

Pathways to Home

Strategic Plan

April 1, 2024 - March 31, 2030

CALGARY
DROP-IN
CENTRE

Pathways to Home

Our goal over these years is to minimize the impacts of homelessness by increasing access to, expanding the range of, and improving the outcomes of supports.





At the Calgary Drop-In Centre,

(often called the DI), we are dedicated to serving our community. Our mission, “working with community to end homelessness, one person at a time,” goes beyond providing immediate support; we strive to create an environment where individuals can regain their confidence and rebuild their lives.

Our dedicated team of staff and volunteers work tirelessly to ensure that everyone who walks through our doors feels welcomed, respected, and valued. What sets us apart is our holistic, housing-focused approach to support our community. We offer not only emergency shelter accommodation and meals but also access to essential resources such as health and recovery services, and housing supports.

We work with diverse vulnerable populations who may be un-housed or at risk of losing housing. Many have a history of significant trauma; some may also be facing substance use disorders and/or mental or physical health challenges. Our programs are low-barrier, trauma-informed, housing-focused, and recovery-oriented, aimed at supporting Calgary’s most vulnerable citizens **in ending their experience of homelessness**. Our doors are always open.

We own and operate three affordable and deeply affordable housing buildings, ensuring individuals have a safe and supportive place to call home. Our Donation Centre serves as a vital hub for community support, where generous contributions from individuals and organizations come together to make a meaningful impact on vulnerable Calgarians. Its primary function is to collect, sort and distribute essential items and resources to those in need, ensuring people have access to items they need to make a house a home.

Together with our many partners, we are committed to fostering hope and providing pathways to a better future for all our community members. It’s about ending homelessness – one person at a time.

Mission

Working with community to end homelessness, one person at a time.

Vision

A community where everyone can find their way home.

Values

Kindness: We accept each person's uniqueness with compassion and empathy.

Respect: Our actions honour the rights, differences, and dignity of others.

Wellness: We promote, provide, and support holistic wellbeing.

Accountability: We operate with transparency and integrity in both our relationships and our commitments.

Community: Through collaborative partnerships, we work together as a team, building inclusive communities.

Strategic Plan

April 1, 2024 - March 31, 2030

Our strategic priorities are focused on four key areas including **our staff, the people we serve, organizational vitality, and the community with whom we collaborate.**





We will prioritize
our people.



