

Hope Place Strategic Direction 2013/14

Mission

To be the Centre of Excellence for clinical intervention and the prevention of sexual abuse and assault. Helping survivors move from cope to hope.

Vision

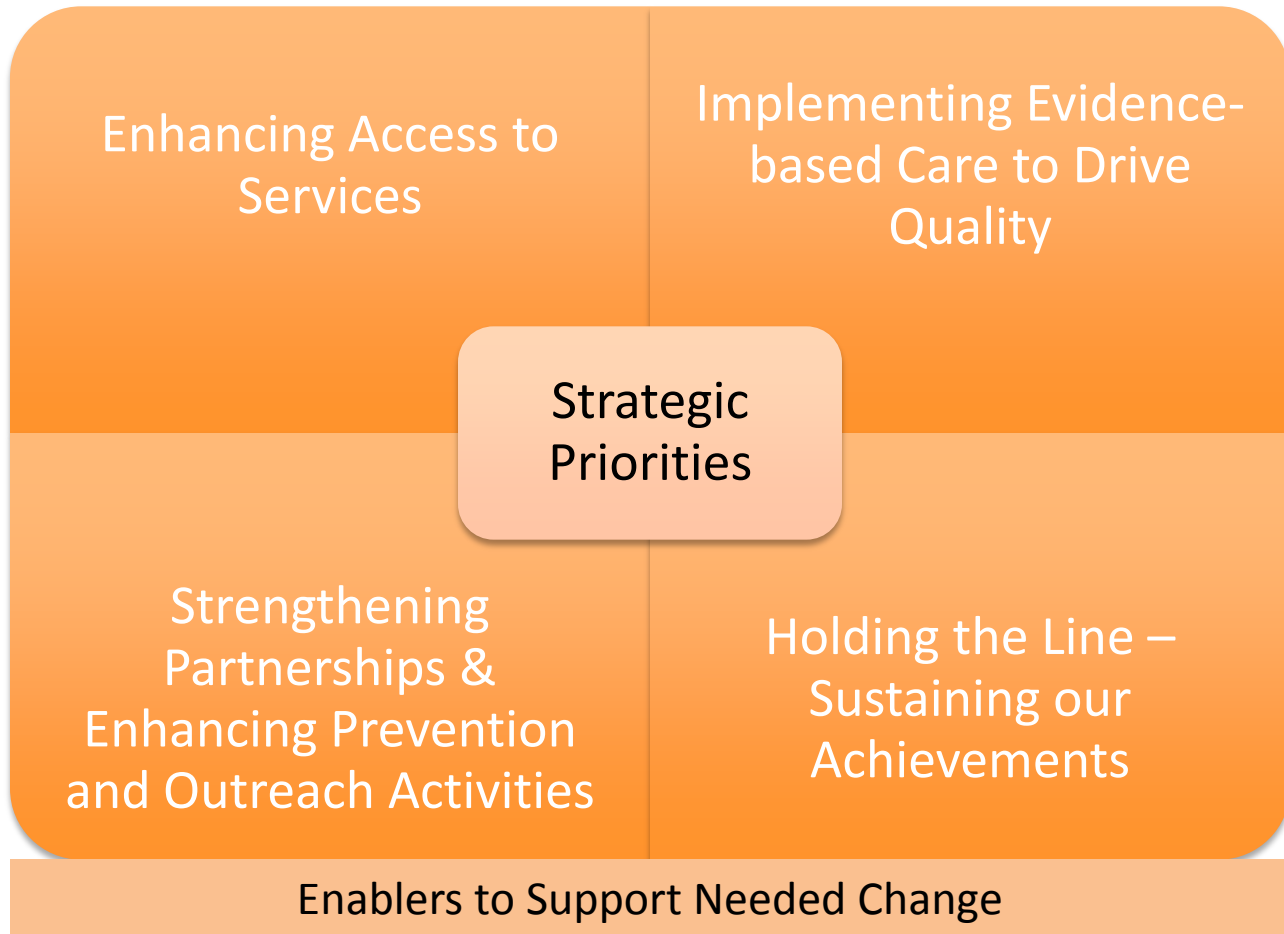
A community without sexual abuse and assault.

Core Value

Acting with excellence in the best interests of our clients on behalf of the community.

Mandate

- We are a not-for profit charitable organization that operates from an anti-racist, anti-oppressive framework
- We provide clinical intervention to all survivors of recent or historical sexual abuse and/or assault who are 12 years of age or older
- The services provided at the Agency include:
 - Individual, family/support person
 - Therapeutic Groups
 - Psychoeducational Workshops
 - 24/7 telephone crisis intervention



Hope Place Strategic Priorities 2013/14



Enhancing Access to Services



Implementing Evidence-based Care to Drive Quality



Strengthening Partnerships & Enhancing Prevention and Outreach Activities



Holding the Line – Sustaining our Achievements

Reduce Wait Times for Services:

- 100% of callers to the Crisis Line are referred to in-person services offered at the Agency.
- 80% of clients contacting the Agency for in-person services undergo an Initial Intake Assessment within five (5) business days of first contact.
- Decrease wait times for access to care at the Agency by implementing two (2) therapy groups and four (4) workshops per quarter.

Connecting the Community to Agency Services:

- Increase the number of callers accessing the Crisis Line to 5,500 per year
- Increase the number of male and youth (ages 12-18 years) callers to the Crisis Line to 20% of all callers.

Clinical Intervention is Based Upon Best Practice Standard:

- 100% of callers to the Crisis Line are assessed for suicide risk and general mental health condition through a standardized process.
- 100% of in-person clients complete mental health assessments for: Posttraumatic Stress Disorder, anxiety, depression, and generalized pain.
- 80% of in-person clients have demonstrated improvement on their assessments by the end of therapy.
- 95% of audited client files are appropriately maintained.

Strengthening Partnerships with Community Organizations:

- Community organizations, including faith-based groups, are invited to provide information/training sessions to Agency staff regarding their programs and services.

Lead the Development & Implementation of a Regional Sexual Prevention Strategy:

- Regional Sexual Violence Prevention Strategy network formed, project charter developed, terms of reference finalized, strategic goals identified, and workplan developed.
- Our Youth, Our Future Program reconceptualized to align with strategic priorities of the Agency (targeting youth 12-18 years of age).

Making sure when you need crisis intervention – it's timely, effective and compassionate.

- Benchmarks identified above are met or exceeded.
- Data from statistics analyzed, and Agency services are modified to reflect changing client needs.



Enablers to Support Needed Change: strong partnerships with community organizations, funding commitments, community engagement