



Shelter, Hope, and Education
Strategic Plan 2011-2013

OUR AMBITIONS

SHE IS AT THE CORE / STRATEGIC PLAN

Discovery House Family Violence Prevention Society's strategic plan, "SHE is at the Core", was published in March 2008 for the five year period from 2008 to 2012. An extensive analysis of internal and external environments, the clients needs, and the organizational capacity provided direction for the following strategic themes.

It was to be a time of focusing, strengthening and growing our leadership position as a second stage shelter. Of significance, the 2008 – 2012 strategic plan included growing our shelter presence from 19 to 40 units under management by 2012.

LEADERSHIP

Discovery House will demonstrate leadership in its critical success areas of growth, service delivery, human resources and community profile.

QUALITY

Services and programs will be current, based on leading practice and evidence, consistently reviewed, and strive to exceed regulated or legislated standards.

SUSTAINABILITY

To be the leader in the second stage shelter environment, the resources of Discovery House must be sustainable and demonstrate good stewardship. This will be achieved by increasing all funding streams.

OUR ACHIEVEMENTS

SINCE 2008

LEADERSHIP

Discovery House has grown, adding staff and programs. Our reputation as a leader is solid as we share our expertise and best practices in the local, provincial and international community. Of particular interest is our work with children and the Community Housing program resulting in a significant presence at conferences and training workshops.

QUALITY

High standards and continuous improvement are pervasive in our work. Discovery House's program service models have integrated improvements based on best practices in the sector, on research, and innovative ideas from committed staff. Operating effectiveness increases client satisfaction, the true measure of how well we are doing.

RESIDENTIAL PROGRAM

Discovery House's Residential program continues to provide quality, individualized, wrap around services for both women and children.

Results of exit surveys showed that 94 per cent of clients indicated that they were not planning on returning to their abusive relationship. We helped 89 per cent of children and youth move through developmental milestones at an age appropriate rate.

COMMUNITY HOUSING PROGRAM

The Community Housing program began as a pilot project in February, 2009 and has experienced significant growth and success since. The goal for the first year was to provide 50 families with housing and the accompanying support services. Today, two years later, 132 families have been served, significantly surpassing all targets and expectations. After one year in the program, 88 per cent of families remain stably housed.

SUSTAINABILITY

In the past three years, Discovery House has maintained and enhanced relationships with current funders and donors, and engaged new donors in supporting our work. In the 2010-2011 fiscal year Discovery House exceeded its fund development goal by 20 per cent, which allowed for sustainability and expansion of staffing to ensure we are meeting the needs of our clients.

GROWTH AGENDA

To achieve this growth agenda, we will build upon existing partnerships and develop new ones. We will also appropriately market this agenda and the rest of the agency's good work so as to inform the community and gain support.

Discovery House will sustain the residential program within the capacity of our current facilities and continue to integrate improvements to the services we provide.

We will grow Discovery House's capacity by:
Expanding the number of families we serve in the Community Housing Program to 100 at all times by year end 2013 and,
Integrating child and youth services in the Community Housing Program so all family member needs are addressed.



**OUR
NEW FOCUS**

2011 - 2013





FORTIFY LEADERSHIP STRENGTHS

Discovery House will continue to fortify our core service strengths by providing individualized wrap around services for women, children and youth in both our Residential and Community Housing programs. We will continue to specialize in serving children, Aboriginals, immigrants, and refugees to meet the needs of these diverse clients. We will continue to maintain metrics for success in each of these service areas which will contribute to the development of best practices.





SUSTAINABILITY OF FUNDING

Discovery House is committed to raising \$2M annually in order to meet the growing number of families served in our residential and now expanding community-based programs. This significant commitment demonstrates our confidence that we will deliver the necessary services, and also confidence in the community that supports us. It also shows a determination to achieve our vision of a community free of family violence.



Three years into the plan - and based on what we have learned from our achievements - the strategic plan was revised to reflect four key areas of focus for the next two years.

PREVENTION

Discovery House will maintain its current emphasis on secondary and tertiary prevention by virtue of the work we do. That is, client interventions interrupt and therefore prevent further abuse. We will highlight the primary prevention activities we do engage in and support the efforts of our partners.





CREATE A RIPPLE

Your donations cause a ripple effect of positive change. When you help families to live free from family violence, you give them confidence to break harmful patterns. That strength can continue from generation to generation. Create a ripple now, and radiate change.

discoveryhouse.ca