

STRATEGIC PLAN 2025 - 2030



Mission

The CFGT is at the heart of the development and delivery of a continuum of health and social services for French speakers in the Greater Toronto Area (GTA).

Vision

The CFGT supports a plural and united francophone community, where every individual has access to the support they need in French.



Values

Listening | Respect | Solidarity
Innovation | Collaboration

Organizational Aspiration

The CFGT has updated and consolidated its human capital, know-how and infrastructure in order to:

-  Better meet changing customer demand for services.
-  Be an expert in the development, orchestration, and integration of health and social services designed to meet the needs of French speakers in the GTA.



STRATEGIC PLAN

2025 - 2030

STRATEGIES



1

EXCELLENCE OF CFGT SERVICES

Offer quality services that meet the needs of the French speakers in the GTA.

- Engage members of the French-language community to keep an updated and nuanced understanding of their evolving characteristics, needs, and aspirations.
- Improve the response to the needs of French speakers by strengthening existing services and bridging the service gaps they face.
- Consolidate and integrate CFGT services to enhance customer experience and benefits.
- Support service excellence through continuous quality improvement, evidence-based decision-making, regular progress monitoring, and performance measurement.



2

CONTINUUM OF FRENCH-LANGUAGE SERVICES

Identify, influence, and act on key conditions that contribute to improving French-language services in the GTA.

- Strengthen working relationships with governments and donors to support investment priorities that meet the needs of the French-language community.
- Play a key role in the development, access, innovation, and navigation of French-language health and social services in the GTA.
- Regularly communicate initiatives, available services, and service improvements for the French-language community to multiple audiences.



3

ORGANIZATIONAL GROWTH

Continuing to build a strong, welcoming, successful CFGT serving the French-language community in the GTA.

- Foster an organizational culture based on communication, professional development, and employee commitment to achieving CFGT objectives.
- Identify opportunities to secure the financial, physical, and human resources the CFGT requires to meet community needs.
- Ensure that investment in the CFGT's infrastructure supports its growth.