



ACCORD's 2019-2023 Strategic Plan

Agency Goals

1. Stakeholders will have an awareness of ACCORD's mission, purpose as a Community Action Agency, and the wide variety of programs we offer.
2. ACCORD will retain high performing, and qualified employees.
3. Safe, affordable, and long term housing will be created and maintained in the community.
4. Services will be delivered in a trauma informed way.
5. The community will have an increased awareness of existing and new behavior and mental health care services and the agency will increase referrals to mental health services.
6. Availability and accessibility of safe, affordable, quality child care services will increase.
7. The community will increase availability of skilled, qualified workers for high demand occupations.
8. ACCORD will diversify funding sources and increase unrestricted fund balance.
9. The community will retain and expand opportunities for youth.

Community Needs Assessment

The strategic plan was developed following a comprehensive analysis of the 2016 Full Community Needs Assessment as well as both the 2017 and 2018 Community Needs Assessment Updates. ACCORD will complete the 2019 Full Community Needs Assessment in September of 2019 and adjust the operational strategies and action steps for the 2019-2023 strategic plan as warranted once analysis of the 2019 data is complete.

Results Oriented Management and Accountability (ROMA) Oversight

ACCORD will assure continuous use of the full ROMA cycle throughout the creation and delivery of the strategic plan through expertise provided by the Data and QI Manager who shall achieve and retain status as a certified ROMA Implementer. Additionally, the agency contracts with the New York State Community Action Association which has certified ROMA trainers on staff to review and provide direction on the strategic plan.