



Strategic Plan 2020

Angel of God Resource Center
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Angel of God Resource Center Strategic Direction

“Providing Support for the Well Being of the Community”

Angel of God Resource Center, Inc. (AOGRC) is a not-for-profit 501 c (3) organization was organized in 2007 and incorporated on March 11, 2009. We have been providing job training and placement services since 2007. AOGRC is a vocational school approved by the Illinois Board of Higher Education, an approved Workforce Development, Veteran training site and Department of Human Services/Division of Rehabilitation Services (DHS/DRS) approved training site for person with disabilities.

The mission of Angel of God Resource Center, Inc. is to provide human services via, educational programs, training and placement and grant writing assistance to empower through education. Provides support services designed to enhance the physical, mental, spiritual, nutritional, social and educational well-being of the community resident, families and agencies.

AOGRC was organized and birthed in 2007, out of the home of the Board President, 115th S. Watkins. In 2008 the organization moved to 117th S. Vincennes, Chicago IL 60643 and in 2008 the AOGRC expanded and moved the main office to 7421 S. King Drive lower level with 2 part-time staff and volunteers.

AOGRC participated in many community events, Women Against Violence, Mentoring and Grant Writing Assistance. In 2009 AOGRC moved its main office to 14527 S. Halsted Street, Riverdale IL 60827. Staff increased from 2 part-time staff to 5 part-time staff along with volunteers. The agency provided Violent Prevention program for 50 students through the Illinois Department of Violent Prevention Authority. AOGRC served as a fiscal agent for Better life for Youth, providing Mentoring for 50 youth ages 6 to 17.

We currently employ 30 people and work with many volunteers through National Able and National Caucus. We have and continue to enjoy the support of the 34th ward Alderman, Carrie M. Austin and Senator Emil Jones, III.

We have programs housed at the main office and two sites on the Westside of Chicago, 2622 W. Jackson Blvd., 60612 and 2189 W. Bowler, 60612. 2019, we are currently in the process of expanding to a new facility at 10824 S Halsted Street. This facility will allow the Agency to increase services through the Project NOW (Need of Work); Community Youth Employment Program (CYEP), Training Observation Practice (TOP) – automotive training program, Trauma Informed Training (TIR) and Science Technology Education and Math (STEM) Programs to increase our youth knowledge of robotics and technology. This facility will also allow us to fill (100) additional jobs (50 for our youth between the ages of 16-24 and the remaining 50 would be filled by adults). We project to serve an additional 75 through the Supplemental Nutrition Assistance Program-Job Placement grant request.

We became accredited in March 2019 by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF's mission is to provide accreditation standards and surveyors for organizations working in the human-services field worldwide with a base in traditional facilities and institutional settings. Among the many areas of practice represented in the CARF standards are aging services; behavioral health, which replaces institutional behavior management; psychosocial rehabilitation; child and youth services (with younger and established family services and support); durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS); employment (e.g., work readiness and evaluation) and community services; medical (and "community") rehabilitation; and opioid treatment programs.

AOGRC offers several programs sponsored by the Department of Human Services: The Teen REACH program, an Out-of-School program that provides a safe environment with caring adults, guiding them toward educational success, marketable skills and opportunities to serve their communities to 100 youth ages 6 to 17 years. The Teen REACH program services at-risk youth, older youth and high-need communities. The Community Youth Employment Program (CYEP) which requires a holistic approach to unsubsidized employment for transition-age youth (16-24) for 80. This approach will account for the youth's physical, emotional, social, and mental health needs while helping them to secure and sustain employment and/or achieve higher education ensuring a greater likelihood of success and self-sufficiency.

Our Automotive (Training Observation Practice Program-TOPP) and Financial Services Program (FSP) are approved by the Illinois Board of Higher Education (IBHE) to provide training and placement services. These programs are also WIOA approved and can be found on the WIOA Works Illinois website. (<https://www.illinoisworknet.com/WIOA/TrainingPartners/Pages/WIOATrainingPrograms.aspx>). WIOA Works Illinois is an online resource to assist business and industry leaders, policy makers, community organizations and workforce professionals in achieving success under the Workforce Innovation and Opportunity Act (WIOA).

We are also approved by the Department of Veterans Affairs to provide Automotive and Financial training and placement services to Veterans.

Lastly, AOGRC is one of the City of Chicago support/assist agencies. We assist businesses owners to become MBE/WBE certified by the City of Chicago.

