



# Our Vision

The well-being of children, youth and families is essential to the quality of life in our community.

## Increasing Impact of Services

### STRATEGIC DIRECTION: ENHANCE SUPPORT FOR CHILDREN, YOUTH & FAMILIES

**Goals**

- o Children and youth in care receive;
  - high quality care preferably within a family-based environment;
  - school achievement supports;
  - transition supports to adulthood;
- o Significant and meaningful life-long relationships are increased for all children and youth;
- o Families have increased capacity to provide for their children and youth.

### STRATEGIC DIRECTION: ENHANCE CAPACITY TO SERVE DIVERSE POPULATIONS

**Goals**

- o CASO practices are culturally appropriate and informed by an Anti-Oppression framework;
- o Children and youth in care are supported in culturally appropriate environments;
- o Partnerships provide increased support for priority populations and critical community services.

### STRATEGIC DIRECTION: ADVOCATE FOR THE NEEDS OF OTTAWA'S CHILDREN, YOUTH & FAMILIES

**Goals**

- o CASO advocacy is based on sound research and evidence;
- o CASO advocacy addresses:
  - the broader determinants of parental capacity (poverty, education, etc.);
  - the need for increased transition support for older children;
  - the need for a comprehensive system of community services (e.g. mental health, addictions, etc.) to achieve the objectives of child welfare.
- o There is increased public understanding of successes within child welfare and strong support for appropriate funding of services for families, children and youth.

## Increasing Organizational Capacity

### STRATEGIC DIRECTION: ACHIEVE SERVICE EXCELLENCE

**Goals**

- o CASO's Clinical Framework is fully implemented reflecting a consistent set of principles, understanding, skills and tools;
- o CASO change processes are evidence-informed, client centered, efficient and respectful of impacted stakeholders;
- o The learning and practices from community initiatives are specialized services are integrated and consolidated within the work of all teams;
- o CASO has strengthened capacity to demonstrate the value of its services and practices and effectively and efficiently fulfil internal and external accountabilities.

### STRATEGIC DIRECTION: STRENGTHEN CASO'S RESOURCES

**Goals**

- o The developmental needs of all employees, volunteers and care providers are identified and addressed through formal and informal training, mentoring and peer support;
- o Performance management practices are aligned with strategies and outcomes;
- o The diversity of CASO's workforce, caregivers and volunteers reflects the communities we serve.

### STRATEGIC DIRECTION: DEVELOP PARTNERSHIPS & SHARED SERVICES

**Goals**

- o Existing partnerships have been maintained and developed;
- o Partnerships and shared services are evidence-informed, have clear outcomes and are evaluated regularly;
- o Shared services have been explored and developed where effective with local partners, the Eastern Region and OACAS.

**Our Mission**

The Children's Aid Society of Ottawa is committed to protecting the children and youth of our community from abuse and neglect. We work in collaboration with community partners to ensure their well-being and to strengthen the capacity of families and the communities in which they live



**RESPECT**

We recognize the strengths and the dignity of the children, youth and families we serve; service delivery decisions benefit from their participation.

**SERVICE EXCELLENCE**

The design and delivery of our services seeks to reflect our commitment to proactive, evidence-informed, strengths-based practice.

**PERMANENT CONNECTIONS**

Every child and youth can achieve greater well-being through supportive relationships that are maintained across time and provide a sense of belonging within their family, extended family and community.

**COLLABORATION**

Ensuring the safety and well-being of children and youth is a shared responsibility. Collaboration and co-operation amongst ourselves, the families we serve, caregivers and community partners are essential.

**RECONCILIATION**

Our practices are informed by sensitivity to the historic relationship between child welfare and Aboriginal peoples. We seek understanding and reconciliation when supporting their children and youth.

**DIVERSITY**

We recognize the unique quality of each child, youth and family and use a practice framework which embraces diversity and recognizes the impact of systemic oppression on interactions with both service users and colleagues.

**APPRECIATION**

We recognize the dedication and commitment of our staff, caregivers and volunteers. We seek to provide them with a safe and supportive work environment.