

STEP UP CATHOLIC CHARITIES! STRATEGIC PLAN: FY 2010-12



STRATEGIC INITIATIVE: SELF SUFFICIENCY

GOAL 1:
Clients will demonstrate higher levels of literacy and educational achievement.

GOAL 2:
Employable clients will increase their ability to obtain and retain a permanent job.

GOAL 3:
Our clients will improve their ability to find and maintain stable, affordable housing.

GOAL 4:
Clients will build and enhance their personal financial assets.



STRATEGIC INITIATIVE: WELLNESS

GOAL 1:
Clients will improve or maintain their emotional and physical health through informed self-management.



STRATEGIC INITIATIVE: INTEGRATED SERVICES

GOAL 1:
Clients will experience ease of access and a streamlined service experience.

GOAL 2:
Strengthen the internal coordination of agency services for our clients through increased education and training of all staff.



STRATEGIC INITIATIVE: ADVOCACY AND EXTERNAL RELATIONS

GOAL 1:
Awareness: Catholic Charities will be known as a champion of cutting poverty in Santa Clara County.

GOAL 2:
Advocacy: Catholic Charities will advocate in support of cutting poverty.

GOAL 3:
Partnerships: Catholic Charities will be a catalyst among local agencies, congregations, and community-based organizations to reduce poverty in Santa Clara County.



STRATEGIC INITIATIVE: CENTRAL SERVICES

GOAL 1:
Fiscal: Improve our ability to leverage agency infrastructure.

GOAL 2:
Human Resources: Attract and retain the highest quality staff.

GOAL 3:
Development: Develop new strategies to expand fund development and increase contributions.

GOAL 4:
Volunteers: Maximize volunteerism as a key resource for expanding program impact and agency cost-effectiveness.

GOAL 5:
Information Technology: Strengthen agency efficiency and integration of services through technology enhancements and strategies.

GOAL 6:
Quality Assurance: Instill a culture of quality throughout the agency.

GOAL 7:
Facilities: Develop and implement site location strategies to ensure optimal and cost-effective distribution of agency programs and services.



**Catholic Charities
of Santa Clara County**

Vision

To cut poverty in half by 2020.

Mission

Catholic Charities of Santa Clara County serves and advocates for families and individuals in need, especially those living in poverty. Rooted in gospel values, we work to create a more just and compassionate community in which people of all cultures and beliefs can participate.

Values

Compassion
Service
Justice