Community Action Partnership of Madera County - Strategic Plan 2024 – 2028



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 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 services they receive.

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

Operational Excellence

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.

CAPMC Strategy Map – Strategic Objectives Stakeholders LEGEND Customers & Improve Customer / **Yellow** – Community Services Stakeholder Orange - Child Care APP R&R Satisfaction **Green** – Head Start **Pink** – Victim Services **Black** – Indirect Programs Stewardship Financial Increased Increase Funding **Financial** Opportunities Accountability PERSPECTIVES Internal Process Improved **Improved** Improve **Improved** Increased Use Increased Internal External Outreach Processes Collaboration of Technology Communication Communication People, Tools & Technology Increase Diversity, **Improve** Increase IT **Improve** Equity, & Inclusion **Employee** Infrastructure Knowledge, Culture Engagement Skills & Abilities

