



meta

high quality supports



Co-Design Inclusive and Engaging Supports.

Strategic Plan 2023-2026

Our Mission Statement

Meta offers a wide spectrum of services and personalized supports to help people live in inclusive, engaged, and enriched lives in the community.

Our Vision Statement

A community where all persons thrive as valued, respected citizens leading dignified, fulfilling lives.



Increase our Complex Care Capabilities.



Recruit, Develop, and Retain the Best Staff in our Communities.

Meta is known and respected for its commitment to the people we support. As a result of sector trends and reform, we are responsive to change, and we must improve the way we support people. We are committed to provide greater choice and flexibility so supports are more person directed to meet individualized needs and people supported are included within their communities.

- Complete the Day Support co-design initiative. Develop and implement refreshed community and supported group living Day Programming.
- Improve the development, implementation, and measurement of Individual Support Plans.
- Strengthen relationships with our families.

People with intellectual disabilities face many challenges, such as, mental health, living with homelessness, aging, and complex medical care. Meta will explore and implement new models of complex support to ensure we are best able to serve people's changing needs.

- Develop strategic partnerships in the community to enhance our capability to serve the people we support.
- Expand training offered to staff and management to meet the evolving needs of the people we support with a focus on more complex supports.
- Identify ways to improve housing for people requiring complex supports.

Meta will continue to find, attract, recruit, and retain the right team members long term.

- Implement staff development plans to identify ways for staff to improve their skills and knowledge to support our people and each other.
- Define and meet the training needs and opportunities for our staff and management.
- Expand succession planning beyond leadership to all management positions within the organization. Develop pathways for those interested.