OLHSA STRATEGIC PLAN
SERVICE YEARS 2020-2024

ORGANIZATIONAL GOALS

1. Ensure that people are prepared for and have access to education
2. Ensure that people have safe, affordable housing of their choice
3. Ensure people have financial stability to meet needs and build assets
4. Ensure people have work of their choice at a living wage

STRATEGIC GOALS

THEMES & RESULTS

1. Interconnected operations /services: collaborative teams break down barriers & create high-quality wraparound linkages for clients.
   - Create a multi-generational systems approach that connects clients to educational programs.
   - Connect clients to internal educational programs of their choice.
   - Provide stakeholders opportunities to inform programmatic development.
   - Inform stakeholders on issues that impact education programs and legislative.
   - Lead the response to emerging educational needs.
   - Provide a culture of resilience and hope through educational programs leading to improved life quality.
   - Support the inclusion of stakeholders aspirations regarding education.

2. Civic engagement/ community involvement: local community partners & residents will be engaged in creating solutions & advocating for systemic change in a non-partisan way.
   - Create new affordable housing either through new construction or rehab of existing units.
   - Strengthen existing partnerships and create new ones to promote affordable housing within the communities the agency serves.
   - Improve stakeholder engagement to increase the number of affordable rental units.
   - Educate all stakeholders on fair and safe housing rights.
   - Continue to foster relationships with stakeholders that work with the chronically homeless population to increase the number of housing options for them.

3. Culture of compassion: compassion, empathy, and open-mindedness are exemplified in all our actions.
   - Utilize a comprehensive and consistent intake system that interconnects clients and programs to identify and address all aspects impacting a client's financial stability and assets.
   - Maintain and utilize a comprehensive centralized database of internal and external resources that promote financial stability and asset building.
   - Educate stakeholders on issues and on opportunities for civic engagement that impact financial stability and asset building.
   - Educate all stakeholders on fair and safe housing rights.
   - Continue to foster relationships with stakeholders that work with the chronically homeless population to increase the number of housing options for them.

4. Ensure all employees are knowledgeable of employment resources.
   - Commit to ensuring that all clients are on a path to choice of work at a living wage.
   - Inspire stakeholders to pay a living wage.
   - Reach a day when OLHSA can pay at minimum a living wage to all employees.
   - Encourage stakeholders to advocate in their local community for a living wage and work of choice.

SERVICE YEARS

2020-2024

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Connect clients to internal educational programs of their choice.
Provide stakeholders opportunities to inform programmatic development.
Inform stakeholders on issues that impact education programs and legislative.

Improve stakeholder engagement to increase the number of affordable rental units.
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Utilize a comprehensive and consistent intake system that interconnects clients and programs to identify and address all aspects impacting a client's financial stability and assets.
Maintain and utilize a comprehensive centralized database of internal and external resources that promote financial stability and asset building.
Educate stakeholders on issues and on opportunities for civic engagement that impact financial stability and asset building.
Ensure staff have confidential access to an avenue of support in building their own financial stability and assets.

Implement techniques of trauma-informed care and strength-based case management to help clients build financial stability and assets.
Ensure the inclusion of stakeholders aspirations regarding education.
Create an avenue that brings forth existing and new resources to stakeholders we work with that can assist them in a comprehensive, compassionate way to help them attain safe, decent, and affordable housing.

Motivate employees to take action toward engagement, fulfillment, and a pathway toward a position of their choice.
Guide our clients to seek and obtain the education needed to achieve success, culminating in employment of choice at a living wage.
Provide tools and education to motivate our clients toward a path of success and living wage employment.