

Franciscan Ministries 2018 -2020 Strategic Plan

Vision: Lives are transformed one at time toward personal wholeness

Mission: Inspired by the Franciscan Sisters of the Poor, we are a non-profit human service organization that addresses the unmet needs of people who are underserved, vulnerable, and overlooked. We are a presence of healing, respecting the dignity of each person through a personal approach and diverse services.

Goal 1:

Provide the highest quality of service across all ministries

Objective 1:

Assess current Operations of FM and individual ministries

Objective 2:

Develop action plan for review and implementation based on results of Objective 1

- ☐ Inventory and review existing policies and procedures
- ☐ Assess current processes, operations, outcomes and risk against current policies/procedures and determine where improvements are needed
- ☐ Develop overarching standards and individual ministry standards that express common values, mission and vision of FM
- ☐ Develop measurements that tie to required outcomes/results by ministry
- ☐ Benchmark FM Ministries against similar
- ☐ Survey client feedback
- ☐ Survey partner feedback
- ☐ Based on results develop improvement plan and CTQs (Critical to Quality)

Goal 2:

Increase identity of FM in the community

Objective 1:

Develop strategy for FM name and mission recognition

Objective 2:

Recruit the right expertise to accomplish identity and re-brand

Objective 3

- ☐ Review current strategies to determine areas needing improvement
- ☐ Develop consistent messaging plan for FM mission and focus
- ☐ Develop/execute internal training and common branding program
- ☐ Develop/execute external training program
- ☐ Develop/execute formal Board training and orientation program
- ☐ ID resources currently available

Check boxes under each are now the action steps included in goal plans.

Goal 3:

Increase resources to support the FM mission

Objective 1:

Increase financial resources and contributors

Objective 2:

Increase **human resources**

Objective 3:

Increase external engagement

- ☐ Baseline current donor pool and past and current grants
- ☐ Set annual goal for % increase
- ☐ Review organizational resources/structure to ensure it matches goals
- ☐ Assess volunteer base and define gaps
- ☐ Broaden base of volunteers based on above and develop plan to increase % as needed
- ☐ Inventory existing partnerships, networks and community engagement
- ☐ Develop plan for expansion and improvement of partnerships networks and community engagement
- ☐ Evaluate skill sets needed for future volunteers and Board members
- ☐ Increase board involvement and evaluate subcommittees
- ☐ Develop plan to use Board/Volunteers as outside advocates