

VISION Compassionate communities where all can access care, grow, and thrive

MISSION We strengthen lives by providing professional support that heals, empowers, and transforms

VALUES Belonging • Compassion • Integrity • Respect • Social Justice

Strategic Directions

OPTIMIZE AND REIMAGINE OUR SERVICE DELIVERY MODEL

- Prioritize early intervention to prevent escalation of needs
- Strengthen and forge partnerships and create integrated pathways to address complex client needs holistically including academic, service navigation connections, parishes
- Expand outreach strategies to engage individuals with the greatest need
- Establish clear methods for measuring and communicating impact



DEEPEN OUR CULTURE OF TEAMWORK, INCLUSION, AND LEARNING

- Advance diversity, equity, inclusion, and belonging across the agency
- Build team expertise with a focus on emerging needs of those we serve
- Enhance supervision, professional development, and ongoing support for staff to address succession
- Promote collaboration and knowledge-sharing across all teams to strengthen collective capacity



STRENGTHEN OUR ORGANIZATION TO MAXIMIZE IMPACT

- Raise our profile by developing a compelling brand
- Implement a comprehensive fund development strategy
- Grow a volunteer network to complement our mission
- Leverage technology and AI to enhance service delivery and organizational efficiency
- Diversify funding sources to ensure long-term sustainability

