



**lumenus**  
Community Services

# STRATEGIC PLAN 2022 - 2025





**lumenus**  
Community Services

## Welcome to Lumenus

*- be seen. be heard. be well.*

Lumenus provides impactful community services to infants, children, youth, families and individuals. *We know the path to Lumenus hasn't been easy.* We know the system can be challenging to navigate. That ends here.

At Lumenus, *we remove the barriers.* We push open the doors that feel heavy. Here, everyone will *be seen, be heard, and be well.*

We offer high quality *wrap-around services* within:

- mental health
- developmental
- autism
- early years intervention
- community services.



**lumenus**  
Community Services

## Why Lumenus

Lumenus wraps services around our clients through an **integrated and collaborative approach** and provide a single circle of care and support.

We provide **a team of people to be on our clients' side**, doing everything they can to remove the worry and illuminate the path ahead.

We ensure access to a wide variety of services based on our clients' individual needs.

We understand that many need access to more than one type of care or service. That's why our **programs and services are meaningfully integrated** and woven together.



**lumenus**  
Community Services

## How we got here

The journey began in April 2020 when four impactful agencies Adventure Place, The Etobicoke Children's Centre, Griffin Centre and Skylark Children, Youth & Families came together to form Lumenus.

**United as one Lumenus**, the commitment and expertise of each legacy agency remains, building on our collective strengths to offer unique and personalized care and support to existing and future clients.





**lumenus**  
Community Services

## Developing Lumenus' Strategic Plan 2022 - 2025

As a newly amalgamated organization, we set out to create our **first, foundational strategic plan** in the summer of 2021.

The outcome of the strategic planning process is **an ambitious plan** that will see Lumenus grow as a unified organization focusing on building internal strengths, caring for our clients, and pushing for change and collaboration in the system.

We owe our greatest gratitude to the people who contributed to the development of this strategic plan: our clients, staff, Board, and system partners.

We are looking forward to **making a difference together.**



# Vision and Mission Statements

## **Vision**

Transforming lives and building brighter futures through caring experiences.

## **Mission**

We illuminate a seamless pathway to optimal wellbeing through high-impact mental health and developmental services and strong system leadership.

# Values



Lumenus is building a **BRIGHT** future. We are:

**B**old. *We pursue innovation in everything we do, pushing to become better.*

**R**esponsive. *We adapt to challenges quickly, focusing on our clients' needs.*

**I**nclusive. *We welcome, respect, and value everyone we meet at Lumenus.*

**G**enerous. *We show kindness and patience and share openly.*

**H**umble. *We learn from our mistakes and move forward in a better way.*

**T**rusted. *We build trust in our relationships and instill integrity in everything we do.*



# Our Goals and Objectives

## Provide Excellent Care

- Include clients and families as key partners in the design of care and services.
- Leverage data and technology to optimize programs, outcomes, and organizational capacity.
- Improve client pathways, providing seamless and equitable access to high-quality care.

## Become a Unified Lumenus

- Establish a strong, agile, and sustainable organization.
- Cultivate a client-centred culture that values diversity and equity-driven decision-making.
- Build capacity for all staff to lead.

## Cultivate Strong System Leadership

- Lead alliance-building and advocacy initiatives to advance our sector.
- Research, develop and test potential best practices and drive system change.
- Drive system improvements in health equity.





## Provide Excellent Care

Lumenus is transforming the ways care is delivered. We started the transformation by integrating four of the largest mental health and community service organizations in Toronto. This transformation continues, as we channel our resources towards design that is seamlessly built to surround and support our clients.

Working with clients and families, we will design and deliver excellent care and excellent experiences that allow people to live to their full potential and brighten their lives.

## What We Will Do

### **Include clients and families as key partners in the design of care and services**

- We will actively engage clients and families in the design and evaluation of programs, understanding their journeys and optimizing outcomes and experiences.

### **Leverage data and technology to optimize programs, outcomes, and organizational capacity**

- We will analyze our extensive client database to understand client needs, leverage our technology to design and evaluate new approaches, and use this to better and more efficiently plan and adjust our programs.

### **Improve client pathways, providing seamless and equitable access to high-quality care**

- We will optimize the client experience from the first point of contact, working with partners to create seamless services and minimize gaps in access in our area of expertise.



## Become a Unified Lumenus

Lumenus is building a foundation for our future. As a newly amalgamated organization, we continue to see new potential in how we work together, focusing on our clients and their wellbeing.

We are building an organization that excels in providing staff with the tools and support they need to develop and succeed, building an open and diverse culture. We focus on high-quality, sustainable solutions in everything we do, looking towards a future where a strong Lumenus is supporting even more clients in achieving their highest potential.

## What We Will Do

### Establish a strong, agile, and sustainable organization

- We will establish an organization that is grounded in strong internal communication, that has robust operational systems, and that has stable finances and funding for the future.

### Cultivate a client-centred culture that values diversity and equity-driven decision-making

- We will build a culture that brings all staff together, focusing on the collective difference we can make for our clients and drawing on the incredible diversity of our team.

### Build capacity for all staff to lead

- We will empower and support every staff member to expand their leadership, taking accountability and responsibility for their work.



## Cultivate Strong System Leadership

Clients everywhere deserve an equitable system offering proven solutions designed to deliver the best outcomes and experiences. Lumenus is committed to developing strong partnerships that will enhance coordination of care, improve community health outcomes, and strengthen the overall health system in Toronto.

The challenges faced by Lumenus are not unique, but our size and scope allow us to develop and test unique solutions. We will share the results of our creative problem solving with others in our sector, aiming for system-wide impact.

## What We Will Do

### Lead alliance-building and advocacy initiatives to advance our sector

- We will drive the collaboration and integration of health care delivery with our partners, speaking up for the needs of our clients.

### Research, develop and test potential best practices and drive system change

- We will leverage our technology, use innovative approaches and rely on our expertise to develop best practices to optimize care, sharing our results with partners for maximum system impact.

### Drive system improvements in health equity

- We will continue to improve our contributions to health equity and leverage our experience and progress to elevate equity as a system priority.



**lumenus**  
Community Services



[lumenus.ca](http://lumenus.ca)

*be seen. be heard. be well.*





**Lumenus**

**1-Page Strategic Plan**





# lumenus

Community Services

## STRATEGIC PLAN 2022 - 2025

### VALUES

**B**old

**R**esponsive

**I**nclusive

**G**enerous

**H**umble

**T**rusted

### WHAT LUMENUS DOES

We offer a broad range of impactful mental health developmental, autism, and early years intervention services to children, youth, families, and individuals.

### VISION

Transforming lives and building brighter futures through caring experiences.

### MISSION

We illuminate a seamless pathway to optimal wellbeing through high-impact mental health and developmental services and strong system leadership.

#### Become a Unified Lumenus

- Establish a strong, agile, and sustainable organization.
- Cultivate a client-centred culture that values diversity and equity-driven decision-making.
- Build capacity for all staff to lead.

#### Provide Excellent Care

- Include clients and families as key partners in the design of care and services.
- Leverage data and technology to optimize programs, outcomes, and organizational capacity.
- Improve client pathways, providing seamless and equitable access to high-quality care.

#### Cultivate Strong System Leadership

- Lead alliance-building and advocacy initiatives to advance our sector.
- Research, develop and test potential best practices and drive system change.
- Drive system improvements in health equity