

Child and Family Agency of Southeastern Connecticut
Strategic Plan 2022-2024

MISSION

Provide equitable clinical and supportive services in accessible ways to meet the evolving needs of our communities

VISION

Assure community health and well-being through innovative leadership and sustainable partnerships

VALUES

QUALITY | COMPASSION | RESPECT | INTEGRITY | INCLUSION | TRANSPARENCY | ADAPTABILITY

STRATEGIC PRIORITIES

A. Organizational Health



B. Resources & Sustainability



C. Quality Services



D. Community Engagement



GOALS

Ensure staff, board and volunteers are well-supported in their efforts to provide services and support to the community

Enhance the agency's financial resources, technology, and facilities, as the foundation to confidently serve the community today and for generations

Provide quality services that are viable, aligned to the CFA mission and meet changing community needs

Build and maintain awareness and connections among the agency, partners and the community to strengthen services, access and support

OBJECTIVES

A1: Ensure integration of **Inclusion, Diversity, Equity, Anti-racism and Social Justice(IDEAS)** into all aspects of the organization

A2: Create and sustain a **culture that attracts, retains, develops and supports** a diverse and highly qualified staff

A3: Develop capacity and processes to support **healthy change management** across all levels of the organization

A4: Improve **communication and strengthen collaboration and alignment** across departments

A5: Implement a thoughtful plan for **volunteer engagement** (including Board of Directors, Auxiliaries and Onward Leaders) that develops and energizes volunteers and maximizes their capacity to meet organizational needs

B1: Develop a **long-term financial plan** to promote stability, transparency and the ability to forecast needs and capture emerging opportunities (See C3)

B2: Grow the **endowment and diversify funding sources** so CFA is prepared for the future and well positioned to seed innovation and creativity

B3: Develop and resource a **comprehensive IT and data management plan** to promote data-informed decisions, improve quality and demonstrate impact

B4: Develop a **facilities plan** to promote financial sustainability, community access to services and an environment conducive to providing compassionate care

B5: Evaluate formal **merger and affiliation** opportunities

C1: Achieve **recognition as a national leader** by maintaining fidelity to the highest quality standards

C2: Prioritize **Continuous Quality Improvement** for all programs and departments to ensure quality and foster CFA as a learning organization

C3: **Evaluate services** to ensure viability and alignment to mission

C4: Improve **sustainability and accessibility of services** through partnerships and strategic geographic expansion

D1: Articulate and share a clear **identity and brand** for the agency aligned with its mission, vision, values and services

D2: Develop strategies and tools for **understanding community need and listening to the consumer voice** to improve services and support for individuals and families

D3: Cultivate **partnerships** to support accessibility, relevance and growth of services

D4: Increase **visibility** of the agency at the local, statewide and national levels to identify and leverage partnerships, funding and programmatic opportunities

D5: Ensure adequate marketing and communications capacity to celebrate, communicate and educate the public about the agency's story, successes and services