



SG/PRC Strategic Plan Implementation Update

An overview of progress, early outcomes, and momentum across all four strategic goals — from planning into execution.

BOARD PRESENTATION

APRIL 2026

OVERVIEW

Where We Stand: Progress Across All Four Goals

All Goals Active

Work has moved from planning into active execution across all four strategic priorities.

Early Outcomes Emerging

Initial results are visible — systems are live, data is flowing, and community impact is measurable.

Foundation for Long-Term Impact

Structures are in place to sustain accountability, track performance, and drive lasting change.



GOAL 1

Service Excellence

→ Systems Now Active

Moved from planning to live operations — surveys and quarterly tracking are underway.

→ Standards Finalized

Response time standards officially set and communicated, with a target completion of April 2026.

→ Accountability in Place

Service delays identified, categorized, and now managed through a formal monitoring structure.

GOAL 1 – SNAPSHOT

Service Excellence: At a Glance

Key Outcomes

- Response time standards implemented
- Data collection system active
- Service delays identified
- Monitoring structure established

KPI Readiness



Objectives Active

KPI Readiness

GOAL 1 – EARLY IMPACT

What We're Already Seeing



Clearer Communication

Teams now have consistent expectations for response times — reducing confusion and improving reliability across the board.



Visibility Into Delays

Service bottlenecks are now tracked and categorized, giving leadership a clear picture of root causes.



Data-Informed Decisions

Decision-making is now more structured and evidence-based, supported by live data collection and quarterly review cycles.

GOAL 2

Community Engagement & Advocacy

→ Expanded Outreach

Community presence has grown significantly, with more forums, events, and touchpoints reaching new audiences.

→ Multilingual Access

Resources and services are now more accessible to diverse communities through improved language support.

→ Stronger Partnerships

Collaboration with community organizations has deepened, creating a broader network for service delivery and advocacy.



