



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 GOAL THEMES & RESULTS

1

Interconnected operations /services: collaborative teams break down barriers & create high-quality wraparound linkages for clients.

2

Civic engagement/ community involvement: local community partners & residents will be engaged in creating solutions & advocating for systemic change in a non-partisan way.

3

Culture of compassion: compassion, empathy, and open-mindedness are exemplified in all our actions.

- 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.
- 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.
- 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.
- 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.
- Encourage stakeholders to exercise their civic responsibilities related to financial stability and asset building.
- Implement techniques of trauma-informed care and strength-based case management to help clients build financial stability and assets.
- Ensure staff have confidential access to an avenue of support in building their own financial stability and assets.
- 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.
- 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.