



**MISSION**

Partner with community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.

**VISION**

Hennepin County without poverty.

**VALUES**



Building Relationships



Creating Opportunities



Eliminating Barriers



Equity and Inclusion



Responsible Stewardship



Strengthening Community

**KEY FOCUS AREAS AND SUPPORTING INITIATIVES**

**1** Aligning Program Operations for Community Impact

*Center human dignity in the delivery of programs focused on short and long-term collective impact*

- a. Deliver a multi-channel service experience for CAP-HC clients that is human-centered, culturally informed, timely and accessible to those of all backgrounds, considering location, language, race, ethnicity, and different ability needs.
- b. Streamline client intake process and standardize best practices from CAP-HC core programs where possible.
- c. Support organizational responsiveness by embedding continuous feedback loops that allow CAP-HC clients to share knowledge and staff to document trends.
- d. Use ROMA Next Generation performance indicators to analyze outcomes across different attributes, such as county location, racial and ethnic groups.

**2** Building Community Wealth Through Collaboration

*Promoting an environment for community prosperity that maximizes resource access for all*

- a. Partner with complementary service and other poverty alleviation organizations to establish a robust referral process to address client needs from a holistic perspective, including access to food, health, and legal resources (among others).
- b. Deepen partnership with Hennepin County Family Service Collaboratives to foster inter-organizational referrals and community resource sharing.
- c. Address public safety concerns through collaboration and partnership with community-led initiatives.



### 3 Affecting Policy to Build Momentum for Systemic Change

*Addressing the root causes of poverty as a collective effort*

- a. Develop a shared policy agenda with other similar or complementary organizations.
- b. Continue to collaborate with community advocacy organizations and coalitions and apply for funding opportunities jointly, where possible.
- c. Seek to engage in community-academic research partnerships to support thought leadership and policy change narratives.
- d. Provide opportunities for CAP-HC staff and clients to share their stories as part of a comprehensive media communications effort to raise awareness around poverty alleviation impact initiatives, centering community voices.

### 4 Activating Change through Robust Funding Development

*Diversify funding and grow unrestricted revenue to increase sustainability and maximize program flexibility and impact*

- a. Increase board engagement in resource development efforts.
- b. Refine a targeted grant prospecting and vetting process, including expanding corporate and foundation relationship-building activities.
- c. Produce a funding case statement that highlights CAP-HC's impact, core programs, and an inspiring vision for the future that is grounded in the community's greatest needs.

### 5 Investing in Team Members for a Thriving CAP-HC

*Foster a vibrant and positive environment where staff can expand their capabilities and utilize their unique advantages as they further our mission*

- a. Unify organization around CAP-HC's aspirational organizational culture values, including Trust, Organizational Stability, Kindness, Accountability, Reliability, Respect, and a Transparent Structure.
- b. Create a culture of high performance that rewards staff for meeting organizational and departmental standards of excellence.
- c. Attract and retain top talent through a focus on employee development as well as a competitive compensation and benefits package.