



# 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.