Community Action Partnership of Madera County - Strategic Plan 2010-2015

MISSION:
Helping people, changing lives and making our community a better place to live by providing resources and services that inspire personal growth and independence.

VISION:
CAPMC will be recognized as a premier social service agency that eliminates the effects of poverty by helping people obtain the knowledge and skills to achieve self-reliance and economic stability...one life at a time.

STRATEGIC GOALS:

**Premier Programs and Customer Service**
Strategic Result: Our programs achieve exceptional results and our customers are highly satisfied with the quality of the customer service they receive.

**Operational Excellence**
Strategic Result: We have formal, integrated systems that enable the organization to achieve efficiency, effectiveness and exceed customer expectations.

**Community Partnering**
Strategic Result: We have an extensive effective network of community partners that achieves tangible results for our program participants.

**Capacity Building**
Strategic Result: The capabilities of our organization and employees are strengthened to better meet the needs of our community.

---

**STRATEGIC OBJECTIVES:**

1. **Helping People... Changing Lives**
   - Enhance Services
   - Improve Customer/ Stakeholder Satisfaction

2. **Enhance Financial Accountability & Health**
   - Improve Internal & External Communication

3. **Enhanced Network of Service/ Community Partners**
   - Increase Partnering & Enhance Community Partnerships

4. **Optimize Use and Capabilities of Technology**
   - Improve Board Involvement, Knowledge & Skills

5. **Improve Integrated Data Collection, Sharing & Analysis**
   - Improve Employee Knowledge, Skills & Abilities

6. **Improve Internal Processes**
   - Improve Employee Engagement

---

**PERSPECTIVES:**

1. **Customer/Stakeholder**
2. **Financial Stewardship**
3. **Internal Processes**
4. **People & Tools**