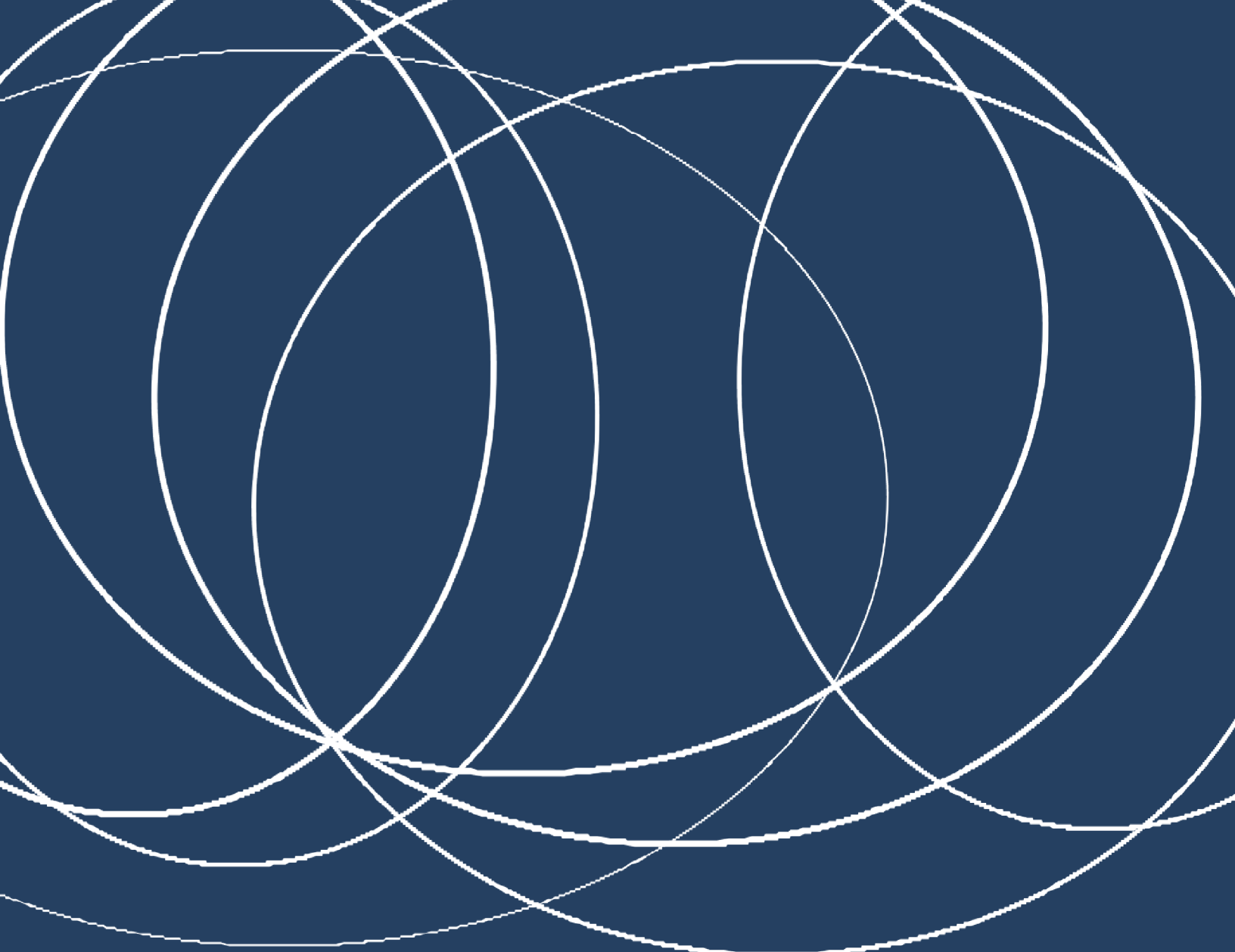




Center for Human Services

Building a stronger community...one family at a time.



STRATEGIC PLAN

2024 - 2026

Center for Human Services
2024 - 2026 Strategic Plan

Published 1/1/2024

ACKNOWLEDGEMENTS

The development of this strategic plan was made possible through the collective efforts of our community. CHS wishes to thank those that were instrumental in the creation of this plan including volunteers, clients, participants and their family members, staff, government officials, community members, and other stakeholders.

STRATEGIC PLANNING COMMITTEE

Board Representatives:

Wesley Madsen, Ed Sterner, Shawn Karmil, Ryan Madsen

Staff Representatives:

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EXECUTIVE DIRECTOR'S NOTES

At the time this Strategic Plan was adopted by the Board of Directors, the financial statements of Center for Human Services were also presented by the accounting firm Jacobson Jarvis & CO, PLLC. As a result, no findings or material misstatements were identified, and a clean audit report was issued. The auditors concluded that CHS's financial position was accurately stated by management for the prior fiscal year. Currently, 91% of the agency's operating costs go towards programming and 9% towards administration and fund development expenses. CHS's debt to net assets ratio is 1.1% and 7 months of working capital are maintained. The agency's financial position is analyzed monthly by management to ensure there are adequate resources and financial stability to achieve the goals outlined in the strategic plan. If any unanticipated events arise that significantly impact the operations of CHS, the strategic plan will be reviewed and updated accordingly.

