

Nutley Family Service Bureau Five Year Strategic Plan 2024-2028

Mission Statement: To strengthen social and emotional well-being through affordable mental health and social service programs.

Vision Statement: A community where mental well-being is an integral part of life.

Initiative One: To ensure our mental health and social services continue to meet the needs of the consumers and communities we serve with the highest quality care, we must strengthen our team approach to service integration and partner collaboration.

- Goal One: Lead in the development of innovative mental health and social service programs.
- Goal Two: Provide quality, effective services that strengthen consumers' access and attainment of the Social Determinants of Health.
- Goal Three: Advocate on our consumers' behalf for broader change.
- Goal Four: Support the natural web of relationships and connections among stakeholders to support strengths, identify priorities, address barriers and advocate for resources that impact the well-being of consumers and communities.

Initiative Two: To ensure the financial viability of all services we must expand and diversify funding sources, populations served, service lines, and delivery models.

- Goal One: Strengthen financial capacity, policies, and procedures as a strong foundation for future service expansion.
- Goal Two: Grow fund development and expand our donor base to reflect our geographic service area.
- Goal Three: Ensure financial viability of mental health services by adding new service lines and delivery models.
- Goal Four: Continue to expand the Thrift Shop as a critical part of our mission fulfillment and robust source of program funding by improving management efficiencies and effectiveness.
- Goal Five: Continue to grow grant funding that aligns with our mission and services.

Initiative Three: To ensure sustainability of our organization and mission we must continue to strengthen the organizational capacity of our administrative and service environments as they are the foundation for high quality care.

- Goal One: Recognize and promote the development of emerging leaders among our staff, volunteers, consumers, and communities. Grow and support our staff, volunteers, and consumers in developing leadership skills and progressively taking on new leadership responsibilities and roles.

- Goal Two: Stay current with the use of new technologies to communicate internally and externally, reach more consumers, streamline our work, foster creativity, and optimize our results.
- Goal Three: Continue to be a data informed learning organization. Identify key drivers to deliver quality services in an efficient and cost-effective manner and use the understanding of these drivers to monitor alignment with the mission.
- Goal Four: Strengthen our program evaluation and planning. Continue quantitative and qualitative measurement of the impact and effectiveness of our consumer outcomes and our service delivery.