



ADOPT-A-FAMILY
OF THE PALM BEACHES

**Strategic
Plan**

2022-2027

Mission Statement

Adopt-A-Family of the Palm Beaches, Inc. is dedicated to strengthening families with children in their efforts to achieve stability and self-sufficiency by providing access to all-encompassing services.

Vision

Families are stably housed and thriving.

Strategic Plan | Areas of Focus

Program & Service Excellence

Building on current efforts, create and deliver programs that are executed with excellence and a strong attention to exceeding expectations.

Talent Management & Culture

Identify, attract, and retain a talented and diverse board and workforce while maintaining and enhancing the agency's unique culture built on respect, collaboration, inclusion, safety, and health.

Fiscal Strength

Ensure continued financial sustainability with a focus on diverse revenue streams.

Operational Efficiency & Effectiveness

Strengthen operations (money, information, systems, and physical assets) to ensure the efficient and effective management of resources and board engagement.

***While completing the strategic planning process, all of the above should be kept in mind when discussing each of the four primary focus areas.*

Action Plan: Program & Service Excellence

- Assess all programs and identify improvement opportunities in changing environments.
- Develop a plan to increase advocacy among key stakeholders.
- Enhance overall advocacy efforts for clients and societal issues (i.e. affordable housing).
- Develop and implement strategies to enhance community awareness of programs/services and 40 years of service.
- Expand volunteer base and overall experience.
- Increase capacity of data collection.
- Strengthen and ensure ongoing client feedback system is in place and make needed changes.

Action Plan: Talent Management & Culture

- Conduct an assessment to identify development and training needs; Develop organization-wide plan.
- Expand utilization of performance management system.
- Design a new employee orientation program and robust onboarding program.
- Assess and expand the employee appreciation programs.
- Establish regular staff meetings, at a minimum on a quarterly basis, to enhance communication and build employee feedback systems.
- Develop plans to more effectively identify, attract, and retain a high-performance workforce.
- Develop and implement a succession plan for critical positions including a training and development component.
- Design and implement a comprehensive diversity and inclusion program.
- Revisit values statements and implement plans to integrate into other systems, i.e. new employee on-boarding and performance management.
- Implement strategies focused on a safe work environment.
- Implement annual Employee Engagement Survey.

Action Plan: Talent Management & Culture (Board of Directors)

- Assess and revise board member identification process to ensure affirmative steps are taken to attract diverse board members.
- Review and revise board member roles and responsibilities.
- Create and adopt a clear vision statement.
- Enhance overall board member experience including a robust onboarding program.
- Design and conduct annual board self-assessment.
- Assess feasibility of hiring a board/staff liaison.
- On an annual basis, at the beginning of each fiscal year, Chair must submit a plan of their meeting schedules for the year.
- Review, revise, and provide comments to bylaws and committee charters.

Action Plan: Fiscal Strength

- Expand and diversify funding streams including the development of key messaging.
- Conduct reserve study and identify adequate levels to ensure sustainability and ensure there is awareness of prior utilization/purchase.
- Enhance donor relationships by improving ongoing communication utilizing newsletters and other outlets.
- Maximize use of Raiser's Edge.
- Develop a formal process to assess proposed new programs/initiatives.

Action Plan: Operational Efficiency & Effectiveness

- Develop and implement a comprehensive communication plan to increase and improve internal and external communication – in person/remote, website, speeches, all collateral and social media.
- Conduct a review of 100% of policies and procedures; implement needed changes.
- Conduct ongoing monitoring of capital assets and make necessary enhancements.
- Conduct an IT study and identify opportunities for an increase in user-friendly systems utilizing technology (i.e., inventory system).
- Develop a formal, comprehensive Quality Assurance Program.