

STRATEGIC PLAN 2026-2031



Building on Our Commitment to Community

Interior Community Services' Strategic Plan provides a roadmap for the next five years, guiding how we strengthen our services, support our workforce, build partnerships, and steward the resources entrusted to us.

The plan reflects input from staff, leadership, our Board of Directors, community partners, and the experiences, perspectives, and feedback shared by the people who access our services through ongoing engagement with program staff and leaders. It builds on our history of service while helping us respond to emerging needs and opportunities across the communities we serve.

A Long-Term Vision with Ongoing Accountability

This Strategic Plan is designed to guide our work over the next five years.

While the plan provides long-term direction, we recognize that communities, services, and priorities evolve over time. Progress will be reviewed regularly to ensure we are moving toward the outcomes identified in the plan and continuing to meet the needs of the people and communities we serve.

A formal review will take place midway through the plan to assess progress, identify emerging opportunities and challenges, and ensure our priorities remain relevant and impactful.

Turning Strategy into Action

The Strategic Plan helps guide organizational decision-making, service development, and investment in people, programs, partnerships, and infrastructure.

Through annual planning, strategic initiatives, and ongoing monitoring of results, we will track progress and identify opportunities for learning, improvement, and innovation.

Working Together

Achieving meaningful and lasting impact requires collaboration.

The success of this plan depends on the collective efforts of staff, volunteers, community partners, funders, and the people who access our services. Together, we will continue building strong, responsive, and sustainable services that help individuals, families, and communities thrive.

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PRIORITY 1 - QUALITY SERVICES

Goal: To provide high-quality, impactful, and focused programs and services that respond to community needs.

Objectives:

- Ensure ICS services are consistently high-quality, person-centred, and focused on areas where we can deliver consistently and effectively
- Intentionally align and adapt our services to respond to evolving community needs and support long-term sustainability
- Enhance integration and collaboration within ICS services and the broader community
- Strengthen our ability to understand and improve the impact of our services

PRIORITY 2 – SUSTAINABLE WORKFORCE

Goal: To provide a workplace environment that enables staff to be effective, supported, and engaged.

Objectives:

- Strengthen clarity, structure, and support to help staff navigate workload and expectations effectively
- Strengthen internal alignment by improving communication and role clarity across the organization
- Foster an inclusive workplace where staff feel valued and able to contribute
- Provide opportunities for learning, growth, and development that are aligned with organizational needs and capacity

PRIORITY 3 - EFFECTIVE PARTNERSHIPS

Goal: To work collaboratively with partners to address complex community needs and extend ICS's impact.

Objectives:

- Strengthen and sustain meaningful partnerships that support coordinated, effective responses to community needs
- Enhance ICS's influence and impact by actively contributing to community and sector initiatives and multi-system-level coordination

PRIORITY 4 - STRONG INFRASTRUCTURE

Goal: To strengthen the systems, structures, and governance needed to support consistent, effective, and sustainable operations.

Objectives:

- Strengthen systems and processes to improve consistency, efficiency, and effectiveness across the organization
- Strengthen governance and organizational accountability to support effective decision-making and oversight
- Develop and implement a digital strategy that supports service quality, data-informed decision-making, and long-term sustainability

PRIORITY 5 – RESPONSIBLE STEWARDSHIP

Goal: To ensure the financial sustainability and responsible stewardship of resources needed to support ICS's work.

Objectives:

- Strengthen financial management to support stability, accountability, and informed decision-making
- Enhance fundraising and resource development to support strategic priorities and emerging needs
- Improve stewardship and use of physical assets and facilities to support effective and sustainable operations

