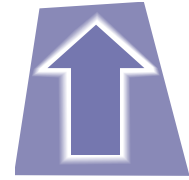




**Human Development Commission  
Caro, MI**

**Strategic Plan**  
*Adopted October 15, 2014*



## **MISSION STATEMENT**

*Restoring hope by helping people and changing lives.*

## **VISION STATEMENT**

*The Human Development Commission will be the visible leader by providing quality services that promote self-sufficiency while advocating for social and economic change.*

## **GUIDING PRINCIPLES**

- *Provide customers with individualized and responsive services*
- *Honor everyone's voice and respect differences*
- *Promote collaboration and teamwork*
- *Foster a positive work environment*
- *Communicate with respect and integrity*

## **CORE PRINCIPLES**

- *Compassion*
- *Show dignity & respect*
- *Commitment*
- *Accountability*
- *Integrity*
- *Continuous learning*
- *Equality*



## GOALS AND STRATEGIES

### **Goal #1 Enhance customer services**

**Strategy #1:** Provide customer driven services.

**Strategy #2** Promote self-sufficiency models.

### **Goal#2 Strengthen community awareness of HDC**

**Strategy #1:** Promote and strengthen HDC's identity as a community action agency.

**Strategy #2** Engage the community in the HDC mission.

### **Goal #3 Increase organizational efficiency and effectiveness**

**Strategy #1:** Enhance the growth and development of the HDC staff.

**Strategy #2:** Ensure continuity with organizational practices.

**Strategy #3:** Recruit and retain active and engaged board/advisory members.

**Strategy #4:** Review technology/software needs.

### **Goal #4 Secure resources to achieve our mission**

**Strategy #1:** Research and aggressively seek discretionary funding and new grant opportunities.

**Strategy #2:** Attract and retain qualified staff.