Vision Mission & Values

Angel of God Resource Center Vision

Our vision is to provide support for the well-being of the community. Our approach is a holistic one which improves the lives of low income families through quality services in the Chicago inner city and its south suburbs.

Angel of God Resource Center Mission

The mission of Angel of God Resource Center, is to empower youth and families through educational and employment opportunities. To provides human services via grant writing assistance, training, educational programs to empower through education. Provides supportive services designed to enhance the physical, mental, spiritual, nutritional, social and educational well-being of community residents and agencies.

Angel of God Resource Center Values

AOGRC Centers exercises the highest ethical standard and professionalism in the daily behavior of our staff. This is displayed through honesty, integrity, ethical and legal behavior from every staff member in all interactions with each other, consumers, the community and the general public. Accordingly, this policy is established to provide guidance regarding conduct and practices.

Internal Assessment (S-W)
Current Strength Weakness Opportunities & Threats (SWOT)

Strengths
(To build on)

Weakness
(To eliminate)

Mission, Value & Vision
Statements are viable

Program outcomes are at or near
contractual mandates

Positive relationships with our
partners, employers and clients

The Board supports the Executive

The Board is dedicated to the
success of the Agency

Accredited, which attest to the
agency providing quality services

Reputation on success in previous
programs and relationships with
other agencies and community

Programs & Services are not known to
the community or other service
providers

Workforce needs to include bi-lingual
staff to expand

Need to establish CPS vendor
agreement to work more effectively in
schools

More marketing of our services to
employers

Upgrade computer training to staff

Establish stronger follow up procedures
For documentation and paperwork
Need for facility needed for south
location to accommodate training and
client privacy



External Assessment (O-T)
Current Strength Weakness Opportunities & Weakness (SWOT)

**Opportunities
(To build on)**

- Expanded services for youth who are aging out of the child welfare system
- New governor which may provide more funding
- New city leadership (mayor) may provide more funding for under employed areas
- Expand and cultivate donor relationships
- Diversify existing revenue streams
- Community collaboration
- Increase volunteers within the community programs



**Threats
(To eliminate)**

- Undeveloped relationships with officials who influence our programs and service communities
- More competition in our targeted areas
- 100% reliant on one funding source
- Limited publicity – need more social media exposure

Core Strategic Direction

Our core strategies are the primary means and methods that we will use to move Angel of God Resource Center forward.

Year One Goal Statement:

#1 ENGAGE YOUTH FOR CYEP PROGRAM

1. We will recruit and register youth (ages 16-24) in the CYEP Program to be trained in the Automotive program. The goal is for 25 youth to be trained in one year, Riverdale, IL. Subsequently they would have employment experience and ultimately hired full time
2. Assemble AOGRC core team
3. Set aside time for strategic planning meetings

Year One Annual Activities

Assemble AOGRC core team

End of Year One Goal Outcomes:

1. Recruit 25 eligible youth to go through the program and achieve ASE Certification
2. To achieve 80% completion of the youth registered in the program
3. To place youth in subsidized employment for 90 days.
4. To secured unsubsidized employment for youth.

Year Two Goal Statement:

1. Implement Family Engagement Strategies
2. Every youth will identify an ongoing relationship with one caring adult.

Year Two Annual Activities

1. Obtain access to the data
2. Select the Core team leader
3. Schedule the meeting

End of Year Two Goal Outcomes:

1. Leadership for Core Team
2. Barriers for obtain the data should be removed

Year Three Goal Statement:

1. To have more informed staff
2. To have a more informed Board members

Year Three Annual Activities

End of Year Three Goal Outcomes: Staff will be trained to work with youth parents.

#2 INFORMED TRAINING

Year One Goal Statement: Basic Core Comprehensive Training

Year One Annual Activities

1. Orientation – broader and longer training periods; interactive and hands-on
2. Quarterly Cross-Trainings to implement positive staff reaction and support; and to create client individualized plans (staff from units to present clients on-going)

End of Year One Goal Outcomes: Clients will have individualized plans and staff will have ongoing training on continuum of care. Measured by – decrease or increase in negative and/or positive incidents and/or behavior

Year Two Goal Statement: Ongoing specific enhanced training through staff reinforcement and team-building

Year Two Annual Activities

End of Year Two Outcomes: Retain staff; support and encouragement; training will give staff safe voice and outlets to address new concerns and revisit things already trained on; and staff support.

Measured by – 1) Staff retention; 2) decrease and/or increase in negative and/or positive incidents and behaviors; and 3) increase in staff satisfaction surveys

Year Three Goal Statement: Continue informed refresher training while evaluating previous outcomes in order to implement staff-identified, needs and specialty training.

