

# STRATEGIC PLAN 2025-2029



**Mission:** EightCAP, Inc. improves our community by collaborating with private, government, and community organizations to deliver programs that alleviate the causes of poverty and its effects allowing individuals to become self-sufficient.

**Vision:** The despair of poverty is replaced with the hope and comfort of opportunity for children, adults, and seniors in our community.

## OUR CORE VALUES



ACCOUNTABILITY



COMMUNICATION



COMPASSION



EMPOWERMENT

## STRATEGIC PRIORITIES

### CUSTOMER ACCESS TO PROGRAMS & SERVICES

- **Increase Geographic Reach:** Expand service to underserved areas.
- **Improve Digital Access:** Leverage technology to increase accessibility.
- **Evaluate Service Gaps:** Assess and adjust programs to close access gaps.
- **Establish Universal Access Points:** Create a singular application process for all programs.

### FINANCIAL DIVERSITY & GROWTH

- **Diversify Funding Sources:** Develop three strategies to reduce revenue reliance.
- **Strategic Facilities and Infrastructure Planning:** Create a long-term plan for facilities and resources.
- **Implement Social Enterprise and Fee for Service Programs:** Launch programs to boost revenue by 15%.

### ORGANIZATIONAL CAPACITY

- **Improve Staff Development:** Provide training to enhance skills, satisfaction, and leadership.
- **Enhance Infrastructure and Technology:** Upgrade systems to streamline operations and data management.
- **Create Succession Plan for Key Positions:** Prepare plans to ensure leadership continuity.
- **Enhanced and Continuous Onboarding Experience:** Develop a thorough, multistep onboarding process.

### PARTNERSHIP & COLLABORATION

- **Establish Formal External Partnerships:** Form five new partnerships annually to share resources.
- **Enhance Internal Collaboration:** Hold quarterly meetings to improve coordination across departments.
- **Create a Partnership Evaluation Framework:** Evaluate partnerships for alignment, resources, and impact.
- **Increase Community Engagement:** Host joint events to boost awareness and participation of self-sufficiency programming.