

3. Strategic Planning

Strategic planning describes a process of ongoing evaluation and improvement of the organization's services and activities, involving all stakeholder groups.

Spectrum's stakeholders include the following:

- (i) Individuals receiving services
 - (ii) Families and friends of individuals receiving services
 - (iii) Board of Directors
 - (iv) Funders
 - (v) Volunteers and donors
 - (vi) Employees
 - (vii) Professional affiliates
 - (viii) Community members
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- (a) The Board of Directors will approve Spectrum's strategic plan and an annual budget that supports the strategic plan.
 - (b) An update on the strategic plan will be included in Spectrum's Annual Report, which is distributed to individuals, families, staff, funders and other stakeholders, and also posted on the Spectrum website.
 - (c) The Directors are responsible for implementing the strategic plan and ensuring that Spectrum's operations are consistent with the strategic plan.
 - (d) All of Spectrum's stakeholders are encouraged to provide input to strategic planning. Input is obtained both formally and informally:
 - (i) Formal input is obtained through surveys, team meetings, open forums, written reports, an online suggestion box, intake and exit interviews, and through various written guidelines set forth in Spectrum's policy and procedures manual.
 - (ii) Informal input is obtained on a day-to-day basis through personal contact, social events, and opportunities for volunteer and committee participation.

Outcomes Management:

Outcomes refer to the tangible results that are achieved through our services to individuals and families. Outcomes management involves assessing our performance in terms of how well we meet established outcomes in the areas of effectiveness, efficiency, service access and satisfaction of persons served and their families, as well as the business functions of the Society. This information gets summarized in an annual Outcomes Report which is reviewed by Spectrum's Board for purposes of ongoing performance improvement.