

2022 STRATEGIC PLANNING

SOMERSET WEST
COMMUNITY
HEALTH
CENTRE



CENTRE DE
SANTÉ
COMMUNAUTAIRE
SOMERSET OUEST

Somerset West Health Community Health Centre (SWCHC) engaged Sayid Consulting and Connect2Knowledge to help develop its new strategic plan. They reviewed SWCHC's website and relevant news articles along with key documents to conduct an environmental scan, as well as soliciting personal feedback from SWCHC stakeholders.

GETTING FEEDBACK

Feedback to inform the plan was gathered via:

- 4 focus groups with 45 participants (35 staff and 10 board members)
- consultative sessions with SWCHC's advisory committee (14 staff and 3 board members)
- 41 surveys completed by clients, community members, partners, funders, and volunteers

COMMON GROUND

The internal consultation and environmental scan identified the following five key themes.

1. Responsiveness and agility
2. Diversity, Equity, and Inclusion (DEI) and Anti-Racism work
3. Leadership and partnerships
4. Staff and work culture
5. Resources (funding) and infrastructure

These themes were used in the development of four strategic priorities. Anti-Racism/Anti-Oppression and Equity principles are embedded within each priority in recognition these values must inform every aspect of SWCHC's work.

STRATEGIC PRIORITIES

1

CULTURALLY-CENTERED MENTAL HEALTH SUPPORTS

Goal: SWCHC will stabilize and strengthen our culturally-centred, targeted mental health and wrap-around supports for clients who face multiple barriers.

2

HEALTHY, INCLUSIVE WORKPLACE

Goal: SWCHC will develop and implement a comprehensive human resources plan to ensure a healthy, equitable, safe and inclusive workplace.

3

ORGANIZATIONAL INFRASTRUCTURE AND SUSTAINABILITY

Goal: SWCHC will invest in strengthening our organizational infrastructure to better support our growth in front-line service delivery and increase efficiencies for staff and leadership.

4

PARTNERSHIPS AND ADVOCACY

Goal: SWCHC will work to strengthen our partnerships, collaborations, and systems-level advocacy efforts to identify and address the impacts of racism and growing inequities in access to primary care, food security, affordable housing, and mental health and addictions services.