

InterServ

Strategic Plan - Focus Areas

Focus Area 1

Value to the Human Family

Building InterServ

New Wesley Center and Calvin Center transition. Build a facility that will welcome all, be safe for everyone, and lift up those in need. Communicate to staff, stakeholders and general public that not only will a new Wesley Center be erected, but that InterServ is building quality programming to assist those in need.

Programming that values the human family

Continuous or new programming for all ages that allows everyone to participate, sharing each others talents and bringing out the value in each others lives while continuing to build the human family.

Social Justice initiatives

Increase social justice awareness among staff and stakeholders. Collaborate with different social justice components to bring out the value in the entire human family regardless of race, creed or religion.

Focus Area 2

External/Community Relations

Operations

Central intake for improved assessment and use of CRM (customer relations management) software, recruitment rewards, building business partnerships with area employers (i.e., Mosaic, MWSU, American Family). Develop a comprehensive data base for programmatic usage. Explore options to provide workforce development opportunities, insuring quality programming is readily made available at InterServ.

Programming

Explore options for expanding community based home care, offering health and wellness for all. Explore options for offering new Housing Program to include special needs housing.

Partnerships

Develop faith-based partnerships to promote InterServ's mission and enhance current partnerships with related organizations already under the InterServ umbrella of service.

Focus Area 3

Internal/Organizational Relations

Evaluation and Program Improvement

Encourage and implement a plan to "Seek Out" those in need in order to provide services. Simplify outcomes for basic needs. Improving assessments and use of data through staff training. Develop cooperation across different InterServ programs knowing that interdepartmental service is key to a unduplication, streamlining and communication.

Professional Staff Development

Support all staff in professional development in area of expertise and management. Improve internal communications.

Expansion of Quality Services in Safe Environments

Ensure that we keep staff and clients engaged in a safe environment. Know the risks involved when participating in each program that InterServ provides on a daily basis.

Enhance Board and Committee Participation

Through the development of meetings and agendas to include increased governance and informational exchange. Inclusion of clients and or program participants in governance of InterServ.

Focus Area 4

Foundation

Maintain and create new resource development goals

Educate the staff, stakeholders and community on ROI when their funds support InterServ. Implement and develop special events that encourage participation as well as fortify InterServ's image and message of faith. Develop communication pieces that show what certain gifts can do and how it improves lives.

Planned giving initiatives

Enhance planned giving opportunities. Identify and cultivate those stakeholders who have interest in providing for InterServ well after their passing.

Develop social entrepreneur options

In response to ever changing philanthropic projects and ideas, InterServ must adjust with the trend, developing its own social entrepreneur opportunities in order to remain financially stable.

Exploration of federal partnerships



Through the sharing of God's love we seek out and assist those in need so all may live their lives more fully and more capably.