

Warren-Hamilton Counties ACEO, Inc.
(Community Action Agency)

Strategic Plan- 2019-2023

MISSION STATEMENT

It is the mission and purpose of the Warren Hamilton Counties Community Action Agency to coordinate resources and programs to nurture equal economic opportunity for low-income, elderly and disabled residents. Such resources and programs are tailored to provide or facilitate services which promote self-sufficiency, community responsiveness and the continuing focus of private and public resources for anti-poverty purposes. The Agency's Mission Statement which has changed very little since its creation in 1966 includes the following: "To open the opportunities for economic security and to provide the opportunity to live in decency and dignity." Today, Community Action continues to strive to fulfill this mission for all residents accessing our services.

SERVICES

The services provided by the Warren-Hamilton Counties Community Action Agency are two-fold in their purpose. Crisis intervention and improving the quality of life for low-income residents of Warren and Hamilton Counties are equally prioritized in the services provided. We strive to offer or increase the opportunities for our customers to contribute to their own wellbeing and that of the community.

CUSTOMER GOALS

1. Increasing customer's economic security, self-sufficiency and establish a healthy interdependence with their community.

Objectives/Strategies

- a. Maintain and/or increase donations and consumption of nutritious food for adults and children.
- b. Increase the availability of special diet appropriate food products.
- c. Increase available clothing by encouraging donations and ensuring adequate volunteer labor to handle donations received.
- d. Assist customers with obtaining formal supports through a referral to Project Option and other qualified providers.
- e. Promote fiscal responsibility and healthy eating with referrals to financial literacy, budgeting, healthy eating and Cornell Cooperative Extension. Encourage the furthering of formal education with referrals to Literacy Volunteers, TASC (GED) and SUNY Adirondack.

- f. Increase the availability of agency computers to assist customer with their employment and housing search.
2. The Weatherization Assistance program will increase energy savings for consumers through additional resources and staff development.

Objectives/Strategies

- a. Maintain coordination of Weatherization services with other entities such as NYSERDA, Hamilton County, City of Glens Falls, etc.
 - b. Recruit and maintain qualified staff by providing competitive compensation and accessing all training.
 - c. Maintain/expand fee for service activities such as National Grid (Fuel change overs) and the HEAP Cooling initiative to improve customers' economic security, health and safety and comfort.
3. Families will achieve their goals and gain stability using the critical attributes of the Family Development Model.

Objectives/Strategies

- a. Provide the opportunity for Project Option staff to pursue their Family Development Credentialing.
 - b. Maintain/Increase coordination with other service providers to establish comprehensive service delivery.
 - c. Ensure that authorization to release/obtain information forms are completed in a timely manner to expedite services.
 - d. Encourage all Agency staff to take the initiative to seek out professional advancement opportunities such as training and education.
 - e. Agency staff and customers will work as partners to achieve their goals.
4. Customers have increased access and availability of services in the rural sections of our catchment area.

Objectives/Strategies

- a. Maintain/increase coordination with other rural service providers by the sharing of resources, food, staff expertise and client referrals.
- a. Continue networking in Hamilton County to increase awareness and support of Community Action services and to recruit volunteers including low-income Board members.
- b. Increase rural transportation services to insure full county coverage and recruit reliable volunteers to ensure continuity of service.

AGENCY GOALS

The legitimacy, accountability, sincerity and image of the Agency is paramount for community support and customer satisfaction. In our work we will treat our customers with respect and dignity and promote the Community Action mission to the general public.

1. Ensure the Warren-Hamilton Counties Community Action Agency is a sustainable and financially viable/secure agency.

Objectives/Strategies

- a. Maintain current facility to ensure the safety of customers and staff and to provide a welcoming environment.
 - b. Explore possible funding for lighting improvements at the Glens Falls facility to improve aesthetics and energy efficiency.
 - c. Recruit and maintain diversified Board members committed to Agency goals and customers served by promoting active Board participation.
 - d. Maintain and update Agency technology to increase programs' efficiency.
 - e. Continue to actively pursue new sources of funding to increase the scope of services provided or to add additional services.
2. Further a core principle of Community Action by increasing the visibility and recognition of the agency.

Objectives/Strategies

- a. Educate community members, employees and Board members to further the message of the agency.
- b. Promote, enhance and maintain the Agency's website to ensure information is current and relevant.
- c. Increase non-consumer community awareness and support through the use of media presentations, appearance at community events and Board and Staff networking.

COMMUNITY GOALS

1. Increase the number of vendors who accept SNAP, tokens and WIC at farmers markets in Hamilton.

Objectives/Strategies

- a. Community Action staff will attend farmer's markets and advocate for the acceptance of SNAP, tokens and WIC vouchers with vendors.
2. Utilize agency technology to increase voter registration.

Objectives/Strategies

- a. The Community Action Agency will encourage people to participate in the electoral process, in a nonpartisan manner, through voter registration and get -out-the-vote drives.
 - b. The agency will use non-CSBG-funded programs to conduct voter registration activities, so long as it does not result in the identification of the activities with CSBG funded programs.
3. Enhance rural transportation services to be more responsive to the needs of the elderly and/or shut ins (Hamilton County).

Objectives/Strategies

- a. Work with County Officials to recruit ample and reliable volunteer drivers.
 - b. Explore possible means of utilizing county employees as drivers or providing stipends to volunteers.
4. Provide volunteer labor to assist with community projects such as Habitat for Humanity or the homeless shelter.

Objectives/Strategies

- a. Screen Alternative Sentencing participants for appropriate skills and interests such a construction experience.
- b. Place appropriate participants where their skill will provide the largest impact.

Adopted: January 23, 2019