Year Three Annual Activities

1. Continued ongoing cross-training
2. Re-evaluation of outcomes and goals #1 and #2 to determine if previous training need to be revisited based on positive and negative outcomes.
3. Add specialty training to enhance the ability to appeal to different clientele.

End of Year Three Outcomes: Increased number and retention of well-informed and trained staff. Measured by – Retention of trained staff; and positive outcomes of clients.

#3 DIVERSIFYING FUNDING

Year One Goal Statement: To implement new funding ideas to support and expand our existing funding stream. These activities will be measured by the following activities:

- A. Fundraising
- B. Expanded Services
- C. Implement at least one (1) new program

Year One Annual Activities

A. Market AOGRC programs and services

End of Year One Goal Outcomes: Enhanced current/new relationships with donors measured by the increased Individualized gifts received.

Year Two Goal Statement: Expand current program services to increase revenue stream

Year Two Annual Activities

- A. Obtain funding for the program expansion
- B. Collaborate with similar community service providers.
- C. Survey consumer & funders satisfaction and adjust according for uninterrupted funding

End of Year Two Goal Outcomes: To have developed a working relationship with other DHS Community Provider.

Year Three Goal Statement: To implement at least one (1) New Program

Year Three Annual Activities

- A. Research eligibility, functioning and become knowledgeable in Community Youth Employment and Second Chance - Start-Up
- B. Explore opportunities to provide community refer services
- C. Board discussion and authorization to expand to community –based clinical services
- D. Staff and Training – (assess internal staff, hire additional staff, provide staff training)
- E. Complete any start-up/collaborate with community
- F. Implement expansions
- G. Survey consumer & funders satisfaction and adjust according for uninterrupted funding

End of Year Three Goal Outcomes: To serve diverse clients and hire a diverse staff

4 INCREASE PERFORMANCE OUTCOMES

Year One Goal Statement: Establish and improve performance outcomes

Year One Annual Activities

- 1. Meet with program management (1st Quarter)
- 2. Meet with program managers and staff (2nd Quarter)
- 3. Set goals for improvement (3rd Quarter)
- 4. Review feedback from previous monitoring (4th Quarter)

End of Year One Goal Outcomes: Build a respect and appreciation for performance outcomes into the culture of the Agency.

Year Two Goal Statement: Develop a plan to improve outcomes

Year Two Annual Activities

1. Decide outcomes to track
2. Determine tracking methods
3. Begin tracking methods
4. Analyze results

End of Year Two Goal Outcomes: Collectible data to promote the well-being of the Agency.

Year Three Goal Statement: Increase performance benchmark outcomes activities by 25%

1. Use data analysis to determine what needs to change to improve performance
2. Adjust training and supervision to bring about the needed change.
3. Evaluate program design and consider changes needed to improve performance
4. Evaluate the deployment of personnel; i.e., do resources need to be deployed differently

End of Year Three Goal Outcomes: Improved performance benchmark activities



Major Objectives for 2020-2021:

1. Build the capacity to Fundraiser
2. Add one New Program Service
3. Improve Performance by 25%
4. Retrain staff with a focus on change leadership as a means to improve the agency culture

Major Change Summary:

A summary of the major changes desired over the entire life of our Strategic Plan.

1. Revenue stream stability and increase
2. Meet or exceed annual budget and control program direct service and staff expenses.
3. All staff to share equally in responsibility for programs stability and improvements.
4. Cultivate relationships with funders, law makers and Department of Human Services for maximum visibility and growth.
5. Improved and develop technology to include social media networking.

Dates of Strategic Thinking & Planning Meetings:

1. June-July 2020 Existing Strategic Plan review discussion and renewal planning phase,
2. August 2020 Strategic Plan all staff initial survey discussion,
3. September- December 2020 evaluation of strategic goals/outcomes
4. January 2021 AOGRC Board & Staff Strategic Planning retreat
5. February 2021 Strategic plan presentation at the Board's annual networking dinner & Board's approval, Strategic Plan distributed to all employees via electronic submission or at an all staff meeting,
6. May 2021 The Core Team look at the functional areas develops work plan of specific tasks with timelines and measures for monitoring,
7. June 2021 Core Team and Human Behavior/Quality Committee review work plan/reporting Corrective action plans,
8. September 2021 report to Board Strategic Plan Outcomes
9. January 2020 begin 2020-2021 initiate Strategic Planning discussion and renewal process