

Owning a Wealth
Mindset
CAPCIL Strategic Plan 2019-2021

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From the Leadership

Talent and potential are irrelevant if they are trapped in a poverty mindset. But we all have the power to choose. With work, every person can change a frame of mind to allow oneself the ability to accomplish great victories. Sometimes the greatest changes are wrapped in small and unassuming packages.

The CAPCIL leadership presents the 2019-2021 Strategic Plan with the hope that every person who accesses these strategies comes to believe as we do, that belief in who we are is eventually what we become. The strategies CAPCIL will adopt for the next three years are designed to identify, develop and become the best versions of ourselves and to assist our customers to do the same.

“Belief, strong belief, triggers the mind to figure out ways and means how to.” -Dr. David Schwartz, [The Magic of Thinking Big](#)

There are some common threads of wisdom identifiable throughout the Plan. The first is the belief that in order to improve one's situation, one cannot believe that people are simply assigned a place in life. We must hold the truth that decisions – good or bad – contribute to an outcome. We must believe that is it not just possible, but imperative, that we represent ourselves, chart our own plans to improve, and accept that we achieve victories and suffer failures because of choices we make.

The second piece of wisdom that is threaded throughout the Plan is the recognition that a combination of work and innovation create abundance. We believe that we are all hard-wired to derive satisfaction from meaningful and challenging contribution. It is critical for us, and for our customers, to realize that we are worth a lot, and that part of being worth a lot is to always deliver more than is expected.

Finally, we offer the idea that barriers happen to everyone. The people who overcome the barriers are the ones who succeed. In order to get there, we must embrace the idea of a “Failure as a Feedback” approach to living. Enormous personal growth opens when one is open to receiving feedback and using that feedback to improve and overcome.

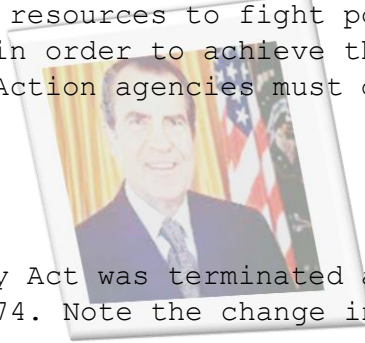
History and Purpose

To really know where we are going, we need to understand where we have been. The principles outlined in this plan are part of our Community Action roots, dating back to the 1964 Economic Opportunity Act which established and funded Community Action.



1970

The seventies brought the CSBG model based on Family (individuals), Community and Agency. This model promoted the idea that families must attain skills, knowledge and motivation to become self-sufficient. It also promoted the idea that it is the responsibility of Community Action to change broadly accepted public attitudes about the poor, and to focus both public and private resources to fight poverty issues. And the model acknowledged that in order to achieve the family and community objectives, Community Action agencies must develop the capacity to maximally impact.

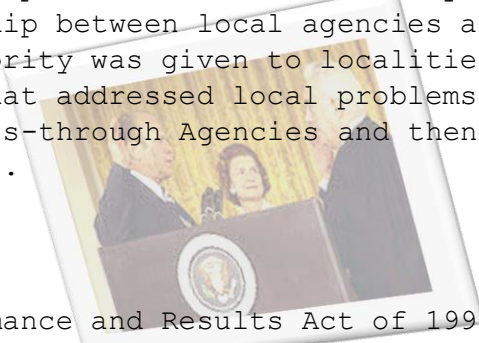


1974

In 1974, the Economic Opportunity Act was terminated and replaced by the Community Services Act of 1974. Note the change in language from "Opportunity" to "Services."

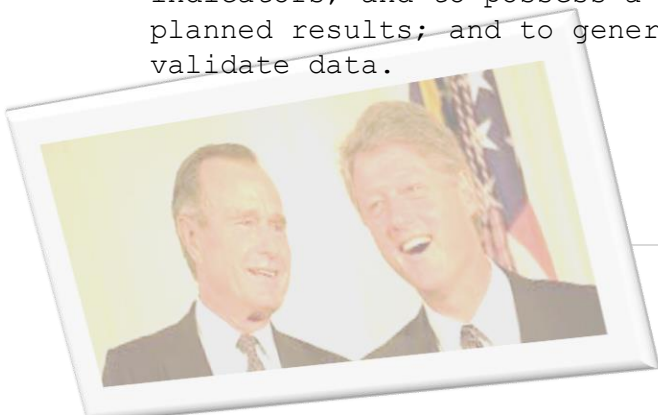
1981

By 1981, the present funding structure had evolved. The Community Services Block Grant replaced the 1974 Community Services Act. This changed the relationship between local agencies and the federal government. More authority was given to localities to develop and implement solutions that addressed local problems. Federal funds were allocated to State pass-through Agencies and then allocated to local administering Agencies.



