

MEMO

To: All Ongwanada Staff

From: Lorrie Heffernan

Date: April 3, 2025

Re: Strategic Planning Participation

Good morning,

We are currently engaged in a strategic planning process with McPhie and Company. This process involves our Board of Directors collaborating with the organization and its stakeholders to determine our direction for the next 3 to 5 years. While we have a general sense of direction, we know that Ongwanada needs to stabilize and strengthen its services and practices. This is a broad goal, and the specific path to achieving it will be the focus of our strategic plan.

With input from our staff, individuals served, their families, and various partners, we will gain a clear understanding of where we need to go, what our strengths and challenges are, and how we can best serve the community as a leading provider of developmental services in the South East region.

We invite you to participate in and contribute to this important process. Your input will be essential in shaping the future of Ongwanada. To ensure broad participation, we have planned small focus groups representing a cross-section of our stakeholders. Since we can't speak with everyone directly, we've also developed surveys for employees and partners to ensure that everyone has an opportunity to be heard.

The strategic plan will be finalized in time for our Annual General Meeting in June and shared with employees and partners through various channels, including our website. Over the summer, we will develop the implementation plan and key performance indicators (KPIs), which will guide us in September when we begin implementation. These KPIs will allow us to track progress, support a Quality Assurance Framework, and maintain ongoing communication about the plan's development.

Survey Link: <https://www.surveymonkey.com/r/25B7FSK>

Thank you,

Lorrie Heffernan
Acting Chief Executive Officer
Ongwanada