

# BOYLE STREET COMMUNITY SERVICES

## THREE YEAR ACTION PLAN (2018 - 2021)

- Community members and staff have access to **cultural supports**.
- **Culture as practice** is integrated into our work through formalized process and training.
- Boyle Street Training Services operates a **quarterly conference** focused on staff training and networking, a component of which is open to partners, the public, and Ambassadors.
- A made-for-Boyle-Street **leadership development program** is supporting and developing a new group of leaders within the organization.
- There are no less than ten Boyle Street staff that have received **specialized training** in Harm Reduction, Mental Health, or Trauma-Informed Practice and are integrating these specializations into the work of their teams and programs.
- A dedicated two-person **mobile mental health team**, which includes a Registered Psychiatric Nurse, supports all Boyle Street programming and services.
- 150 community members are housed in a variety of housing units **owned and operated** by Boyle Street.
- Newly-housed community members are supported by connecting them with **Boyle Street Ambassadors** who can provide ongoing friendship and support.
- We have achieved greater **financial sustainability** by generating \$1 million in unrestricted funds annually by 2021.
- There is an **Ambassador Advocacy Program**, whereby Ambassadors are trained as advocates and can accompany and empower community members to access available resources.
- We use an agency-wide **reflective practice tool and protocol** that supports community members to regularly reflect on their progress in an intentional way while allowing Boyle Street to regularly reflect on its practice using relevant and up-to-date information.
- We lead the way in our sector as an **open data organization**.
- There is a non-residential **managed alcohol program**.
- There is a **dedicated space** for prayer, reflection and meditation at every Boyle Street site.
- All of our facilities are **fit-for-purpose**.

