

MISSION STATEMENT

It is the mission of TCAA to foster dignity and self-reliance in the economically vulnerable within the communities we serve.

VISION STATEMENT

We envision a community where residents have the opportunities and resources to achieve their greatest potential.

VALUES

- Integrity
- Responsiveness
- Professional Competency
- Excellence
- Stewardship
- Collaboration

PRIMARY GOALS

- Improve the self-sufficiency of low-income people
- Increase TCAA's capacity to measure and achieve results
- Nurture citizen involvement in alleviating poverty, hunger, and homelessness
- Increase TCAA visibility and recognition to further the mission

OBJECTIVES

SYSTEMS	FINANCIAL RESOURCES	GOVERNANCE	MANAGEMENT	PROGRAMS
<ol style="list-style-type: none"> 1. Implement case management tracking system 2. Align and improve recruitment, onboarding, and performance management tools 3. Improve efficiency of CAP intake process 	<ol style="list-style-type: none"> 1. Establish a multi-year financial plan and investment objectives 2. Implement major gifts and legacy giving strategy 3. Refresh fundraiser for homelessness 4. Increase reserve fund by at least \$20K annually 5. Achieve year over year increase in return on volunteer investment <i>(Baseline: \$1 invested = \$3.24 return)</i> 	<ol style="list-style-type: none"> 1. Review committee structure for best alignment with strategic goals 2. Conduct annual meetings with stakeholders to report use of resources and impact in Tempe; obtain feedback and use feedback to inform strategy 3. Conduct annual board self-assessment 	<ol style="list-style-type: none"> 1. Implement annual organizational self-assessment to measure/improve nonprofit best practices 2. Conduct feasibility study and develop plan to address space limitations and shelter opportunity 3. Establish succession plans for board and employees 	<ol style="list-style-type: none"> 1. Establish outcome targets across all program areas 2. Implement surveys to measure impact across all programs and at the organizational level 3. Develop/update written procedures for key business processes