

Strategic Plan 2019–2022



A world
where
everyone
has the
opportunity
to thrive



Our Why

We believe everyone deserves a chance to reach their full potential.

What We Do

Wayfinder provides a range of trauma-informed services to help each client discover their path to sustained well-being.

A Chance to Thrive

Early intervention, special education, recreation, independence, workforce development and mental health programs give people of all ages who have disabilities the opportunity to thrive.

A Safe Haven

Safe, temporary shelter for youth who have been removed from their families due to maltreatment; residential therapeutic program for foster youth, many of whom have chronic medical or mental health conditions; and medical and mental health services for youth who are in the child welfare system.

A Loving Family

Foster care and adoption services that match children and youth with families that can provide safe, loving homes.

Our Reach



- 14 locations
- Programs and services throughout California
- Main Campus in Los Angeles, CA



The issues and trends that shape our strategy

Upstream Intervention

There is a growing recognition that an individual’s ZIP code, socioeconomic status, and race have an outsized influence on health and other outcomes. Rather than play catch-up downstream, upstream interventions seek to tackle the social determinants of health—the underlying social and physical conditions—that impact the health and well-being of individuals, families and communities.

Disproportionality

Research has documented the overrepresentation of certain racial and ethnic populations in the child welfare system and underrepresentation for those same populations in other service-delivery systems, including those for children with vision loss or developmental disabilities.

Specialization

With the shift in service-delivery systems toward family- and community-based settings, there is a pressing need for more resources for families who can support children and youth with specialized needs.



Systems Change

The traditional split between service and advocacy is dissolving as organizations leverage and translate their on-the-ground experiences with impacted families into policies that strengthen individuals and communities.

Strategic Partnerships

The challenges individuals, families and communities face call for integrated, whole-person care. No one organization, system or funder has the capacity to meet the demand. The more organizations that work together to scaffold families and communities, the better.



Strategic goals

This strategic plan serves as a roadmap for what lies ahead for Wayfinder over the next three years.



Executing on Mission

Build out the continuum of supports for the populations we serve.



Advancing Equity

Integrate the values of diversity, equity, and inclusion into all aspects of the organization.



Measuring that Matters

Grow and sustain our capacity to use information to improve outcomes.



Investing in Capacity

Enhance the operating systems and functions that support high performance.

How we know we're making progress

All of our work is in service of improving the social determinants of health for our clients and families, with a focus on health and well-being, economic opportunity, educational success and safety and security. Here are some of the measures we'll use to track our progress.

1

Clients achieve their individual treatment goals.

2

Clients improve their day-to-day functioning.

3

Child welfare clients successfully transition to a lower level of service, back to family, to an adoptive family, or to a transition program.

4

Clients with vision loss or disabilities successfully transition to school, employment or an independent living situation.

5

Overall client satisfaction rate is high.



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