



Connect, Contribute, Collaborate

Strategic Action Plan 2023-2025

BACKGROUND

About Chilliwack Healthier Community (CHC)

Established in 2014, CHC has grown into a network of over 45 local partners that collaboratively work to address Chilliwack's most complex health and social issues and to build a healthier community. Partners include government, community agencies, law enforcement, and business.

CHC Achievements

Past CHC initiatives have included participation and/or development of

- First Nations Historical Impacts Training Series; Indigenous Resources Card and Ancestral Home Map
- Chilliwack Homelessness Action Plan; Landlord Tenant Connections (Housing Hub); Street Cards
- Poverty in Chilliwack storybook; Chilliwack Food Council (Community Food Hub, Downtown Market, Community Food Security Assessment, City Wide Gardening Project)
- New Matrix Meals, Events (Understanding Addictions, Finding the Balance, Meeting in the Middle, Community Resource Cards)
- Elements of Mental Wellness Guide; Workshops (Workplace Wellness; Supporting Families with Parental Mental Health and/or Substance Use Challenges;
- Support for Seniors Quarterly Info Sheet; Every Door is the Right Door for Seniors; Connect Cafes and Intergenerational Programming

“Project Impact” Evaluation of CHC Initiatives

In 2019-2020, CHC undertook a comprehensive evaluation of the impact of the collective efforts of CHC on partner representatives and team members, examining how the collaborative process, organizational structure, and achievement of outcomes has impacted the work that members do in the community. The resulting document, “Taking Action Together: The Cumulative Impact of Collaboration” outlines 12 key findings that support potential improvements to how CHC operates.

2022 Strategic Action Planning Process

In May 2022, CHC held a strategic action planning day to evaluate progress in relation to the 2018 Strategic Action Plan, to reflect on Project Impact recommendations, and to identify priorities for the next three years.

There was broad support amongst participants in continuing to focus on existing themes, and to consider emerging areas of interest, as follows:

Continued Focus 2023-2025

- ✓ Healthier Seniors & Healthy Aging
- ✓ Homelessness & Housing First
- ✓ Poverty Reduction
- ✓ Transportation for vulnerable citizens
- ✓ Accessibility for All
- ✓ Sexuality and Gender Equity Awareness
- ✓ Cultural Safety and Humility

Emerging Areas of Interest:

- ✓ Caring Communities – anti-violence, anti-racism, inclusion

- ✓ Stigma Reduction
- ✓ Trauma Informed Practice / Understanding & Responding to Adverse Childhood Experiences
- ✓ Emergency preparedness – agency coordination
- ✓ Involvement of People with Lived Experience
- ✓ Greater advocacy for a full Continuum of service in Chilliwack to support those experiencing homelessness, mental health, and/or substance use issues

CHC operational improvements

The Strategic Action Planning Day also provided an opportunity for partners to identify the highest priority Project Impact findings, and supporting actions to reinforce desired outcomes:

- ✓ **Keeping the Doors Open** - increased opportunities for Indigenous and non-Indigenous stakeholders to work together; building diversity equity and inclusion into all committee work
- ✓ **Primacy of People** - activities to support the establishment of new relationships to improve collaboration and provide personal inspiration
- ✓ **City as Champion** – continue to engage City involvement
- ✓ **We're All Neighbours** - Share resources and information, creatively engage and intentionally support deepening connection to community

DEFINITIONS

CHC Partner

CHC partners are organizations whose mandate aligns with the goals and objectives of the CHC SAP. Official CHC partner agencies designate representatives to act as information conduits between CHC and their organization. CHC Partner Representatives attend monthly partner meetings, and voting and formal motions may only be undertaken by partner representatives.

CHC Network Member

CHC network members are local health and social service professionals who subscribe to the CHC network distribution list. Members are unified in information sharing through a weekly newsletter and invitations to all CHC workshops, training sessions, forums and events.

