

Delaware Opportunities Inc. Strategic Plan 2022-2024

Purpose			
Provide supports and services, particularly to low-income individuals and families, that assist people in achieving self-sufficiency and attaining a better quality of life <i>2022-2025 focus=addressing social determinants of health from a trauma-informed approach</i>			
Key Areas and Corresponding Goals			
Individual	Family	Agency	Community
Identify, promote and advocate for evidence-based and/or best practice solutions to address key community needs, focused on the individual and grounded in a trauma-informed approach, with particular priority given to those addressing individual safety, affordable and safe housing, transportation, access to food, nutrition awareness and education, and social integration.	Identify, promote and advocate for evidence-based and/or best practice solutions to address key community needs, focused around families and grounded in a trauma-informed approach, with particular priority given to those addressing family food insecurity and nutrition, affordable and safe housing, transportation, safety, early childhood education, family development, literacy and employment.	Actively support the agency team to develop and grow professionally and personally by providing intellectually engaging work, emphasizing the importance of trauma-sensitive supervision, providing opportunities for growth and development, and as funding allows, providing competitive wages and benefits.	Build strategic partnerships and pursue community-wide opportunities, grounded in a trauma-informed approach, to collaborate both internally and externally with particular focus given to homelessness, transportation, food insecurity, housing and access to health care.
Initiatives to Achieve Goals			
<i>*each program and activity has measurable goals and objectives as part of program workplans and contract deliverables</i>			
<ul style="list-style-type: none"> • STEHP/ESGCV/ERAP • Food Bank • Food and dairy distributions • CSA Boxes • Rental assistance (Section 8) • Housing counseling • Medicaid transportation • Domestic violence and crime victims services • Work in Progress, work crews, and Wheels to Work • Family Development • Home Repairs and Weatherization, HEAP • Senior Dining • Supplies for Life • EFSP, Agency Advocate 	<ul style="list-style-type: none"> • STEHP/ESGCV/ERAP • Food Bank; food and dairy distributions; CSA Boxes • CACFP • Rental assistance; housing counseling • Medicaid transportation • Domestic violence and crime victims services; Child Advocacy Center • Head Start; Child Care Resource and Referral, registration, subsidy, etc. • Work in Progress, work crews, and Wheels to Work • Family Development; WIC; Healthy Families; Big Buddy and Youth Engagement; Respite/DDS; Parent Education; FRILS 	<ul style="list-style-type: none"> • Leadership Institute • Wage comparability studies • Staff development days/in-service opportunities • Wellness Committee • Book Club • DEI Task Force • ACEs Coalition • Support of external professional development • Management Team meetings • Supervisory Council • Supervisor Digest 	<ul style="list-style-type: none"> • Food Bank/Food Pantry Network • EFSP Board • Communitywide Task Force on Transportation • Development of Housing Units • Health Resources and Services Administration Project (Behavioral Health) • Senior Council • United Way • Rural Housing Coalition • Southern Tier Homelessness Coalition • Rural Health Network • Family Planning of SCNY • Substance Use Task Force; Supplies for Life • HFNY Advisory Council
Key Performance Indicators			
<ul style="list-style-type: none"> ✓ Program specific outputs and outcomes ✓ Initiatives to identify opportunities for new programs and services utilizing evidence-based or best practice models 	<ul style="list-style-type: none"> ✓ Program specific outputs and outcomes ✓ Initiatives to identify opportunities for new programs and services utilizing evidence-based or best practice models 	<ul style="list-style-type: none"> ✓ Number of staff participating in various initiatives ✓ Staff promoted into leadership positions ✓ Decrease in turnover rate ✓ Regular evaluation of agency salary ladder and positions ✓ Annual COLA for all staff 	<ul style="list-style-type: none"> ✓ Participation on community and county-wide coalitions, task forces and Board of Directors ✓ Involvement in community-level projects and initiatives ✓ Initiate conversations and new initiatives, when needed ✓ Development of new programs or services (internal and external)

Integrity

Innovation

Excellence

Collaboration