1993

The Government Performance and Results Act of 1993 (GPRA) established expectations in order to improve all federal programming. The goal was to establish quantifiable performance goals; to require a description of resources needed to accomplish the goals; to measure activity with indicators; and to possess a basis for comparing actual results with planned results; and to generally possess the means to verify and validate data.



1994

Nineteen ninety-four brought an Amendment to the CSBG Act, requiring CSBG eligible entities to provide outcome measures in three areas: self-sufficiency, family stability, and community revitalization. It was also in 1994 that the CSBG performance-based management system was born - ROMA (Results Oriented Management and Accountability). This year also introduced the six national goals.

1998

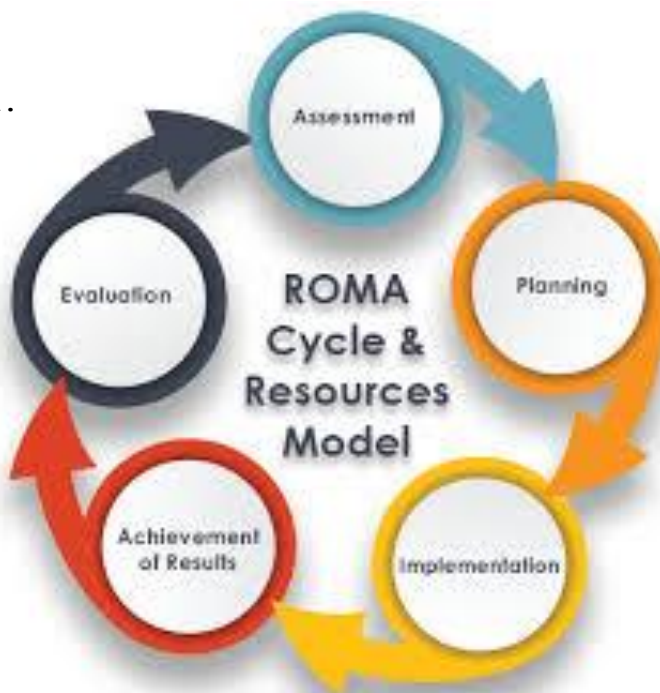
The Community Services Block Grant was reauthorized in 1998. The most substantial outcome of this reauthorization was the introduction of the outcoming reporting requirement. By 2001, all CSBG Agencies would be required to provide outcome reporting. ROMA was named the mandated performance-based management system for all CSBG Agencies.

2005

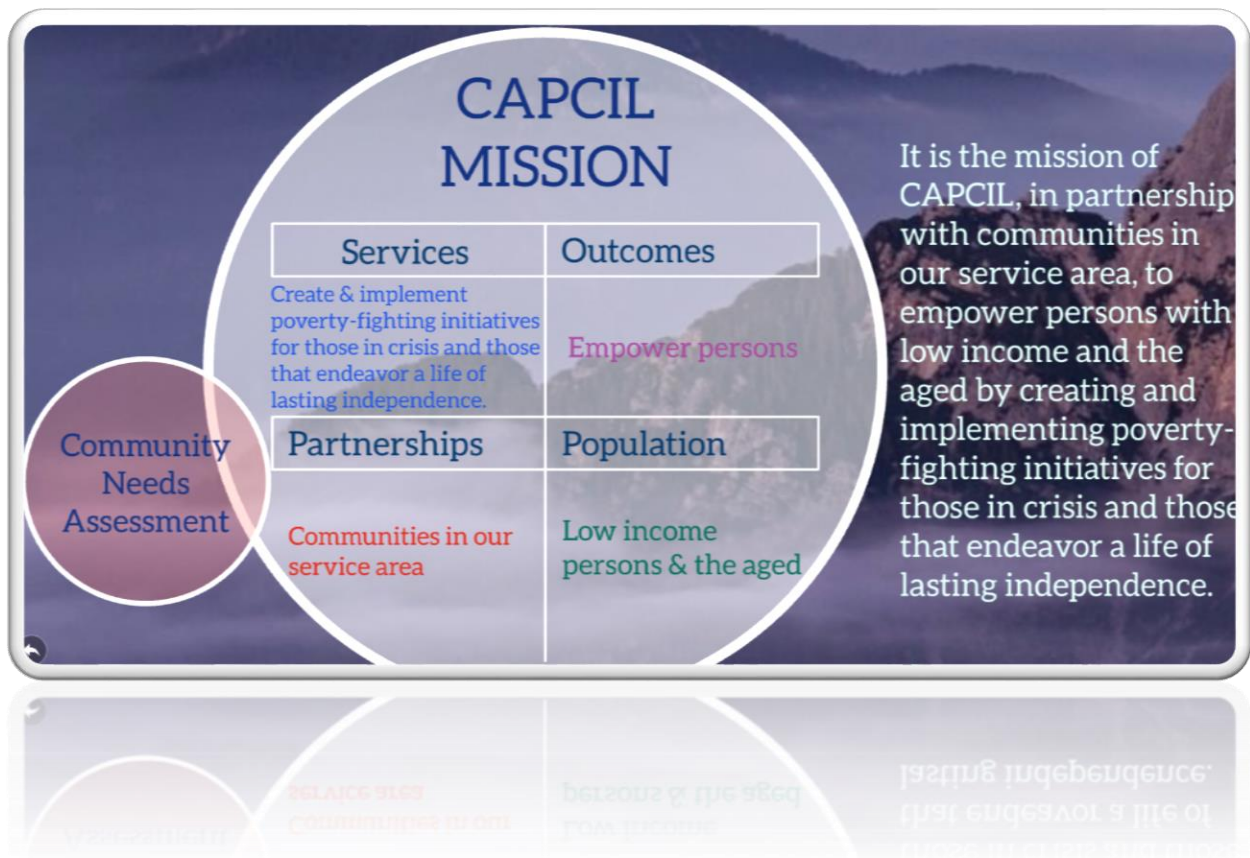
The National Association of State Community Services Programs earned the responsibility for the national data collection efforts. The National Performance Indicators had been developed in response to the mandatory performance reporting requirements.