Structure

CHC operates using a constellation style of governance, whereby core partners provide high-level monitoring, oversight and mentoring to constellation groups (task teams) which act largely as self-directed implementation teams focused on fulfilling the goals and objectives of the CHC Strategic Action Plan. Each team is chaired by a CHC partner representative, but members of teams are CHC partners or CHC network members.

Goal

The goals identified in the Plan define the key areas of focus for the work of the CHC partnership and its teams and collaborations for the 2023–2025 term.

Objective

Objectives are defined as concrete attainments that further the goal and that can be achieved by following a certain number of steps. The SMART criteria are used to guide the setting of the Plan's objectives, therefore care has been taken to ensure that each objective is: Specific, Measurable, Achievable, Result-based and Time-bound.

Organizational Plan

All CHC teams, committees and collaborations utilize an organizational plan to outline the purpose, overall intentions / aims, project description, group composition, key activities, timeframes, indicators of success, and the CHC SAP goals and objectives that the work addresses.

Evaluation

Evaluation The indicators of success laid out in the organizational plans will be used to evaluate progress on the goals and objectives of CHC on an annual basis



2023-2025 Strategic Plan

Vision

To live in a healthy, caring community that focuses on quality of life, promotes a sense of belonging, and understands that dignity begins when basic needs are met.

Mission

To actively address the most persistent issues affecting the health and well-being of our community and its residents through public education, collaboration and service integration.

Core Values

Core values fundamental to the success of CHC are:

1. Collaboration: increase coordination amongst agencies; reduce duplication of effort
2. Respect: for work that has gone before and for the input and insight of partners
3. Inclusion, Diversity & Accessibility: considering the needs of all community members
4. Commitment to take action : to move the work forward.

Guiding Principles

Strategic actions designed to fulfil this Plan's goals and objectives shall be designed with the following guiding principles in mind:

1. Mental wellness
2. Healthy Aging
3. Cultural safety and humility
4. Trauma-informed
5. Evidence based practice

In previous CHC Strategic Plans there were different task teams dedicated to mental health and awareness, cultural safety and humility and senior adults. This Plan seeks to incorporate these important themes within all goal areas moving forward. Strategic actions should be based on data, best practices, and informed by the participation of people with lived experience.

Goals & Objectives

For the next three years, teams will develop and implement projects that work to address these goals and objectives, to contribute to a healthier community in Chilliwack.

SMART: Specific Measurable Achievable Realistic Time Limited

1. CULTIVATE A CARING COMMUNITY

Objectives:

- a. Develop concrete strategies and actions that engage neighbours and neighbourhoods to reduce stigma and increase social inclusion for all community members
- b. Facilitate dialogue and promote understanding of intergenerational trauma, truth & reconciliation, and healing
- c. Work with partner agencies to ensure services in Chilliwack are operated in a culturally safe way

2. DEVELOP A POVERTY REDUCTION PLAN FOR CHILLIWACK

Objectives:

- a. Collaboratively lead and support the development of a multi-sectoral community-based plan to reduce poverty in Chilliwack
- b. Support the implementation of local strategic initiatives to reduce poverty

3. REDUCE & PREVENT HOMELESSNESS

Objectives:

- a. Identify challenges and support the development of solutions to ensure full wrap-around services for individuals who are experiencing or are at imminent risk of homelessness in Chilliwack
- b. Support initiatives that increase supply of affordable housing based on local housing needs

4. STRENGTHEN SERVICES AND SUPPORTS

Objectives:

- a. Build the capacity of CHC partners and the work of the task teams through research and training
- b. Raise awareness regarding Adverse Childhood Experiences (ACES) and trauma-informed practice
- c. Design, facilitate, support, and measure service navigation improvements

5. IMPROVE ACCESS TO SUBSTANCE USE PREVENTION AND TREATMENT

Objectives:

- a. Develop a better understanding of the local requirements and needs of people in Chilliwack who are experiencing substance use challenges and/or are at risk of overdose in Chilliwack
- b. Demonstrate the need for a full continuum of services and supports for individuals experiencing substance use challenges in Chilliwack.