

SET to Grow

Strategic Plan 2023 - 2028



Who We Are

Trellis works alongside young people, families and communities to support their growth. We focus on making generational impact by strengthening economic stability, well-being, mental health and belonging so people can flourish.

Vision

A community where everyone can flourish.

Purpose

We support growth across generations.



Our Values

Courage

We willingly embrace growth and don't see it as optional.

Empathy

We relentlessly care about the growth of others and won't let anyone go unsupported.

Impact

We go beyond what seems doable and prove growth is possible.

Learning

We choose to grow through uncertainty, even when the status quo feels easier.

Our Commitments

All Are Welcome Here

We will create space for all voices, stories and experiences to be heard through an inclusive and connected workplace that represents our team and the communities we serve.

Reconciliation & Racial Equity

We will continuously engage in advancing Truth and Reconciliation alongside the critical work of addressing systemic racism internal and external to Trellis.

Where We're Growing

Always Growing is more than a tagline. It's a foundational belief that growth is essential.

When Trellis formed in 2020, it wasn't from the desire to be bigger but from the hope of providing more comprehensive and holistic services that support people to flourish in all areas of their lives. Our first strategic plan, *Taking Root*, planted us firmly in the community and we are now ready to look forward. When evaluating our strategic direction, the following key themes emerged:

Evolve Our Impact

The strengths and learnings gained from the merge will guide us forward through change and increase our impact.

Size Can Be Our Strength

We will leverage our size and broad continuum of services to make positive change and shift the systems we're a part of.

People Powered

Trellis is a human services organization powered by people. By focusing on a culture of innovation and support, we will create a sustainable work environment.

Integrate Prevention & Intervention

Every intervention is prevention for the future. Every prevention reduces the need for future intervention.

Setting Our Direction

Moving toward 2028 and beyond, we will root deeper into our purpose guided by three new strategic priorities:

1. Simplify to SERVE
2. Equip to EMPOWER
3. Technology to TRANSFORM

Simplify to SERVE

Trellis took root by bringing the best of two organizations together while developing new ways to serve the community in an evolving environment.

With our foundation established, we're ready to take the next step toward our goal of "One Door."

This will require intentional action to SIMPLIFY and design a unified service delivery model.

We'll simplify to SERVE through:

One Door

Create one entry point for Trellis to unify intake and facilitate seamless service connections.

Streamlined Housing Process

Enhance our housing process to provide rapid access to safe home environments.

More Affordable Housing

Increase available housing stock through targeted partnerships and development opportunities.



Delivering on this priority will enable Trellis to intensify our holistic wraparound approach to better SERVE the people and communities we journey alongside.

Equip to EMPOWER

The Trellis team supports people at all stages of their journey, including those caught at the intersections of complex issues such as poverty, addictions, homelessness, intergenerational trauma and more.

To facilitate this work, Trellis aims to EQUIP our team with the right tools, resources, skills and knowledge to deliver services in sustainable ways.

We'll equip to EMPOWER through:

Training and Development

Building staff capacity to provide the highest quality services through innovative knowledge and skill-building opportunities.

Total Compensation

Taking a holistic view of compensation to increase flexibility on benefits and supports available to staff.

Action on IDEA

Integrating recommendations from our Inclusion, Diversity, Equity and Access audit across the organization.



By achieving this priority, we will EMPOWER all members of the Trellis team to become agents for generational change in our communities.

Technology to TRANSFORM

Over the last three years, we have evaluated and integrated systems and technologies used across our organization. Now, Trellis can evolve by leveraging data in innovative ways to increase the impact of our services.

By streamlining our service delivery through One Door, TECHNOLOGY will allow us to respond to community needs and communicate our impact in agile ways.



We'll use technology to TRANSFORM through:

Data and Reporting

Using the One Door lens to set up our data collection, analysis and evaluation to capture and communicate our impact in new ways.

Digitized Internal Processes

Automating key systems and processes to improve internal efficiencies; reinvesting these savings back into service delivery.

Service Design

Leveraging data to shift services in real time so we can best meet evolving needs in the community.

Harnessing information technology and management systems effectively will allow Trellis to achieve its goal to TRANSFORM service delivery.

SET to Grow

Our relentless desire to better serve the community pushes us to always evaluate the work we do and how we do it. SET to Grow means we will act boldly and see challenges as opportunities to innovate and think differently.

We'll look at growth in the following four ways:

Growing Higher

Expanding existing services that are proven through our data and evaluation to support more people.

Growing Deeper

Focusing and improving on what we do best, while partnering with those that provide expertise in other areas.

Growing Wider

Identifying gaps and opportunities where Trellis could translate expertise to new services and increase holistic supports.

Growing Stronger

Strengthening our sustainability by diversifying revenue and securing resources to test innovative services.



We take a long-term view of how the services we provide today make a generational impact in the community tomorrow.

Grow With Us

Trellis supporters and partners make it possible for us to work toward our shared vision of a community where everyone can flourish.

Please join us in making a difference today.

INVEST WITH US

Our donors create generational impact for thousands of people each year. Your gift could help someone have safe housing, find employment, connect to family, and build a sense of purpose and meaning in life.

Learn more at: growwithtrellis.ca/donate

PARTNER WITH US

Our Housing Partners provide critical support to the young people and families we serve. Join this amazing group of landlord partners, support homes and foster parents to give more Calgarians a safe place to call home.

Contact us at: housing@growwithtrellis.ca



JOIN OUR TEAM

Trellis is made up of passionate and committed people from all backgrounds who make a positive difference every day.

Learn how to join our team at: growwithtrellis.ca/careers

Trellis is honoured to be part of the communities we serve and our aim is to reflect your voices in our day-to-day work.

We are very grateful to the hundreds of Trellis teammates, participants, community members, donors, funders, vendors and other stakeholders who provided feedback into this strategic planning process.

You are integral to the positive impact we make together.

Thank you!



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