Priority goals are indicated by an *

MISSION

Our mission is to strengthen the community through counseling, education, and support to children, youth, adults, and families.



VISION

It is our vision to be an effective provider of social services to children, youth, adults, and families. CHS strives to help create a strong community in which:

- Thriving children, vital individuals, and stable loving families are strengthened and supported.
- Children and their families are able to increase emotional strength and resolve personal and interpersonal issues.
- Community members have a sense of belonging and have access to resources that promote a healthy life, free from harmful use of alcohol and other drugs.

CORE VALUES



MODEL DIVERSITY, EQUITY, INCLUSION, & BELONGING

We respect and embrace the diversity of our community and are committed to weaving that diversity into our programs, actions, and results.

PROVIDE ACCESSIBILITY

We provide services that are easy to find, understand, and utilize.

CHAMPION COLLABORATION

We foster collaborative relationships that promote creativity, innovation, and teamwork.

DEMAND ACCOUNTABILITY

We assess and coordinate our programs and systems to ensure that we meet high standards of service and care.

PERSONIFY INTEGRITY

We value the strengths and assets of our clients, community members, and co-workers and are honest, respectful, and ethical in our interactions.

HAVE FUN

We are passionate about the work we do and embrace the role fun plays in promoting a balanced workplace and healthy community.

STRATEGY 1

Provide quality services that result in positive outcomes for clients/participants

Goal 1: Implement practices that are proven to positively impact our clients/participants *

Objectives:

1. Offer rapid access to quality care
2. Use best and promising practices in our service delivery
3. Provide services that are relevant to clients and participants (including people of color, immigrants/refugees, LGBTQIA+, etc.)
4. Maintain CARF accreditation

Goal 2: Promote holistic care through collaborative partnerships

Objectives:

1. Expand co-location of services in schools, low-income housing communities, medical clinics, etc.
2. Participate in regional networking opportunities to connect with other service providers
3. Excel within our scope, and utilize cross-system referral to address social determinants of health

STRATEGY 2

Nurture and sustain a robust and skilled workforce

Goal 1: Recruit staff that reflect the diversity of our community

Objectives:

1. Expand and formalize recruitment strategies
2. Offer competitive salaries and benefits to employees
3. Invest in volunteers/interns for future employment opportunities

Goal 2: Develop and retain staff that deliver exemplary services *

Objectives:

1. Provide exceptional supervision and training to staff
2. Provide staff with the tools they need to do their jobs
3. Offer work sites that promote physical safety and are conducive to trauma-informed practices
4. Practice restorative leadership

STRATEGY 3

Appropriately respond to circumstances and events that impact our work

Goal 1: Be prepared to handle various possible scenarios that could impact our business, clients/participants, and staff

Objectives:

1. Implement, revise as needed, and monitor the agency's IT Security Plan
2. Keep the Disaster Preparedness Plan up-to-date and ready to be deployed
3. Participate in meetings with funders/contractors, city/county/state leaders, and other stakeholders to keep a pulse on what to expect in the future
4. Develop and implement a financial contingency plan
5. Maintain strong and transparent communication with appropriate stakeholders

Goal 2: Prepare for the transition of a new executive director in January 2028

Objectives:

1. Build a dynamic succession plan for the Executive Director
2. Develop a communication plan with stakeholders
3. Build skills of directors and managers so they are prepared for the future

Goal 3: Maintain our commitment to being a Trauma-Informed organization that incorporates diversity, equity, inclusion, and belonging into all we do *

Objectives:

1. Maintain Compassion, Appreciation, Resilience, and Empowerment (CARE) designation
2. Support an active Trauma-informed (TI) and Diversity, Equity, Inclusion, & Belonging (DEIB) team
3. Implement, revise, and monitor the agency's DEIB Plan twice a year





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CHS LOCATIONS

206-362-7282 | Fax: 206-362-7152

CHS | SHORELINE - 170th
17018 - 15th Ave NE
Shoreline, WA 98155

CHS | LYNNWOOD
3924 204th St SW
Lynnwood, WA 98036

CHS | SHORELINE - 148th
14803 - 15th Ave NE
Shoreline, WA 98155

CHS | SILVER LAKE
10315 19th Ave SE, Suite 112
Everett, WA 98204

CHS | EDMONDS - 76th
Pacific Commons
21727 - 76th Ave W, Ste J
Edmonds, WA 98026

CHS | BOTHELL
12900 NE 180th St, Suite 140
Bothell, WA 98011

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