2006

ROMA Life Cycle was born.



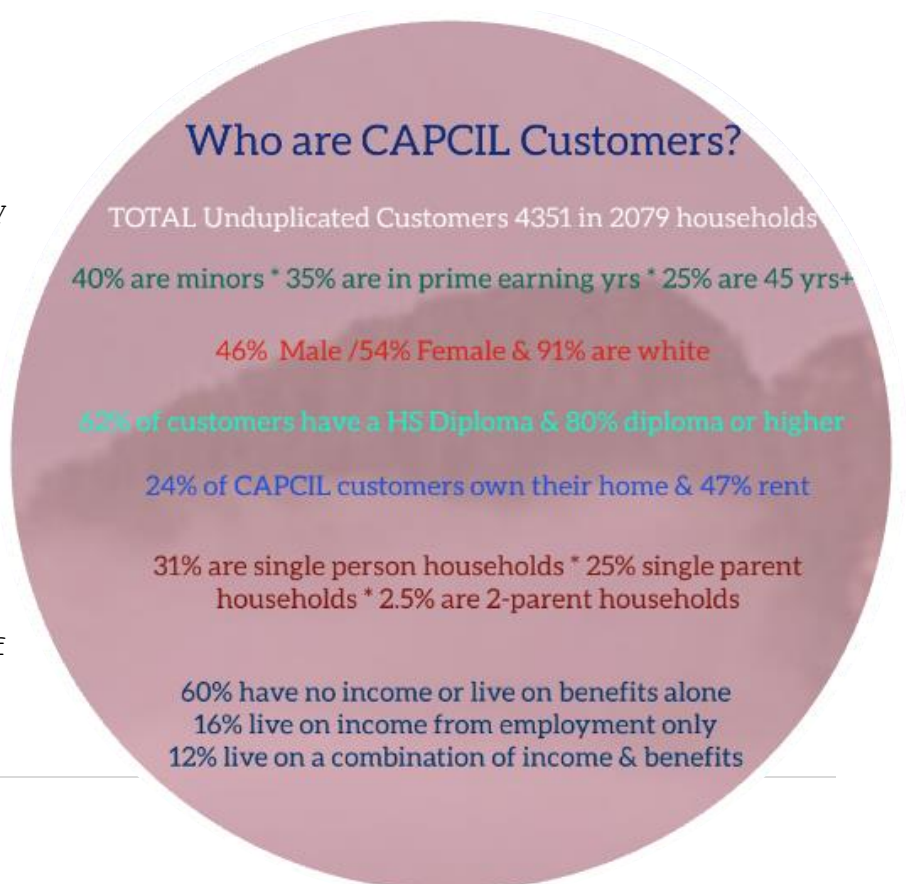
Mission of CAPCIL



Who are the CAPCIL Customers?

