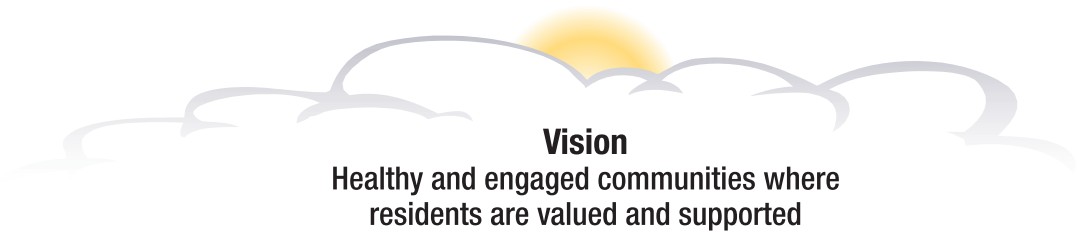




# Langs Farm Village Association Strategy Map

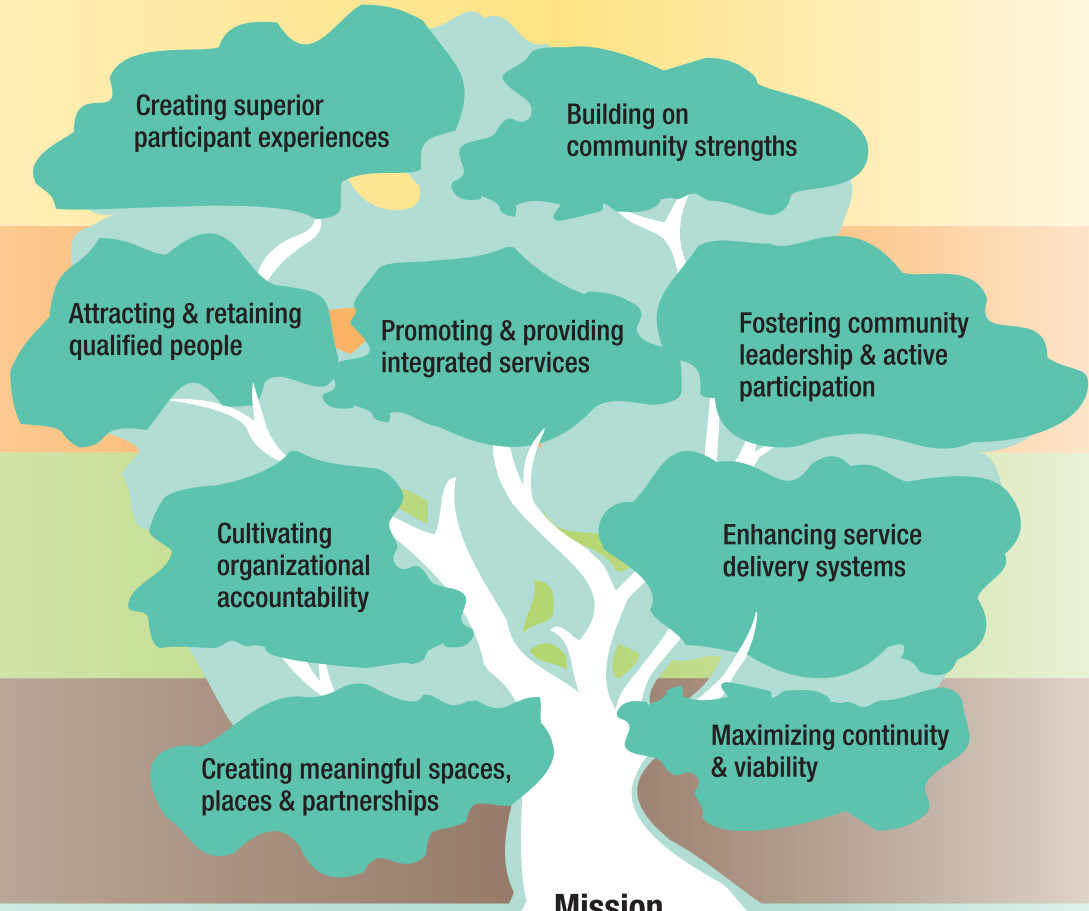


## Vision

Healthy and engaged communities where residents are valued and supported

### Customer Service

"Everything begins with the Community"



### Capacity Building

"Creating a Learning & Growth Environment"

### Administrative Systems

"Enhancing Organizational Excellence"

### Resources

"Developing & Thriving"

## Mission

Langs Farm Village Association enhances active community participation by providing accessible programs and services for all ages

PERSPECTIVES

STRATEGIC OBJECTIVES

2009

## Strategy Map:

A strategy map provides a pictorial representation of our organization's strategic plan and the cause and effect relationship of our strategies that enable us to achieve our vision.

## Perspectives:

Our four perspectives describe our organization's strategy and helps measures our objectives

### Customer Service Perspective:

We believe that everything begins with the community and the patients and participants who access our services. We are committed to:

### Capacity Building Perspective:

We are committed to creating a learning and growth environment by building our capacity to:

### Administrative Systems Perspective:

We will enhance our organizational excellence through a focus on its internal processes and systems by:

### Resources Perspective:

We will develop our physical assets, in-kind and financial resources to thrive as an organization by:

## Vision:

Healthy and engaged communities where residents are valued and supported.

## Strategic Objectives:

Our strategic objectives are concise statements that describe specific things the organization must do well to achieve our vision.

Building strong relationships  
by providing superior  
participant experiences

Recognizing and building on the  
strengths and abilities of individuals,  
families and the community

Become a recognized leader in human  
services by attracting and retaining  
qualified staff, students and volunteers

Promoting and  
providing integrated  
services

Fostering community  
leadership and active  
participation

Cultivating  
organizational  
accountability

Enhancing systems to support  
effective and efficient service delivery  
and organizational excellence

Maximizing organizational  
continuity and viability

Creating meaningful spaces,  
places and partnerships

## Mission:

Langs Farm Village Association enhances active community participation  
by providing accessible programs and services for all ages.