



Foundation

2021/2022 Strategic Initiatives



HUMAN RESOURCES
 Define Organizational Structure
 Determine Staffing Requirements
 Develop Employee Satisfaction Survey

INFRASTRUCTURE AND TECHNOLOGY
 Assess Implication of New Services on Existing Sites

LEADERSHIP, ORGANIZATION AND GOVERNANCE
 Review Location-level Organization and Governance
 Complete Board Orientation Manual
 Document Organization and Governance Model

PERFORMANCE METRICS
 Develop Performance Metrics Model

COMMON ROOF MODEL
 Document Common Roof Model

CLIENT/COMMUNITY EXPERIENCE
 Review Client/Community Experience
 Review and Update Client Satisfaction Survey

SERVICE DELIVERY
 Assess Service Gaps
 Identify New Service Candidates

LOCATIONS AND ASSETS
 Analyze Site Expansion Strategy

FUNDING AND FINANCES
 Investigate Funding Alternatives
 Improve Operational Efficiency
 Reinvigorate Fund Development Work

PARTNERSHIPS AND SOURCINGS
 Define Partnership Structure
 Update Existing Partnership Agreements
 Investigate External Partnerships
 Analyze Supplier Relationships