No business can put enough emphasis on knowing and understanding its customer base. Community Action Partnership of Central Illinois is no different. Considering Customer importance always ensures greater customer satisfaction and increased rates of success.

This is a snapshot of the primary customers of Community Action Partnership of Central Illinois.



What do CAPCIL customers value?

What do CAPCIL customers value?

55% value long-term permanent employment

58% indicated financial literacy is needed to fight the poverty war

85% said jobs were the best way to self-sufficiency

Customers in focus groups indicated that their barriers prohibit them from getting and keeping good jobs: transportation, child care, education and skill training. They value "normalcy" and an absence of chaos

Each year, as part of the CAPCIL needs assessment process, surveys are collected from both primary and supporting customers to define the community profile and the gaps existing and perceived in the service area.

In addition to the quantitative data collected through the surveying, CAPCIL conducts focus groups where the survey results are discussed and explored to better understand the issues defined in the results.

What does "Good" Look like?

Nutrition Services * Transportation Services * Volunteer Services

"We are all hard-wired to derive satisfaction from meaningful contribution." Douglas Kruger,

Is Your Thinking Keeping you Poor?

Programs where our senior population is the primary customer, CAPCIL maintains its commitment to assist in building and sustaining a full, healthy and self-sufficient life.

Key Performance Indicator

Increase sense of satisfaction from meaningful & challenging contributions to our community



25% increase

“Grow others and more will be added to you.”

Douglas Kruger, *Is Your Thinking Keeping you Poor?*

Key Performance Indicator

Help others to increase the number of customers who participate in CAPCIL scheduled community engagement activities.



+50 Participants

There is much wisdom available through and in our senior community. CAPCIL will be creating opportunities over the next three years for the senior population to engage in activities that really matter to the community and make the most of their experience: economic development activities, public and civic engagement, youth engagement, and volunteerism.

“Reject the idea that you are assigned a place in life.”

Douglas Kruger, *Is Your Thinking Keeping you Poor?*

Simple things like teaching seniors how to automate finances in the new world of technology can make a dramatic difference in changing income direction after retirement age. Spending time reading and building income goals is important for seniors and necessary to maintain a self-sufficient life. CAPCIL will develop and introduce these types of tools in order to successfully assist our seniors build a wealth mindset.

Key Performance Indicator

Provide customers with access to information that allows them at any age to change their income course.



50% increase in knowledge of income options

Key Performance Indicator

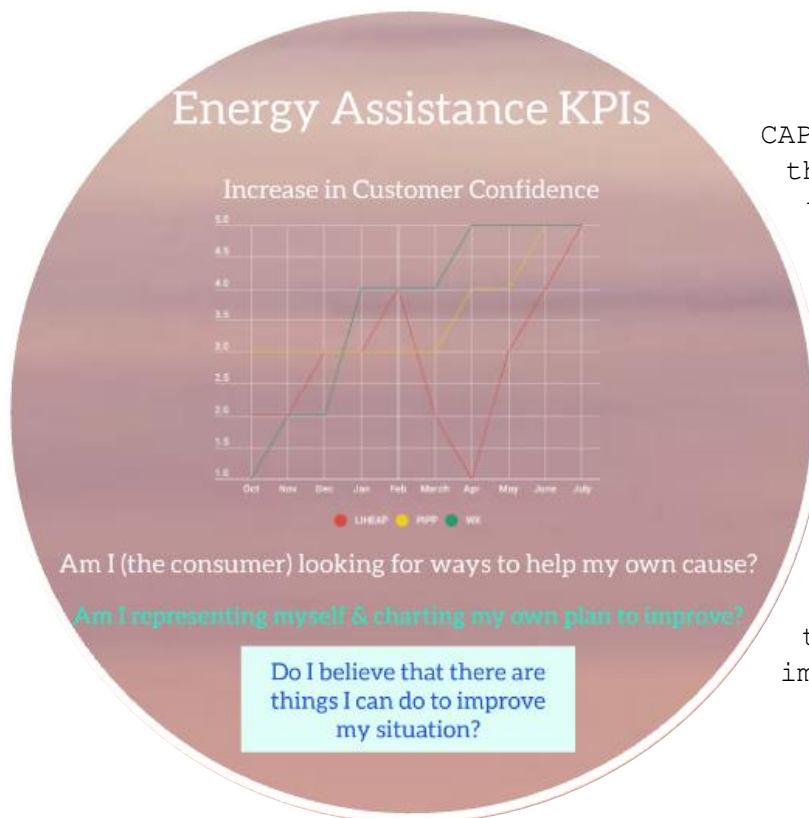
Improve Customer Confidence in self-representation by
50%

Energy Assistance - LIHEAP and Weatherization

Energy Assistance Programs funded through the Department of Commerce and Economic Opportunity are designed to assist persons with low income in paying heating bills where a substantial amount of the household income is dedicated to utility services. It is

also a program designed to provide education about the reduction of our individual energy foot print.

