



**St. Vincent de Paul CARES**  
**Strategic Directions and Goals and Objectives FY 22-25**

- I. **Enhance all internal and external relationships in an effort to achieve collaboration**
  - A. Maintain and update the Communications and Social Media Utilization Plan
  - B. Continue on-going digital messaging, including changing the perception of homelessness
  - C. Develop methods for increasing distribution of information to employees and clients
  - D. Maintain strong relationships with the Dioceses of St Petersburg, Venice, and Orlando
  - E. Maintain strong presence in Continuum of Care (S) CoC for our service areas
  - F. Develop and maintain neighborhood relationships in areas where agency operates residential services
  - G. Build and maintain brand as a “Center of Excellence”
  - H. Strengthen connectivity between leadership and field offices
  - I. Empower management to carry agency’s mission and values throughout the community
  - J. Strengthen and maintain strong relationships with other faith-based organizations
  
- II. **Strengthen ties within Vincentian family and governance structure**
  - A. Enhance strong connectivity within Vincentian family service area
  - B. Ensure governance practices meet accreditation standards and other regulatory standards
  - C. Maintain strong board engagement to leverage their time, talents, and relationships to strengthen the agency
  
- III. **Sustain the agency’s financial viability and maintain good stewardship of our resources**
  - A. Increase and preserve agency revenue and reserves
  - B. Ensure agency has 30 days cash on hand
  - C. Maintain and enhance all financial practices including internal controls
  - D. Engage management staff in knowledge of financial practices and regulations
  - E. Identify opportunities to improve business practice efficiencies between leadership and field offices
  - F. Engage private sector with agency’s successful work
  - G. Engage volunteers with agency’s successful work
  - H. Diversify and leverage government funding
  - I. Pursue additional social enterprise opportunities
  - J. Develop and implement an environmental sustainability plan for the agency
  
- IV. **Work to end homelessness (making it rare, brief, and one-time) and reduce poverty**
  - A. Minimize trauma of client homelessness once engaged with the agency
  - B. Achieve rapid stabilization of all clients served
  - C. Advocate and support the homeless crisis response systems throughout service area
  - D. Minimize barriers for access points to ensure inclusion
  - E. Equip clients with skill set for long-term self-sufficiency
  - F. Continue developing additional permanent supportive housing
  - G. Create an independent housing division
  - H. Continue to expand Rapid Re-Housing (RRH) services
  - I. Identify and celebrate client success
  - J. Acknowledge and honor strategic partners who make client success possible
  - K. Enhance and increase service of Community Thrift Store



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- V. Strive to be an exemplary model organization in service to our mission, values, **and vision**
  - A. Improve best practices in all program areas and explore innovation
  - B. Maintain a high-profile presence in national and international forums, showcasing accomplishments
  - C. Streamline agency-wide compliance protocols
  - D. Maintain fidelity to all service models, including housing-focused shelter and Rapid Re-Housing (RRH)
  - E. Implement solutions for suicide prevention among homeless Veterans and non-Veterans
  - F. Continue intentional effort to increase diversity awareness among staff
  - G. Create and implement client focused staff protocols throughout the system of care within the agency
  - H. Integrate core Vincentian values (spirituality, friendship, and service) throughout
  
- VI. Fortify agency processes and infrastructure
  - Human Resources*
    - A. Enhance agency-wide training, including on-going professional development for management
    - B. Minimize time for hiring
    - C. Maintain diverse, competitive, and highly qualified workforce that mirrors the community we serve
    - D. Establish employee wellness program (mind, body, spirit)
    - E. Establish individualized career path
  
  - Information Technology*
    - F. Strengthen agency efficiency and service integration through technology
    - G. Enhance cyber security to ensure safety of client, and employee information
    - H. Research and implement additional technology needed for sharing client-sensitive data outside the agency
  
  - Quality Assurance*
    - I. Strengthen the culture of quality assurance throughout agency
    - J. Ensure Performance Quality Improvement (PQI) throughout agency, leadership, and community partners
    - K. Ensure adherence to funding agreements
  
  - Finance*
    - L. Ensure financial protocols are followed
    - M. Educate, communicate on funding agreements
    - N. Report on funding agreements
    - O. Oversee financial growth within service area
  
  - Facilities (Leased and Owned)*
    - P. Improve and strengthen agency facilities