2020 Organizational Priorities & Goals
Organization-wide Priority Area #1

Adopt and implement a centralized service model for all ACAP Customers with a Whole Family approach for Customers with young children.

- Implement empowOR across programs
- Implement Universal Intake across the Agency
- Develop and operationalize cross-functional work teams
- Fully develop unified coaching approach
- Serve as internal/external resource for Whole Family/Comprehensive Service Delivery Approach
- Explore and identify methods to increase Whole Family and Comprehensive Service Delivery Funding
• Explore potential collaborative opportunities with local, regional and state-wide partners

• Advance Community Campus concept and possible partners for initiative
Organization-wide Priority Area #3
Create opportunities for productive dialogue on causes and impacts of poverty

• Continue efforts to become a trauma-informed Agency
• Expand community messaging on ACAP’s programs and services
• Develop an onboarding process that incorporates agency culture
• Provide education resources on the causes and impacts of poverty
• Evaluate ACAP’s Consumer Sector Voice in ACAP’s Organizational Governance Structure
Organization-wide Priority Area #4
Continue to address social determinants and barriers that have impact on Health and Well-Being

• Address opportunities for the development of affordable housing
• Evaluate and determine next steps for the Hope and Prosperity Resource Center and space for ACAP Services
• Continue to play a key role in Community initiatives to address basic needs
Organization-wide Priority Area #5

Reduce the burden of Behavioral Health (substance use) on the population and service system

• Foster environment that supports substance use/misuse prevention, treatment and recovery
• Explore new/expand existing partnerships with behavioral health providers
• Work to become a more recovery friendly employer
• Explore delivery of prevention services programs to customers across the Agency