



ADOPT-A-FAMILY
of the Palm Beaches, Inc.

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STRATEGIC PLAN SUMMARY

Mission Statement, Vision, & Values **2**

Program and Service Excellence **3**

Talent Management & Culture **4**

Fiscal Strength **6**

Operational Efficiency & Effectiveness **7**

MISSION STATEMENT

Strengthen 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.

VALUES

TRANSPARENCY

An open, communicative, and responsive agency

INTEGRITY

Honest and ethical in all relationships

ACCOUNTABILITY

Ownership of the policies, decisions, and actions made by the agency

RESPECT, COMPASSION, and INCLUSION

An environment that values and appreciates differences

ENJOYMENT and FULFILLMENT

Work that touches our hearts



AREA OF FOCUS: Program and Service Excellence

OBJECTIVES:

- Assess all programs and identify improvement opportunities in changing environments.
- Develop a plan to increase advocacy among key stakeholders.
- Expand volunteer base and overall experience.
- Increase capacity of data collection.
- 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.
- Strengthen and ensure ongoing client feedback system is in place and make needed changes.

AREA OF FOCUS:

Talent Management & Culture

OBJECTIVES:

- 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.
- Implement strategies focused on a safe work environment.

AREA OF FOCUS: Talent Management & Culture (cont.)

OBJECTIVES:

- Revisit values statements and implement plans to integrate into other systems, i.e. new employee on-boarding and performance management.
- Implement Annual Employee Engagement Survey
- 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.
- On an annual basis, at the beginning of each fiscal year, chair must submit a plan of their meeting schedules for the year.
- Enhance overall board member experience including a robust onboarding program.
- Create and adopt a clear vision statement.
- Design and conduct annual board self-assessment.
- Assess feasibility of hiring a board/staff liaison.
- Review, revise, and provide comments to bylaws and committee charters.

AREA OF FOCUS: Fiscal Strength

OBJECTIVES:

- 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.

AREA OF FOCUS:

Operational Efficiency and Effectiveness

OBJECTIVES:

- 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.