

Family Services, Inc.  
Strategic Plan 2010-2013

**FSI will identify recognized standards of excellence for each service, and strive to achieve or exceed those standards.**

Strategies include:

- a. Develop a comprehensive Quality Improvement and Quality Assurance Program for all departments
- b. Adopt Best Practices in the field based on research and proven outcomes
- c. Enhance training, technology, infrastructure, administrative and other internal processes

**FSI will develop programs and foster partnerships to promote comprehensive services that meet the needs of a culturally diverse community.**

Strategies include:

- a. Develop Family and Community Partnerships
- b. Develop Behavioral Health Services
- c. Develop Services Through Partnerships and Mergers
- d. Support Evolving Cultural Diversity
- e. Explore Additional Expansion Opportunities

**FSI will promote a supportive environment in which employees' contributions are recognized and valued.**

Strategies include:

- a. Enhance internal communication from top management & across programs
- b. Seek Best Places to Work Recognition
- c. Continue ongoing professional development
- d. Develop New Ways to recognize performance
- e. Redevelop performance appraisal linked to professional development

**FSI will promote a culture that recognizes and employs every staff and Board member as an Ambassador from the organization to the community. The Ambassadors will promote awareness of the organization's:**

- 1. *Standard of Excellence***
- 2. *Innovative Programs***
- 3. *Cultural Diversity***
- 4. *Comprehensive Services, and***
- 5. *Partnerships***

Strategies include: (need specific objectives)

- a. Train all Board of Directors and FSI staff to be effective ambassadors utilizing networking and communication skills
- b. Develop and implement a new messaging approach in literature, website, press relations, etc. and provide materials in different languages, as appropriate.

- c. Enhance networking and visibility through a systematic approach by Leadership Team members to meet with members of the community and participate in community meetings and advisory group

**FSI will continue to develop a diversified and balanced funding base to support its mission.**

Strategies include:

- a. Develop a culture of fundraising in the Board of Directors
- b. Develop a culture of fundraising in the Leadership Team

**FSI will ensure and protect the fiscal health of the organization through sound financial management and business practices.**

Strategies include:

- a. Maintain a 0-2% margin on total operations of the agency
- b. Self-monitor billing and documentation accuracy through Corporate Compliance
- c. Develop and implement a “Go Green” plan across the organization that reduces costs and is socially responsible