

We are
Data-driven.
Resilient.
Advancing
Equity.



MICA FY22-24 **STRATEGIC PLAN**

We are stronger together.

Our plan brings us together as an agency to address the pressing issues of our communities.

We know that we are strong individually, but we also know that we are stronger when working together.

The FY22-24 strategic plan invites us to envision what we can do when we bring the entire agency together to accomplish our goals.

Our plan delineates clear leadership at all levels throughout the agency.

Breaking down silos and building stronger relationships are critical to moving forward. To do this, we need strong leadership and a variety of different perspectives.

This is why our change leaders are multidisciplinary, bringing together the expertise of staff in different roles to help create meaningful, lasting change.



Our plan focuses on the families we serve and their needs.

The choices our team made to establish our outcomes are deeply rooted in the voices of the families we serve. Our community assessment process asks families directly which of their needs are most pressing.

As always, our first priority is providing the best services possible to meet these needs, and our plan was written accordingly.

Our plan is ambitious, but achievable.

Our strategies are not simply “checking a box.” They require innovative and out-of-the-box thinking to achieve. We are ambitious, but our mission is too important to give any less than our best.

The power of community action lies in its responsiveness, its ability to flex with the needs of families, and its spirit of continual learning. We will leverage all of those strengths to achieve the outcomes outlined in this plan.

Data-driven



The change we're creating: Through improved data collection, process revision, and coordination efforts, MICA will better connect families to needed services.

Our change leaders: The data and process committee will guide our progress. This committee brings together both program and administrative leadership with expertise in data collection, reporting, and direct service.

Why is this important?

We know that connecting families to multiple services leads to better outcomes.

To do this, we need to put into place a robust tracking system to measure our progress while also providing the support our staff need to make cross-program referrals.

How will we know if we are successful?

We will see an increase in the number of families cross-enrolled in more than one MICA service.

Our strategy: Assess and track current referrals and follow-ups being made across the agency.

Target completion date: Sept 30, 2022.

Our strategy: Pilot a generalist or single point of contact to specifically target families with children ages 0-5 entering into multiple eligible programs (e.g. HS/EHS, Health Services, basic needs).

Target completion date: Sept 30, 2024.

We will see an increase in the percent of staff who feel comfortable connecting families with MICA services outside their program area.

Our strategy: Prepare for all-agency program information in one month increments. Create an editorial calendar and relevant content.

Target completion date: Sept 30, 2022.

Our strategy: Pilot cross-disciplinary teams who are equipped to handle family needs in a coordinated way.

Target completion date: Sept 30, 2024.

Resilient



The change we're creating: All MICA staff will have the resources and support to build resiliency and offer hope to the families we serve.

Our change leaders: Our agency has a multi-disciplinary Trauma Informed Resiliency Team that is well-trained and equipped to lead this effort.

Why is this important?

In the last community assessment, mental health and well-being rose to the top of family needs for the first time in the last decade, even surpassing basic needs like energy and food.

It is clear that in the wake of a global pandemic and several natural disasters, we need to bring the mental health of both our staff and the families we serve to the forefront to continue meeting their needs.

How will we know if we are successful?

We will see an increase in the percent of families served reporting improved mental health and lower stress.

Our strategy: Assess mental health services and resources that are currently available to families throughout all agency programs.

Target completion date: Sept 30, 2022.

Our strategy: Implement mental health and well-being assessments with all families served.

Target completion date: Sept 30, 2022.

Our strategy: Pilot additional resources in consultation with local mental health providers for all families agency wide.

Target completion date: Sept 30, 2024.

We will see an increase in the percent of staff who say they feel well-supported in their work.

Our strategy: Implement a series of mental health and resiliency trainings, some universal and some role-specific.

Target completion date: Sept 30, 2024.

Our strategy: Integrate supervisory training components regarding benefits and processes key to staff wellness, including vested leave, the EAP, managing capacity and workload, etc.

Target completion date: Sept 30, 2024.

Advancing Equity



The change we're creating: MICA will lead efforts to improve diversity, equity, and inclusion.

Our change leaders: The agency's IDEA (Inclusion, Diversity, Equity, Action) Task Force will lead our agency in this initiative. The task force is comprised of staff from throughout the agency who are passionate about creating a more equitable environment for all.

Why is this important?

As a community action agency, MICA works every day to change people's lives, embody the spirit of hope, improve communities, and make America a better place to live. We are dedicated to helping people help themselves and each other.

We are committed to dismantling the structures, policies, laws, and implicit biases underlying the profound inequality in our nation and our community.

How will we know if we are successful?

We will see an increase in the percent of staff reporting sufficient knowledge and tools to foster an inclusive environment.

Our strategy: Implement an annual racial equity summit including training.

Target completion date: Sept 30, 2024.

Our strategy: Maintain an agency-wide committee dedicated to addressing issues related to diversity, equity, and inclusion.

Target completion date: Sept 30, 2024.

We will see an increase in the percent of staff reporting fair and equitable opportunities for advancement.

Our strategy: Assess current positions and clarify education and experience required to successfully complete essential functions of the position.

Target completion date: Sept 30, 2022.