

Catholic Social Services Strategic Plan
Board Approved
8/14/08

VISION

CSS fulfills the social teachings of the Catholic Church through our efforts to mend the holes in society's safety net, alleviate suffering and promote social change by meeting basic human needs and offering thoughtful opportunities for life changing growth.

"I have come that they may have life and have it to the full."

John 10:10 (NIV)

MISSION

"Providing help, creating hope"

We compassionately serve the poor and those in need, strengthen individuals and families, and advocate for social justice.

GUIDING PRINCIPLES

- reverence for humanity;
- striving for excellence;
- empowering personal fulfillment;
- strengthening community through collaboration

CATHOLIC SOCIAL TEACHINGS

- Life and dignity of the human person;
- Call to family, community, and participation;
- Rights and responsibilities;
- Option for the poor and vulnerable;
- Dignity of work and the rights of workers;
- Solidarity;
- Care for God's creation

Goal 1:

Provide accessible, high quality services.
 * Establish and maintain best practice standards for service delivery
 * Evaluate client and service outcomes for all programs
 * Confirm that existing CSS programs are meeting needs in relation to agency and community priorities.
 * Adapt and modify programs as able to better meet identified client needs

Goal 2:

Enhance the agency's public profile.
 * Strengthen relationships within Catholic Parishes.
 * Strengthen & establish relationships with volunteers.
 * Establish new and maintain old alliances with stakeholders (to include legislators and non-Catholic faith communities).
 * Strengthen relationship with the media.
 * Annually evaluate the agency public relations campaign.

Goal 3:

Develop and maintain a solid financial foundation based on diversified funding.
 * Establish agency reserve fund
 * Regularly evaluate finance systems to ensure comprehensive, reliable financial reporting
 * Conduct annual agency management audit with emphasis on staffing patterns, employee salaries/ benefits and technology

Goal 4:

Cultivate a, healthy organization that inspires staff and Board to be highly motivated to help the agency succeed.
 * Assess and nurture relationships between programs, admin, and Board
 * Support a culture where staff and board participate in agency events
 * Promote staff and Board growth through training and empowerment
 * Increase utilization and recognition of volunteers.

Goal 5:

Ensure that facilities provide a safe and respectful setting for service provision.
 * Develop a preventive maintenance schedule for facilities
 * Evaluate facilities for adequate physical comfort and suitability for program needs
 * Develop plans for upgrading facilities
 * Secure funding as necessary to support plans