

Multicultural & Immigrant Services Association of North Vancouver Island

2021 – 2024 Strategic Plan



VISION

A North Island region that embraces diversity and inclusivity while actively engaging with the vibrant cultures in the region, and where newcomers feel welcome, safe and respected.



PURPOSES

The welcoming & settlement of newcomers, immigrants and refugees.

Building diverse and inclusive communities through education and anti-racism initiatives.



VALUES

Transparent Professional
Accountable



PERFORMANCE MEASURES

- ✓ Reports for key performance indicators (# of clients served, services received, outcomes of services) (Quarterly and Annual)
- ✓ MISA's membership grows by **30%** per year for the next 3 years (Annual)
- ✓ Client satisfaction survey, maintain a **75%** satisfaction rate (Annual)
- ✓ # of projects supporting diversity and inclusion increases by **10%** per year for the next 3 years (Annual)
- ✓ Volunteer hours increase by **10%** per year for the next 3 years (Annual)
- ✓ Society Revenues grow by **5%** per year for the next 3 years (Annual)
- ✓ Client success stories reported monthly to board (Monthly)

BUILD

- ✓ Develop organization & service delivery capacity
- ✓ Build long term financial stability
- ✓ Provide services at a community & regional level
- ✓ Be responsive and adaptive to changing environments and client needs
- ✓ Utilize results-based evidence to continuously improve



CONNECT

- ✓ On-line and web-based technologies compliment face-to-face service delivery
- ✓ Community outreach connects clients across the region with services
- ✓ Utilize actions, projects and activities that open doors for newcomers



ENGAGE

- ✓ Link strategic planning with community partners
- ✓ Build society membership
- ✓ Create strong connections with business, education, public services, social services & First Nations



CHAMPION

- ✓ MISA is a provincial leader in the delivery of immigrant & settlement services
- ✓ MISA is a community partner of choice
- ✓ MISA will champion innovation and best practices in the provision of services for rural and remote communities
- ✓ MISA utilizes partnerships to collaboratively lead diversity and inclusion initiatives at a community & regional level

