

STRATEGIC INTENT

CHV is dedicated to serving all youth, with absolute respect and unconditional love, to help youth facing homelessness, and to protect and safeguard all youth in need.

In fulfilling this purpose, we envision a community where healthy, socially engaged, young citizens are equipped to pursue their dreams.

CHV uplifts youth in Canada who are facing homelessness by providing both intangible supports of unconditional love and absolute respect, and tangible supports of programs and resources that foster learning, self-improvement and all-round development.

OUR PRINCIPLES

The following principles guide our planning, our decision-making and our work.

IMMEDIACY: Covenant House immediately meets the basic needs of youth experiencing homelessness through a nourishing meal, a shower, clean clothes, medical attention, and a safe place to sleep.

SANCTUARY: Covenant House provides a safe haven from the hardships of homelessness. We recognize the fundamental worth of every human being and create a safe setting where all youth – regardless of life experience or identity – are served without judgement.

VALUE COMMUNICATION: Covenant House leads by example to demonstrate that caring relationships are based on love, trust, respect, and honesty.

STRUCTURE: Covenant House provides the stability and structure necessary to build a positive future.

CHOICE: Covenant House fosters confidence; encouraging young people to believe in themselves and make informed choices for their lives.

STRATEGIC PRIORITIES

Over the coming five years our strategy will be focused on the following priorities:

1 Continuing to create conditions for the best possible youth outcomes. Youth are at the centre of everything we do. We will continue to provide high quality leading-edge services and tools that support youth in creating a better future for themselves through a 'one size fits one' approach. This includes growing our capacity to provide more services for youth in response to their needs, as well as growing our influence on the systems that contribute to youth homelessness or hamper youths' ability to be successful. In addition to our role as a service provider, we will develop our influence and capacity for advocacy in BC, helping to shape policy and expectations about how youth services can be enhanced to deliver the best possible outcomes.

2 Enhancing and accelerating CHV's impact in the communities we serve. We know that in order to reach more homeless youth we will need to partner with others who have aligned goals. We will seek ways to extend our reach and expand our ability to support more youth, particularly through development of strategic partnerships with those who can help us increase our programs' capacity and reach, provide services, or fund our work.

To achieve our bold vision of developing tools, nurturing strategic partnerships and strengthening our stance as youth advocates to bring about systemic change, Covenant House must develop and renew some key capabilities. This five-year plan is therefore framed around the following key capability areas:

Step more boldly into our leadership capacity, striving for broader and deeper impact on youth services.

Earn renown as an exceptional workplace that delivers outstanding impact.

Partnering for Impact

Expand our reach and capacity by developing strategic and program partnerships. Advocate for youth and the sector with ally agencies, government, and other funders.

Diversity, Equity & Inclusion

Enhance diversity, equity and inclusion, focusing on communities' representation among staff, training and literacy within our team, board, and volunteers, and with a view to enhancing supports for Indigenous, immigrant, and LGBTQ2S+ youth.

Employer Branding

Deepen staff and program alignment to our purpose, vision, mission, and principles to become an 'Employer of Choice' in the city and the sector. Create robust systems that support attraction, hiring, training and retention of dedicated talent. Develop a values-based organizational culture that is measurable, trainable, and coachable.

Operational Excellence

Continue professionalization of leadership and management. Enhance our capacity to translate data into actionable insights for our staff, management, and partners. Retain and enhance our provision of 'one size fits one' supports to youth. Ensure we grow into our new capacity smoothly and at a sustainable pace.

Our staff will reflect our community, further inspiring the confidence and trust of the youth we serve.

Refine and improve our approach, programs, and services, expanding our capacity to fit our new buildings.

KEY CAPABILITY AREAS