



Advance Excellence in Care

- ♥ Achieve reaccreditation through the Council on Accreditation and exceed compliance benchmarks.
- ♥ Strengthen quality improvement processes, reporting and client outcome tracking.
- ♥ Transform staff capacity through training and development.
- ♥ Strengthen client feedback systems to inform service design and improvement.



Scale Impact Across the Region

- ♥ Strengthen and expand regional impact in underserved areas.
- ♥ Innovate service delivery model and referral sources.
- ♥ Assess and understand community needs.
- ♥ Develop leadership pipeline to support regional expansion and sustainability.
- ♥ Advance innovation to support scalable, future-ready service delivery.



Elevate Voice and Visibility

- ♥ Increase awareness of CSI's brand and mission through digital engagement and storytelling.
- ♥ Become a thought leader in child and family services.
- ♥ Strengthen board governance and leadership visibility to support strategic growth.
- ♥ Advance child and family well-being through strategic advocacy and policy engagement.



Integrate and Optimize Operations

- ♥ Operationalize integration of former Children's Square programs and services to support strategic growth.
- ♥ Build a healthy, unified organizational culture and increase staff engagement through transition.
- ♥ Enhance and expand facilities on the Children's Square Campus.
- ♥ Align technology platforms and data systems across merged entities.
- ♥ Develop a comprehensive risk management and business continuity framework.



Secure Financial Strength for the Future

- ♥ Strengthen long-term financial sustainability through diversified revenue streams.
- ♥ Optimize cost-efficiencies across programs and operations.
- ♥ Align philanthropic strategy with strategic growth, capital needs and long-term sustainability.
- ♥ Enhance financial reporting, forecasting and scenario planning capabilities.
- ♥ Invest in workforce development and retention strategies to support long-term sustainability.

OUR MISSION: Champion what's best for each child and family.

OUR VALUES: Humanity and Perseverance for Growth