

# BC Family Maintenance Agency

## Strategic Framework

2021 - 2024

### VISION



Healthy and thriving families achieve their full potential and secure the best possible future for their children

### MISSION



British Columbians who experience separation or divorce are supported in achieving and maintaining the best financial outcomes for their family

### GOALS

#### Client-Centric

Services and financial supports are aligned with family needs and delivered in ways clients wish to receive them

#### Service Experience

Proactive and inclusive services enable early engagement and tailored approaches for clients

#### Education & Support

Clients advocate for themselves where appropriate and seek assistance and support when necessary

#### Connections & Handoffs

Holistic services are provided through collaborative and integrated networks to social programs

#### Program Evolution

Continuously effective and innovative family justice and maintenance services meet the needs of families while pursuing efficiencies

### OBJECTIVES

#### Effective People

Trained and skilled employees are engaged and empowered

#### Program Delivery

Optimized services support the mandate

#### Client Needs

Partner outreach enhances relationships to provide holistic supports for families

#### Alignment

Services support government policies and strategic direction

#### Value

Innovative services are identified and developed for clients and government

#### Client Experience

Seamless and integrated services enhance client experience

### AREAS OF FOCUS

PEOPLE

TECHNOLOGY

POLICY

OUTREACH

PROCEDURES

CLIENT EXPERIENCE