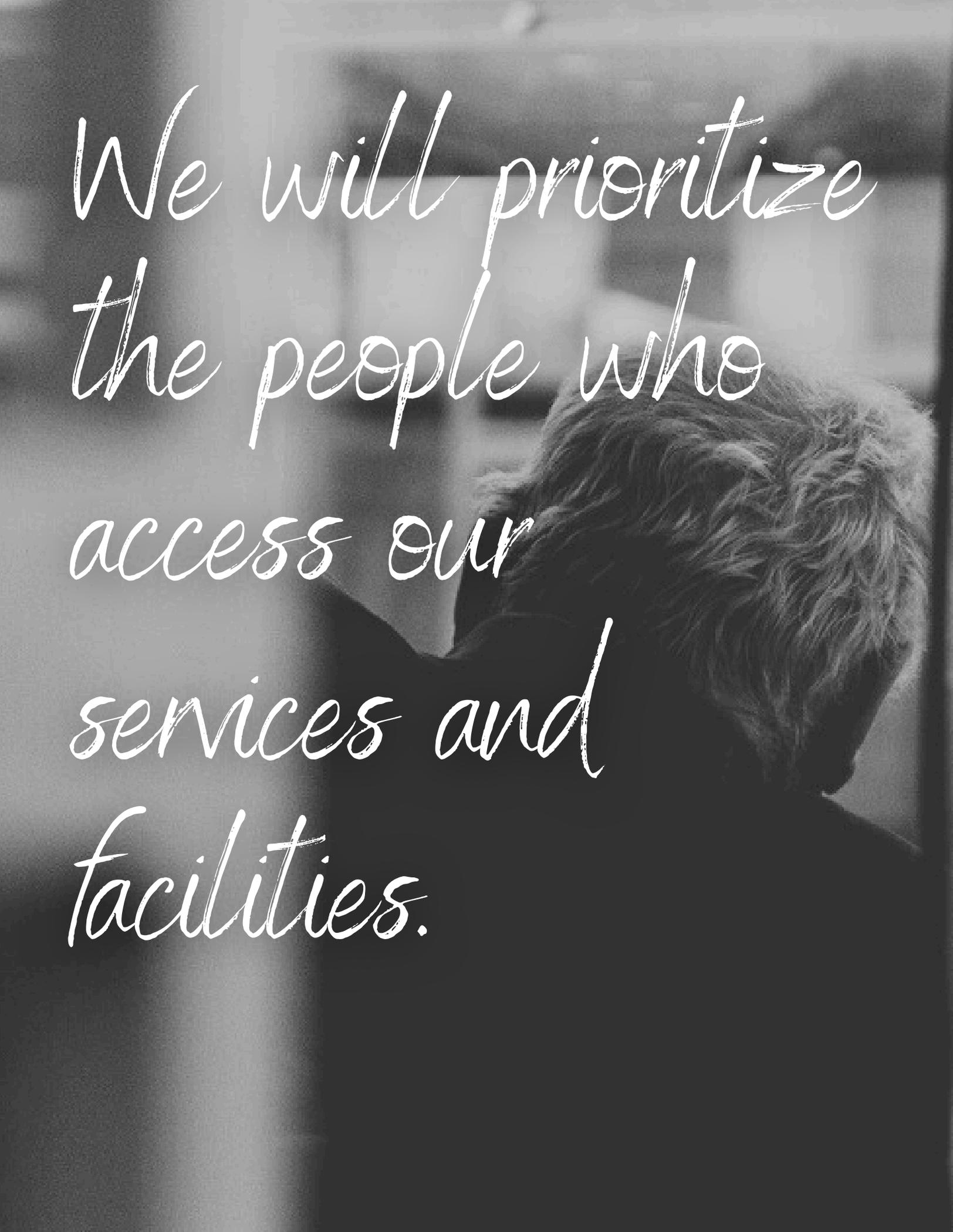
Employees & Workplace Culture

To best serve those experiencing or who are at risk of homelessness, it is imperative that we ensure all team members are well-trained, informed, resilient, engaged, and as safe as possible.

For the duration of this strategic plan, we will continuously improve workplace safety, wellness, and resilience of all teams.

To achieve this, we will:

- Design and implement talent acquisition, team member engagement and development frameworks ensuring alignment of policy and procedures congruent with the team member life cycle across the agency.
- Embed diversity, equity, and inclusion across talent acquisition, team member learning, team member leadership development, and team member recognition programs.
- Leverage two-way communication throughout the agency with a focus on encouraging input, increasing relevance of information shared, and accelerating team commitment to the strategic aim.
- Enhance occupational health & safety (physical and psychological) across all teams and DI facilities.



We will prioritize
the people who
access our
services and
facilities.

People Accessing our Services & Facilities

Those we serve are the focus of all we do. We will offer a broad range of programming for maximum impact. In some cases, the DI will opt to maintain and improve services, and in other cases services may be integrated, intensified, diversified, or pursued through collaboration.

