Lookout Housing + Health Society

2026-2030 Strategic Plan

1

Refine and specialize the continuum of care for and with the people we serve

- Programming expansion for tailored, focused service groups with specialized staff training
- Maximize housing and shelter options
- Increase clinical oversight of embedded, specialized health support
- Develop and deepen strategic partnerships



2

Educate, advocate for, and deliver efficient, pragmatic operational excellence

- Expand modalities' learning and messaging
- Safeguard programming
- Increase our digital presence and the use of AI
- Communicate public policy positions
- Celebrate and elevate voices with lived expertise
- Increase leadership investment and public presence



3

Increase and optimize internal systemic capacity

- Centralize and standardize systems
- Improve asset data collection and usage
- Target Human Resources investments
- Modernize operational approaches and technology, and adopt energy efficiency and sustainability upgrades



4

Build a resilient, evaluative organizational culture

- Internal communication revamped
- Address emerging issues quickly and efficiently
- Enhance anti-racism practices
- Expand the Occupational Health and Safety work
- Increase service quality through PQI and video reporting



5

Deepen resource opportunities to further Mission and Mandate

- Improve financial efficiency, productivity, and accountability
- Increase investment revenue, asset acquisition, and long-term capital planning
- Diversify funding through expanding development, fundraising, and donor relations
- Optimize social enterprise and self-financed programs

