by a collaborative planning process that engaged Street Haven staff, leadership, the Board of Directors, community partners, and other key stakeholders. We extend our sincere thanks to Catherine Moffatt, Strategic Consultant with Management Advisory Services for her guidance and expertise throughout this process. Through consultations, workshops, and thoughtful dialogue, we identified the opportunities, challenges, and priorities that will shape our work in the years ahead. The result is a strategic roadmap that builds on Street Haven's longstanding legacy while positioning the organization for continued growth, innovation, and meaningful impact in the communities we serve.

MISSION, VISION AND VALUES STATEMENTS

OUR VISION

A future where every woman lives in safety, dignity and hope.

OUR MISSION

We meet women where they are and offer integrated services to help them lead empowered lives.

OUR VALUES

We respect and value every voice.
We lead with empathy & compassion.
We champion inclusion.
We're always adapting.
We advocate for all women.

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

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 and initiatives

4

Improve communication and visibility

5

Enhance performance management, feedback and communications initiatives to support managers and staff

6

Focus on Health & Safety processes, policy improvements, and Equity, Diversity, Inclusion, and consistency

7

Perform a Pay Equity Maintenance exercise

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**

Generate revenue 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



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