



NEMCSA 2020-2025 STRATEGIC PLAN

Purpose Statement

“Empowering People, Enhancing Lives”

NEMCSA Mission Statement

Enhancing quality of life by empowering individuals and strengthening communities.

NEMCSA VALUES

The four cornerstones of our beliefs and values are **dignity, empowering people, diversity, accountability**.

We treat everyone with **dignity** and respect.

We strive to **empower people** in our work and our service.

We value **diversity** and honor individual differences.

We are **accountable** to each other, our programs and those we serve.

Dignity

- By communicating and interacting fairly and respectfully with our board members, team and program participants.
- By holding each other accountable for treating everyone with dignity and respect.
- By accepting people for who they are and valuing individual beliefs and choices.
- By being mindful of our behavior and how it affects those around us.
- By measuring, surveying, and reporting results from program participants.

Empowering People

- By participating in our many programs and services, we empower people to become more self-sufficient.
- By including participants as representatives in our Board of Directors and other committees that help to govern our agency.
- By offering our team continued education and training.
- By utilizing a “person-centered” approach ensuring the household is part of the collaboration team and is included in the decision making process to help in identifying their own needs.

Diversity

- By proclaiming loud and proud that we value and appreciate diversity exemplified in the recent logo change and Executive Director public proclamation.
- By creating a Diversity and Inclusion Committee.
- By enforcing zero tolerance for staff not abiding by diversity policy.
- By providing poverty education to agency team and community partners.

Accountability

- By recognizing when there needs to be improvement and embracing changes.
- By clear and transparent communications to staff, funders, program participants.
- By utilizing data driven decision making and allowing data to help make informed decisions.
- By being consistent with policies and procedures.
- By consistent execution and delivery of agreements with funders.



- By using performance improvement-training and data mapping to improve workflows.

2020-2025

Strategic Priorities and Goals

Shift/Align Culture and People's Ability to Lead and Support the Organization into the Future

- Develop a comprehensive communication strategy to educate and align the organization on “where we are going” (cultural norms, expectations, etc.).
- Develop highly trained supervisors as servant leaders for all levels of management.

Engage and Educate Clients and Key Stakeholders

- Provide a greater voice for our clients to advocate, increasing understanding of poverty and what we do.
- Re-assess how we attract and educate our Board members and Councils to best serve the agency.
- Continue building our relationships/partnerships with our key stakeholders to help us address our greatest customer needs.
- Continue to outreach and educate the community.

Streamline and Embed Consistent Processes and Services Within the Agency

- Adopt a cultural mind-set and methodology to question and challenge current processes.
- Evaluate the organizational structure to deliver world-class service.
- Create and implement the use of unified data to break down programmatic silos and better serve our clients and community.
- Optimize our workflows to increase efficiency and increase customer interface time across the agency.
- Create a comprehensive policy and procedures review to increase efficiencies.

Strengthen Support Services to Allow Programs the Ability to Further Focus on Programmatic Areas for Our Clients

- Unburden the work of support departments to allow them to be more responsive to agency needs.
- Create vehicles for regular infrastructure feedback, collaboration and process improvement.
- Institute cross-training to fill staffing gaps and increase efficiency.
- Proactively streamline and document communication to provide greater clarity and efficiency.
- Maximize technology to overcome our geography and improve efficiency.

Drive Individual and Family Success by Serving as a Catalyst for the Unmet Needs of our Clients

- Evaluate and analyze unmet customer needs and those we have the capacity to deliver.
- Determine our role as a catalyst.

- Determine the human capacity we need to deliver on our targeted unmet client needs.