



Share Strategic Goals: 2020 to 2024

Create Adequate Staffing Infrastructure

- Assess case load size case manager: client. Examine performance measure increase with lower caseloads, percent to be determined
- Increased training/onboarding will increase staff satisfaction (measure = survey) and increase length of employment (measure = turnover rate)
- Increased volunteer training will result in increased hours and tenure. Measured as hours per individual. Volunteer survey, frequency to be determined
- Identify and evaluate responsibilities for staff, interns and volunteers.
- Evaluate development areas for staffing needs and specialization (major gifts?)
- Identify and purchase software that better supports development team needs
- Evaluate accounting staff needs in 3 months
- Evaluate and enhance on-call staffing, w/ pay differential, calendar systems, etc
- Perform evaluation of all shelter staffing and needs for increased staffing when all shelter sites reopen
- Research norms and industry standards for HR and admin staffing
- Evaluate staff turnover: comparison to like fields, comparison to all fields
- Evaluate in needs are met in food program and identify any need for increased staff or maintenance of current levels
- Evaluate hot meal volunteer program: conduct a time study with staff, reassign tasks as needed
- Evaluate volunteer support and training at Hot Meal program and create strategic recruitment campaign-diversify recruitment
- Research Americorps options for Hot Meals, Volunteers and other programs
- Evaluate opportunities for work study staff in all programs as well as training/onboarding
- Research and evaluate ASSIST program option to support programs
- Identify consistent standard and continuously evaluate our staffing's' ability to meet these standards
- Evaluate DEI staffing and program outcomes by race and specific needs
- Evaluate staff safety and responsibilities

Examine populations served to ensure focus on correct clients and community needs

- Evaluate volunteer demographic data to strategically plan engagement and support programs
- Evaluate available city, count and CFTH tools for evaluation
- Evaluate all grievances annually and utilize/assess information to enhance programs
- Evaluate service gaps in community and identify program options -where can others meet those needs

- Evaluate needs of marginalized populations (DEI lens) and identify both gaps and other supports meeting needs with focus on COC
- Build system and procedure for evaluation of program gaps, community needs and programs that are ongoing and responsive to community needs

Prepare for a more health vulnerable population

- Evaluate program supports and gaps for populations served who are aging and health vulnerable.
- Evaluate current health needs and best practices to serve health vulnerable populations (training)
- Enhance partnerships w/ existing programs and services in community including outside agencies
- Evaluate current partnerships with outside agencies (mental health, physical health, substance abuse, etc) for successes and improvements
- Evaluate physical building and facilities for ADA and accessibility
- Enhance partnerships for building facilities
- Evaluate and address sanitation/cleaning in facilities
- Create information and materials for volunteers and partners who bring in prepared foods (policy)
- Evaluate training and certification for program volunteers who work with food
- Evaluate food programs and menus for responsiveness to dietary restrictions, special medical diets and ability to eat.

Utilize the assessment to progress diversity, equity and inclusion efforts with clients, staff, board, hiring, disciplinary action, etc.

- Evaluate job postings and adjust postings as needed.
- Evaluate minimum job requirements to be more inclusive-DEI
- Evaluate and improve employment application (do we need an app)
- Engage DEI experts or hire DEI experts to develop, coach and improve programing
- Attend career fairs to recruit more diverse candidates to open positions
- Examine/evaluate board recruitment for increased DEI knowledge and experience (look at partners in the community, who does this well?)

Understand the perception of Share by our stakeholders: clients, staff, funders, community and work to celebrate or improve

- Evaluate options for evaluating and identify current and accessible option: there could be different methods for different stakeholders
- Evaluate language needed for print materials and provide on Share's publications
- Identify opportunities to invite community to programs and to provide education to community-assertive engagement with communities
- Create an engagement plan for our communities

- Evaluate communication internally and increase to engage staff as ambassadors
- Create and provide annual TIC and boundary training for volunteers