

Durham Community Legal Clinic

Strategic Plan

2023-2027

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Values

DCLC work is informed by these core values:

Community Collaboration: working purposefully with clients, community organizations and the community.

Client-centered: providing high quality service to clients based on their individual needs.

Respect: demonstrating meaningful respect for clients and their communities.

Accessible: ensuring services and working environments are meaningful and usable for as many people as possible.

Dignity: providing an environment of inclusiveness and belonging.

Access to justice: challenging systemic norms to promote innovative models of providing social justice.

Integrity: acting consistently with honesty, ethics, transparency, and fairness.

Diversity: demonstrating a commitment to diversity, equity, and inclusion, where differences are valued, respected, and used to drive social change.

Vision

A community where all residents have equal access to justice through legal education, engagement, representation, and empowerment.

Mission

Engaging our low-income community by providing access to quality, informed legal services and by advocating for social justice.

Strategic Goals

Goal 1: Increase Access to Justice by expanding outreach of the Clinic:

Objective 1: Expand legal education to public regarding Clinic services.

Strategies:

- (a) Identify underserved areas of Durham Region.
- (b) Determine the most effective manner of communication to address public needs.
- (c) Review materials available for public legal education and update as needed.

Objective 2: Maintain and expand meaningful partnerships with community organizations.

Strategies:

- (a) Explore innovative ways of connecting with community organizations.
- (b) Allocate resources to expanding the organizations linked to the Clinic.

Objective 3: Explore and advance Clinic projects.

Strategies:

- (a) Partner with community organizations to support projects which enhance the value of clinic services.
- (b) Identify initiatives which support expansion of client rights and abilities to access justice.

Goal 2: Expand Legal Services provided.

Objective 1: Develop a business case to support expansion into other areas of legal practice.

Strategies:

- (a) Identify a minimum of two additional areas of client need.
- (b) Identify resources available to service those needs.
- (c) Determine what additional training is required to support this representation.
- (d) Develop a communication plan to advertise additional areas of service.

Objective 2: Expand professional development opportunities for Clinic staff to support additional areas of practice.

Strategies:

- (a) Identify staff needs for additional training.
- (b) Determine availability of training within the Clinic system.
- (c) Explore training outside of the Clinic system.
- (d) Provide a minimum of 2 training opportunities for each staff member annually.

Goal 3: Support effective Board governance.

Objective 1: Provide professional development opportunities for Board members.

Strategies:

- (a) Identify Board member requirements for professional development.
- (b) Determine availability of training.
- (c) Provide a minimum of 2 developmental opportunities for Board members annually.

Objective 2: Complete application for accreditation through Imagine Canada

Strategies:

- (a) Identify resources required.
- (b) Determine a plan for successful completion.
- (c) Allocate resources to address recommendations from accreditation process.

Goal 4: Repurpose the Access to Justice Hub (HUB)

Objective 1: Formulate a plan to ensure HUB direction, goals, viability, and sustainability.

Strategies:

- (a) Revisit original goals of the HUB and revise if appropriate.
- (b) Create a formal partnership with key partners.
- (c) Identify partnerships.

Objective 2: Create an operational structure for delivery of HUB services.

Strategies:

- (a) Conduct an operational review the 5-year HUB pilot to determine best practices.
- (b) Develop an organizational structure addressing staffing availability, client needs, and partner participation.