Community Engagement: By the Numbers

300+

Forum Participants

Community members engaged through public forums

596

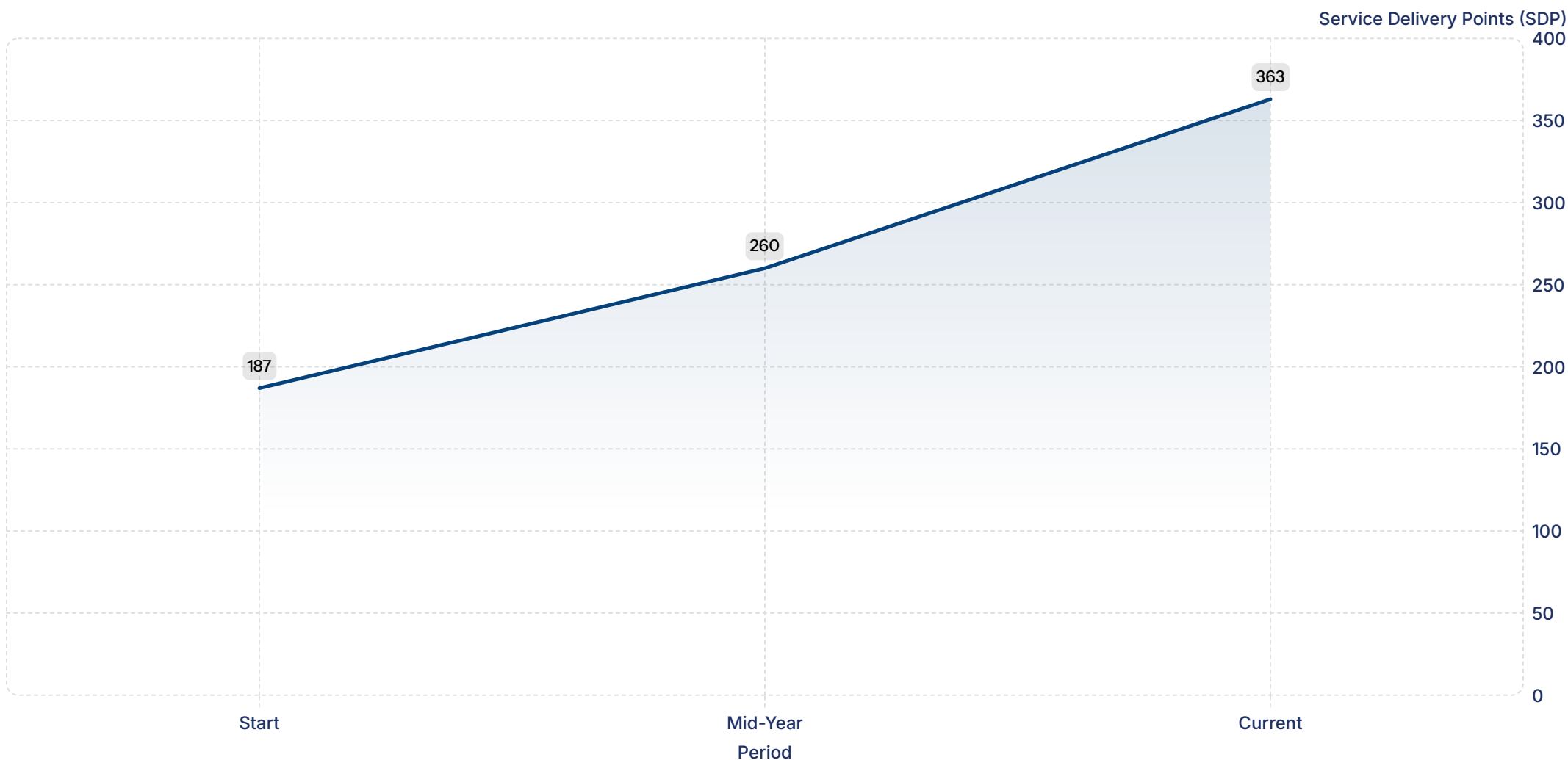
Training Participants

Individuals reached through education and training delivery

2x

SDP Growth

Service delivery points grew from 187 to 363

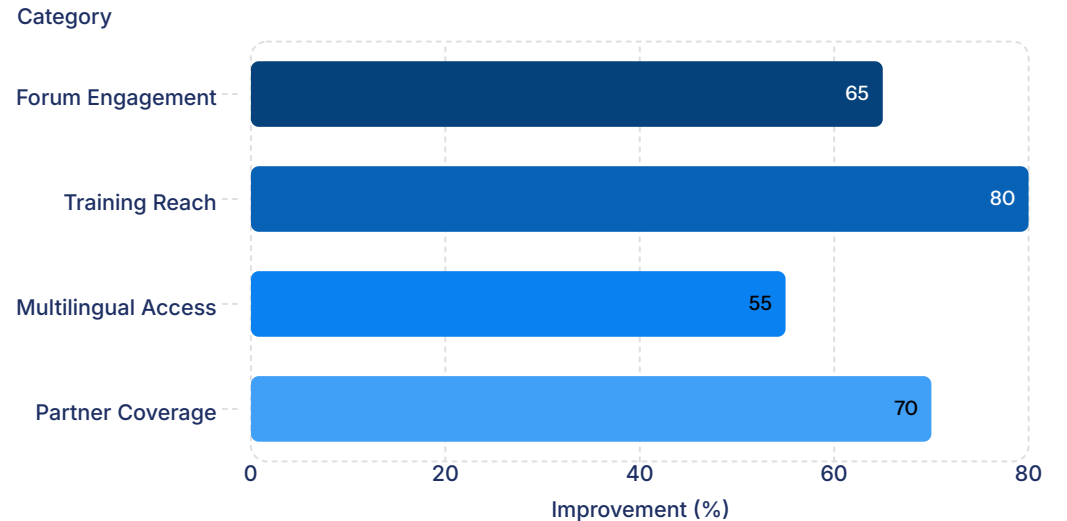


Community Engagement: Measurable Impact

What Changed

- Increased participation across all forums and events
- Improved access for multilingual and underserved communities
- Expanded training delivery and education reach
- Decrease in low or no-service usage among target groups

Access Improvements by Category



GOAL 3

Talent Development & Leadership

New HR Leadership Alignment

Strategy has shifted to align under new HR leadership, bringing fresh direction to workforce planning.

Strategic Reassessment Underway

An intentional pause was taken to reassess hiring, onboarding, and training — ensuring efforts are targeted and effective.

Leadership Programs Being Refined

Mentorship and leadership development programs are being updated to reflect organizational priorities and staff needs.



Talent Development: KPI Status

Key Outcomes

- Workforce strategy realigned under new HR leadership
- Recruitment and onboarding processes under review
- Leadership programs actively being refined

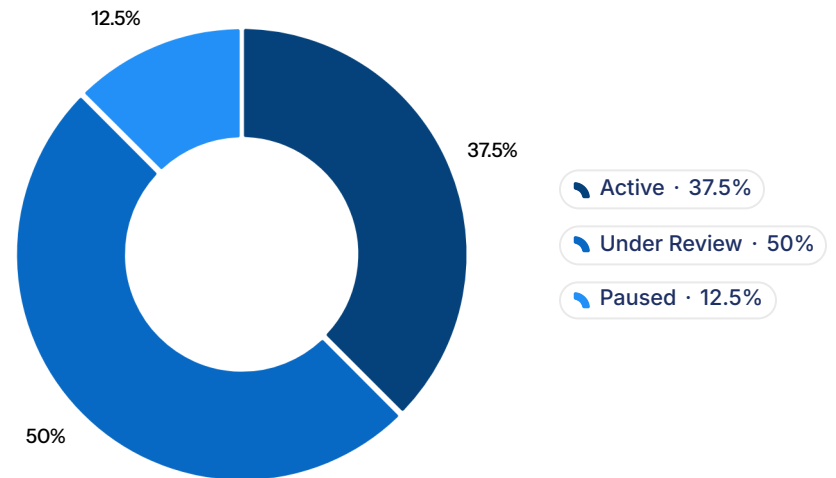
Readiness



Objectives Active

KPI Readiness

Initiative Status





GOAL 4

Operational Efficiency & Technology



Annual Report Delivered

Comprehensive annual report completed and distributed to all key stakeholders on schedule.



Progress Survey Launched

A structured stakeholder survey is now live, capturing real-time feedback on progress and satisfaction.



Feedback Loop Established

A continuous feedback mechanism connects stakeholder input directly to operational adjustments and decisions.

Operational Efficiency: Process Flow

A four-stage cycle connects reporting to action – ensuring transparency and continuous improvement.



✔ 100% of objectives are active. Implementation is stable and on track this period.

Key Takeaways

1 Strong Progress Across All Four Goals

Every strategic goal is active, with visible momentum and measurable early results already in hand.

2 Execution Has Begun — Impact Is Measurable

We have moved from planning to delivery, with real data, real participants, and real outcomes to show for it.

3 Alignment and Accountability Are Growing

Structures, standards, and feedback loops are in place — ensuring work stays on track and decisions are data-driven.

4 Positioned for Stronger Outcome Tracking

As systems mature, our ability to measure, report, and improve will only strengthen heading into the next phase.

