

1991 - 1996 WCCAO STRATEGIC PLAN

**Overall Strategic Goal:** WCCAO will assure, in a manner that promotes self-sufficiency, that all low-income residents of Washington County have access to services to meet human needs.

**Goal I:** Increased ability to promote self-sufficiency.

Objective A: Assure the promotion of self-sufficiency in all programs and establish a mechanism to evaluate the effectiveness.

Objective B: Assure that WCCAO services are accessible to all eligible people.

Objective C: Operate a service delivery system that allows for comprehensive assessment of client needs and uniform data collection.

Objective D: Maintain a comprehensive information and referral system.

Objective E: Establish a family oriented model of service delivery which promotes self-sufficiency.

**Goal II:** Assure that the needs are met.

Objective A: Provide comprehensive information and referral, emergency and basic needs services.

Objective B: Increase emergency shelter beds and provide homeless services.

Objective C: Increase resources for and provide access to emergency and supplemental food, while improving quality.

Objective D: Provide special needs transportation.

Objective E: Increase resources for quality, affordable day care.

Objective F: Increase access to and resources for quality, affordable housing.

Objective G: Provide energy conservation services.

Objective H: Provide early childhood development services.

Objective I: Provide education, skills training and self-help opportunities.

Objective J: Provide family self-sufficiency services.

**Goal III: To have adequate resources to support the agency's mission.**

Objective A: Increase community awareness and involvement.

Objective B: Obtain financial and in-kind support.

Objective C: Obtain space and equipment.

Objective D: Recruit and retain competent volunteers.

**Goal IV: To have supportive management and administrative systems that enables the agency to fulfill its mission.**

Objective A: Assure fair and equitable personnel policies and practices.

Objective B: Strengthen organization capacity.

Objective C: Maintain efficient and effective fiscal services.

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**Overall Strategic Goal:** WCCAO will assure, in a manner that promotes self-reliance, that all low-income residents of Washington County have access to services to meet human needs.

**Goal I: Increased ability to promote self-reliance.**

Objective A: Assure the promotion of self-reliance in all programs and establish a mechanism to evaluate the effectiveness.

Objective B: Assure that WCCAO services are accessible to all eligible people.

Objective C: Operate a service delivery system that allows for comprehensive assessment of client needs and uniform data collection.

Objective D: Maintain a comprehensive information and referral system.

Objective E: Maintain a family oriented model of service delivery which promotes self-reliance.

**Goal II: Assure that the needs are met.**

Objective A: Provide comprehensive information and referral, emergency and basic needs services.

Objective B: Increase emergency shelter beds and provide homeless services.

Objective C: Increase resources for and provide access to quality emergency and supplemental food.

Objective D: Increase resources for quality, affordable day care.

Objective E: Increase access to and resources for quality, affordable housing.

Objective F: Provide energy conservation services.

Objective G: Provide early childhood development services.

Objective H: Provide education, skills training and self-help opportunities.

Objective I: Provide family self-reliance services.

**Goal III: To have supportive management and administrative systems as well as an effective development effort that enables the agency to fulfill its mission.**

Objective A: Assure fair and equitable personnel policies and practices.

Objective B: Strengthen the organization's capacity to address priority goals.

Objective C: Maintain efficient and effective fiscal services.

Objective D: Operate a coordinated development effort that increases community awareness and obtains needed resources.