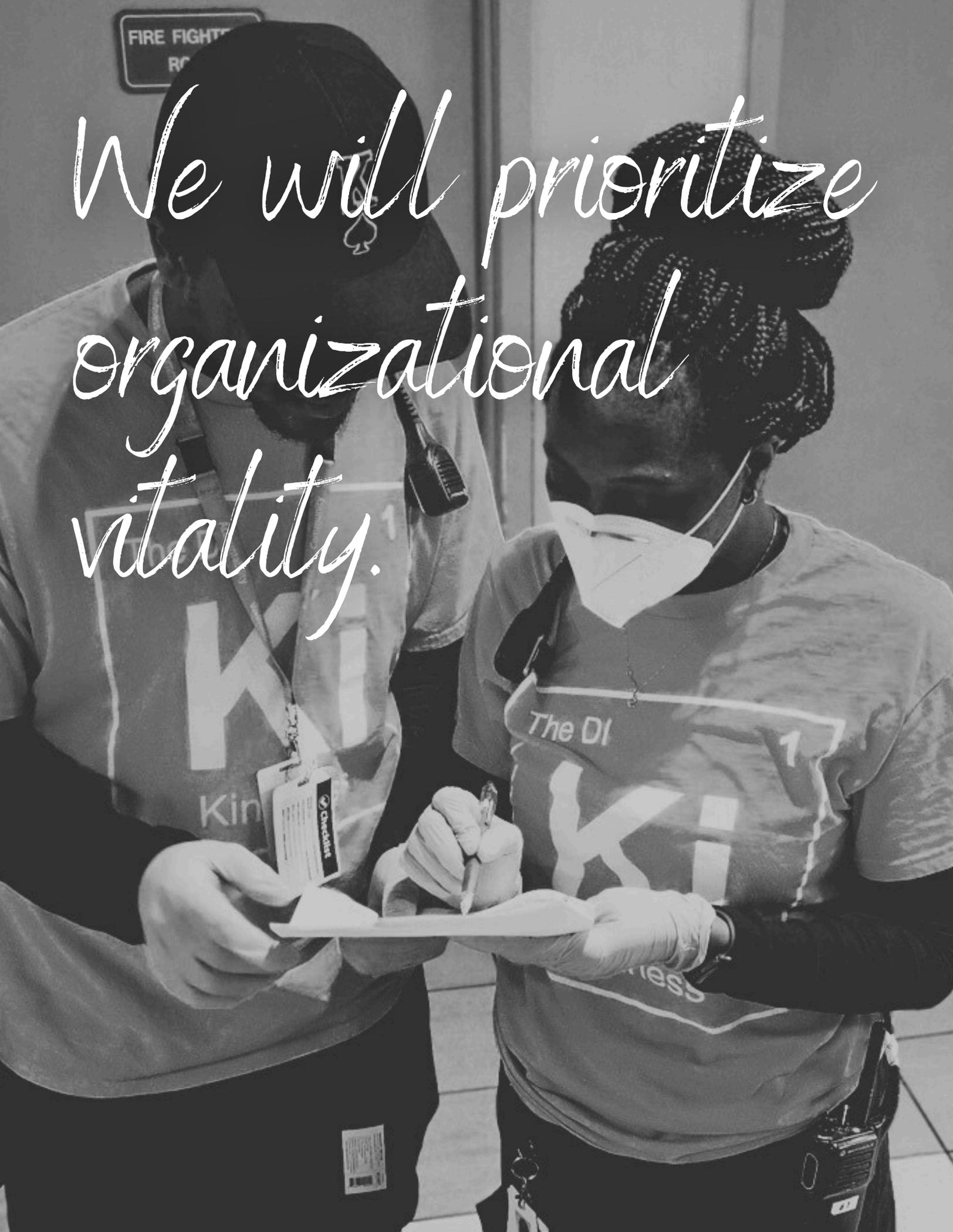
The work in this priority ensures that each person accessing DI services and facilities is best supported based on their unique circumstances.

By 2030, we will optimize the impact of programs, supports, and interactions.

To achieve this, we will:

- Better understand the diversity of people accessing services to influence quality and variety of services.
- Explore options to better address and enhance safety for individuals accessing services in a person-centred way.
- Design, evaluate, and implement a strategy to pursue specialized lower capacity and alternate housing-focused shelter options.
- Embed housing-focused best practice standards across the agency.

We will prioritize
organizational
vitality.



Organizational Vitality

We have a responsibility to ensure the organization is best poised for the future, which means that we test ideas, that we examine the possibility of streamlining offerings, and that we think strategically about the way we operate. Thoughtful investments to equip our organization will, in turn, maximize the outcomes for those we serve.

Over the next several years, we will increase the impact of our work by fortifying our capacity.

To achieve this, we will:

- Strengthen our financial position and resources through responsive financial management and assertive fund development.
- Establish succession plans for critical roles across the agency.
- Proactively use data in decision making, program development, and resource deployment.
- Enhance technology across the agency.
- Improve and maintain the improved condition of physical assets.
- Configure physical assets, including land and property, to best realize our mission.

We will prioritize
community
collaboration.



Collaborating with Community

When it comes to ending homelessness, there is much work to be done by us all and we must be proactive in generating mutual understanding across our local communities, as well as advocate for advancements to the standards of housing-focused services that will have an impact on policy and the ways in which we operate.

We will continuously lean into our respective strengths with **key stakeholders including partners, governments, and donors**. We will advocate, remove bottlenecks, and improve flow of service.

To achieve this, we will:

- Work with partners to integrate housing-focused services standards beyond the DI.
- Engage with and cultivate mutual understanding with neighbouring communities.
- Promote collaboration among sector organizations.
- Develop a public policy process and advance the DI's policy advocacy.
- Generate and influence housing options for people exiting homelessness.
- Increase advocacy activities across the continuum of care.



We will build
pathways to home.



Free Goods Program
by the Calgary Drop-In Centre

Our Progress

For the most up-to-date information about our Strategic Plan and our progress, please visit our website via QR code:



calgarydropin.ca/pathways-to-home



*Join us to make
a difference.*



Learn more and get involved at
calgarydropin.ca



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