



Community Action Opportunities

HELPING PEOPLE. CHANGING LIVES.

2012 to 2017 Strategic Plan

BOD Approved – 11/6/12

FOCUS AREA

RESOURCES

OUTCOME

A variety of discretionary and sustainable program and infrastructure resources are available to support existing and new activities.

Strategy I

New revenue streams are available for existing and new services

- A. Increase fee-for-service revenue
 - 1. Family and Leadership Development Credential
 - 2. Parent Development Training
 - 3. AR4CA
 - a. Next generation software
 - b. New users
 - c. New Modules for existing users
 - 4. Weatherization Plus
 - a. Private-fee for service
 - b. Public expansion
 - 5. Host Weatherization “training center”
 - a. Multi-Family
 - b. Certifications
 - i. Auditor
 - ii. Installers
- B. Program expansion revenue supports existing infrastructure
 - 1. Develop new financial partnerships & collaborations
 - a. Private early childhood development centers
 - b. BCS – Developmental Day support
 - 2. Expand existing services beyond current geographical areas
 - a. CSBG – McDowell
 - b. Weatherization – Piedmont Triad
 - 3. Secure new private and public grants

Strategy II

Internal capacity exists at all levels to implement and support evidenced-based programs and outcomes

- A. Programs produce measureable customer outcomes
 - 1. Identify, collect and analyze program data to conduct outcomes evaluation
 - a. School Readiness plan
 - Gold Strategies
 - b. Life Works – state-wide comparison
 - c. Family Outcomes
 - d. Family Development
 - e. Leadership Development
- B. Internal leadership has the knowledge and expertise to execute and analyze evidence-based activities
 - 1. Internal training enhances leadership growth
 - a. Results Oriented Management and Accountability (ROMA)
 - b. Supervisor roles and responsibilities
 - 2. External training enhances leadership growth
 - a. Critical thinking skills
 - b. Sustainable technology user training

Strategy III

Capital plans support current and future agency and program needs

- A. Assess current facility utilization and expansion needs
 - 1. Collaborate with public schools and/or community to be a state model
 - a. Modular classroom
 - b. Secure permanent fully-functional classroom spaces
 - c. Expand outdoor learning environments
 - 2. Increase PSB efficiency
 - 3. Pursue PSB expansion
- B Technology
 - 1. Hard and software
 - a. Network
 - b. Individual
- C Fleet

FOCUS AREA **BUSINESS PROCESSES**

OUTCOME

Organizational systems and infrastructure are efficient, cost-effective, easily accessible and fully-utilized.

Strategy I

Business systems are tech-savvy and improve work product

- A. Re-engineer routine business processes to support employees and work sites.
 - 1. Electronic sign-in and out
 - 2. Document storage and retrieval – electronic and hardcopy
 - 3. Electronic documents & forms
 - a. Internal
 - b. External (User-friendly applications)

Strategy II

Agency communication systems and processes are reliable, customer-focused and efficient

- A. Utilize multiple external communication methods (including dual language)
 - 1. Social Media applications
 - 2. Mobile applications for website
- B. Expand internal communication methods
 - 1. Internet-based solution for remote worksites
 - 2. Electronic documentation and signatures

Strategy III

Pay and compensation decisions are based on a best-practice, equitable and market-based plan.

- A. Compare and evaluate plan design options
- B. Implement best-fit