“It is not the ‘will to win’ that is important. It is the will to prepare to win that matters.” Bob Knight, **NCAA Basketball Coach**



CAPCIL will create activities in the Energy Assistance Department that help customers to prepare for emergency situations and teach customers to have confidence in managing their own consumer experiences. We will arm CAPCIL customers with knowledge that enables them to be positive self-advocates. Energy customers should feel confident in representing themselves and know that there are opportunities and methods that can be employed in order to improve their situations.

Head Start * Client Management Services

“Don’t make friends who are comfortable to be with. Make friends who will force you to lever yourself up.”

Thomas J. Watson, **Chairman and CEO of IBM**

There are teachable principles that will become a part of our language and culture in the Head Start and Client Management Services departments. We will start with our staff and expand to our customers. The essence of becoming a better version of ourselves starts with the way that we view ourselves and our ability to transform first in mindset.

Head Start KPIs

*Increase children's understanding of the relationship between work and income by 50%

* Increase the children's sphere of influence to include people with an abundance mindset.

*Increase understanding of how creativity leads to work.

Teachable Principles

WORK & INNOVATION create income

Long-term dependence on GOVERNMENT assistance stifles creativity & innovation

You are the SUM of the FIVE people you spend most of your time with...change your situation?
CHANGE YOUR SPHERE OF INFLUENCE!

Realize that you are WORTH A LOT..then be worth a lot.
ALWAYS delivery more than is expected

Say "YES" to opportunity and then find a way...
MAKE A WAY...for it to work

Adopt a FAILURE IS JUST FEEDBACK
personal philosophy

Barriers happen to everyone. The person that OVERCOMES the barriers is the one who will succeed

Client Management KPIs

*Decrease amount of benefits Hand-Up project participants receive by 10% calendar year 2018

*Overall employment income for Hand-Up Project participants increases by 10%

*Hand-Up Project Participants change or increase sphere of influence in one year

Administration * Governing Board

The Administrative team and the Governing Board plan to lead the organizational culture charge. The CAPCIL leadership aspires to set the tone or empowerment, leadership courage and creative vision.

"Culture eats strategy for breakfast."

Peter Drucker, **Bestselling Author & Management guru**

What does our team believe?

*Qualifications help, but QUALITIES help much more!

Image is important, but PRODUCTION is the most genuine and powerful boast

Say "YES" to opportunity and then find a way...
make a way...for them to work

Barriers happen to everyone. The person that OVERCOMES the barriers is the one who will succeed

Realize that you are WORTH A LOT..then be worth a lot.
ALWAYS delivery more than is expected

The CAPCIL fiscal office will continue to grow its capacity to be fiscally transparent through the development of personnel and commitment to new technology. The Human Resources team will introduce programming and benefits that grow the staff's knowledge in wealth management practices and personal growth. Our governing board will sustain its pledge to say "yes" to opportunities and then find innovative ways to make those opportunities work for

the betterment of the organization. Finally, the Executive Director will personally and professionally develop the staff in leadership...because qualifications are helpful, but leadership qualities at every level help much more in the pursuit of excellence.

How do we get there?

Strategies for Success

#1

All programs will incorporate by message and through actions that poverty is not mere fate, and does not have to be a permanent condition. Customers will hear that there is a relationship between decisions we make and outcomes. This is a message of personal empowerment and freedom to take control of one's future.

#2

Staff and Board will adopt the ideological philosophy that hard work combined with innovation is the primary vehicle for escaping poverty. Programs to build a greater understanding of wealth-building principles will be introduced as part of staff development efforts.

#3

CAPCIL will improve data collection systems and analytic capacity to use numbers and data to transcend the emotional grips of poverty. We want to KNOW that our work is resulting in the success we are planning.

Accomplishing these strategies requires all Department Directors to develop departmental timelines and milestones that incorporate a wealth mindset. We must systematically record and track outcome data to measure our successes and failures for the purpose of ongoing improvement. Analyzing our projected results and our actual results will help us steer the course over the next three years. We will maintain our promise to continuously assess the programming to determine its relevance to the strategy and the mission.