



August 30, 2017

Dear Consumers, Clients, Staff and Board Members:

It's with great excitement that I wanted to let you know that we are launching the development of a Strategic Plan and new brand (name and logo) for our integrated organization!

The Strategic Plan will address questions including but not limited to:

- What's our vision now that we are integrated?
- How will we be working more closely together?
- How will we continue to meet the growing needs our clients, consumers, and community?
- What programs and services will we be offering?
- What will be in place to support staff and professionals going forward?
- How can we become more efficient in our work?
- What will be our new organization name and logo?

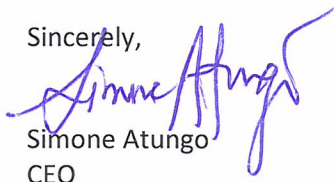
Over the upcoming months, we will be working together to develop our Strategic Plan and new organization name. We have hired San Ng from Vision & Results Inc., to support us with this process.

The activities below are planned for your involvement in the process. Our goal is to have a final Strategic Plan and new organization name and logo for launch on January 1, 2018. Please stay tuned for the specific dates and times when you can be involved!

- For Board – Group Meetings & Updates (September – December)
- For Consumers & Consumer Advisory Councils: Group Meetings at various locations (September – October)
- For Staff Teams: Group Meetings (September – October)
- For Everyone – Online Survey (November)
- Representatives of Board, Consumers and Clients – Strategic Planning Retreat (November)

Please do not hesitate to contact me directly if you have any additional questions regarding this initiative.

Sincerely,



Simone Atungo
CEO