



# MOSAIC

Engaging Newcomers, Enriching Communities



## VISION

Together we advance an inclusive and thriving Canada.



## VALUES

### EXCELLENCE

We value the delivery of the best, person-centred services informed by the people served.

### INNOVATION

We value relevant, responsive, and systematic solutions, embracing creativity and adaptability.

### INCLUSION

We value and advocate for inclusiveness in shaping our communities and workplaces.

### COMMITMENT

We value the passion and contributions of our staff, contractors, volunteers, partners and people served in fulfilling our mission.

### INTEGRITY

We value accountability, transparency, justice, and ethical and thoughtful decision-making.



## MISSION

MOSAIC enriches communities through services and advocacy, furthering the success and sense of belonging of newcomers and individuals from diverse backgrounds.



# GOALS & STRATEGIES



## Enhance our Services

MOSAIC will enhance the scope and depth of our services to respond to clients' evolving needs locally, provincially, and nationally.

- Identify and address priority needs, gaps and opportunities locally, provincially, and nationally.
- Develop new delivery partnerships and enhance existing partnerships to advance strategic priority areas.
- Increase internal capacity ensuring excellent service delivery.



## Advocate for Inclusivity

As a recognized leader, MOSAIC will advocate for and engage communities in the creation of a just and inclusive society.

- Advise policy makers on issues related to successful integration of immigrants and refugees, ensuring people with lived experience are an integral part of our advocacy efforts.
- Actively contribute to the public discourse on the value of creating inclusive and healthy societies where everyone has the opportunity to contribute meaningfully according to their skills and abilities.
- Build strategic alliances to address systemic issues facing newcomers to BC, including lack of recognition of international work experience, barriers to career advancement, access to healthcare, and affordable housing.



## Enhance our Work Environment

MOSAIC will be the employer of choice within the social services sector.

- Ensure effective ongoing organizational practices to recruit, engage, and retain highly qualified staff.
- Optimize our capacity to ensure teams are as efficient and effective as possible, using modern technology and streamlining internal processes.
- Develop a long-term infrastructure plan to address future capacity.



## Diversify our Funding

MOSAIC will increase and diversify the funding available to meet the evolving needs of our clients.

- Build capacity for increasing non-traditional government funding.
- Build capacity for increasing corporate partnerships and social investment.
- Expand capacity for social enterprises.