

OUR MISSION

is to reduce the impact of poverty in Ottawa

OUR VISION

is a city without poverty where all residents live with dignity

THE CONTEXT OF OUR WORK

The Caldwell Family Centre plays a critical role in supporting residents of Ottawa who are impacted by poverty. In collaboration with partners, we strive to meet clients' needs in a wide variety of areas, including food security, social engagement, child and youth programming and vocational support.

Our new strategic plan focusses on our future. We strive to expand our connections, our visibility, our resources and our impact. We dream big so we can do more.

STRATEGIC GOALS AND KEY STRATEGIES

CLIENT SERVICES

Reduce the impact of poverty in the community

- Deliver programs that reduce the impact of food insecurity in Ottawa
- In partnership with other service agencies, seek ways to deliver adult training opportunities, youth and newcomer employment programs
- Seek ways to enhance children and youth programming in the area
- Increase knowledge of the neighbourhoods we serve by developing tools to measure our impact and success and by leveraging available data from partners
- In collaboration with other service providers in the community, provide support for mental wellness and reduction of isolation through outreach and other activities

SUSTAINABLE INFRASTRUCTURE

Ensure safe and accessible infrastructure to meet evolving community needs

- In collaboration with Ottawa Community Housing, the City of Ottawa and other service providers, seek ways to address current facility shortfalls

- Plan for a more suitable long-term location and progress to start of required construction

COLLABORATION & ENGAGEMENT

Increase visibility and grow organizational capacity

- Employ cross organizational collaboration to advance our objectives and grow our capacity to offer services
- Focus our communication efforts to raise our profile community-wide
- Foster an organizational culture of accountability and continuous improvement to keep employees and volunteers inspired and engaged

FISCAL RESPONSIBILITY

Increase funding and improve financial sustainability

- Broaden sources of financial support across grants, foundations, core funding and donations
- Develop philanthropic engagement strategy including plans for major donors and corporate sponsorships
- Ensure long term sustainability through rigorous financial stewardship

OUR VALUES

RESPECT

We hold the rights of all persons in the highest regard and treat others with dignity in a non-judgmental, caring and clean environment

EMPOWERMENT

We encourage and support our clients, staff and volunteers to achieve their full potential and control their own destinies

COLLABORATION

We work together with our clients and partners in developing services that are responsive to the changing needs of the community

SECURITY

We work towards the emotional, physical and financial security of our clients and our organization

OUTCOMES AND SUCCESS METRICS

CLIENT SERVICES

- Reduced impact of food insecurity within Ottawa
- Created adult training opportunities, youth and newcomer employment programs
- Increased children and youth programming in the area
- Increased knowledge of the neighbourhoods we serve
- Created support for mental wellness and reduction of isolation

SUSTAINABLE INFRASTRUCTURE

- Eliminated current facility shortfalls
- Plans in place for a more suitable long-term location and construction / renovations started as needed

COLLABORATION & ENGAGEMENT

- Increased our capacity to offer services
- Raised Caldwell profile community-wide
- Created an organizational culture of accountability and continuous improvement to keep employees and volunteers inspired and engaged

FISCAL RESPONSIBILITY

- Increased sources of financial support across grants, foundations, core funding and donations
- Created philanthropic engagement strategy including plans for major donors and corporate sponsorships
- Maintained rigorous financial stewardship for long term sustainability

