

**St. Catherine's Center for Children**  
**2007-2010 Strategic Plan**  
**Goals and Objectives**

**Goal I**

**INSURE THAT EXCELLENCE PERMEATES ALL AGENCY OPERATIONS AND ENDEAVORS.**

**Objective 1:**

*Provide programs and services that are outcome driven, evidenced-based, family focused and culturally competent.*

**Objective 2:**

*Agency and program management will provide leadership towards a common vision, promote effective communication and joint planning between departments, and hold programs accountable to the agency mission, program standards and regulatory mandates.*

**Objective 3:**

*Hire and maintain a qualified staff, and promote job satisfaction and overall employee well being.*

**Objective 4:**

*Insure that buildings and facilities support staff to carry out program/agency mission and goals, accommodate consumer's needs, and promote staff and consumer's growth and development.*

**Objective 5:**

*Implement technology that maximizes staff efficiency and productivity by improving communication, and streamlining service delivery, billing and accountability processes.*

**Goal II**

**CONTINUALLY EVALUATE WHETHER POPULATIONS SERVED AND SERVICES PROVIDED REFLECT THE MISSION AND HERITAGE OF THE AGENCY.**

**Objective 1:**

*Saint Catherine's staff will regularly review those children and families admitted for services to assure the Board of Directors and administration that the consumers of the agency's services are matched with the agency's expertise.*

**Objective 2:**

*Saint Catherine's will demonstrate a preferential option for those consumers who are least able to access services designed to ameliorate their presenting disabilities and conditions.*

**Objective 3:**

*Saint Catherine's will insure that agency's services are viable and relevant to community need.*

**GOAL III**

**ENHANCE AGENCY GOVERNANCE THROUGH ON-GOING BOARD AND EXECUTIVE STAFF DEVELOPMENT AND SUCCESSION PLANNING.**

**Objective 1:**

*Develop and maintain effective Agency Board leadership that will guide the agency in accomplishment of its mission.*

**Objective 2:**

*Develop and maintain effective executive leadership that will guide the agency in accomplishment of its mission.*

**Objective 3:**

*Insure agency governance that is committed to its mission, core values, and strategic direction.*

**GOAL IV**

**STRENGTHEN THE FINANCIAL VIABILITY OF THE AGENCY TO ASSURE RESOURCES FOR EXISTING SERVICES AND POSITION THE AGENCY TO RESPOND TO OPPORTUNITIES TO MEET THE CHANGING NEEDS OF THE COMMUNITY.**

**Objective 1:**

*Take steps to insure that the agency is maximizing reimbursement from public funding sources.*

**Objective 2:**

*Create greater accountability/ownership at program supervisor/manager level for program financial results.*

**Objective 3:**

*Increase community awareness of agency services among legislative, regulatory bodies and the general public.*

**Objective 4:**

*Strengthen the ability of the agency to generate philanthropic support.*