## Vision

**What our Organization will look like**

ACTS is creating a community where no one goes without or suffers alone.

## Foundation

**Our Mission**

ACTS fosters hope, provides relief, and promotes self-sufficiency for our Prince William area neighbors in crisis.

**Our Core Values**

ACTS is an integral part of our COMMUNITY, delivering SERVICE with COMPASSION and RESPECT; EMPOWERING our neighbors in crisis.

## Our Uniques

**What we do Best that is Unique**

- Human Services within PWC - Longest running, strongest reputation, and only multi-service provider that is physically present to serve all of Greater PWC;
- Only Sexual Assault Program and comprehensive Domestic Violence Program in PWC;
- Broadest base of community partners from multiple faiths, schools, corporate and government;
- Barrier free services;
- Because of the breadth of our services; we have many avenues for clients to find us. Many open doors!

## Strategic Objectives and Organization Goals

### Personnel

1. For ACTS to become a “best place to work”
2. Key Hires:
   1. CEO
   2. HR Generalist
   3. Chief Program Officer (with grant writing experience)
3. Interim CEO to read *The Culture Solution* and integrate tools and WIG activities
4. Hire HR Generalist by Oct 2022; Complete transition plan for a CEO by Oct 2022 and hire same by Jan 2023; hire CPO by Oct 2022

### Facilities

1. West Safe House Rebuild
2. Decision on potential 2nd Thrift Store vs relocating current store
3. Identify Opportunity of new Development near ACTS headquarters
4. Construction done Dec 2023
5. Analysis done in mid 2025 with plan approved by board
6. 100% ACTS facilities support Vision/Mission and are at the right location by Dec 2025

### Business Development

1. FY 2025 Annual Budget of $7.35M- 30% increase from FY 2022
2. Additional Giving Opportunities explored and implemented
3. Keep and develop new Corporate Relationships; hire experienced grant writer;
4. Make improvements to online giving by Dec 2022; to include gifting securities, estate planning and possible endowment

### Services

1. Accreditation of programs to demonstrate commitment to excellence and receive additional grants
2. Increase Community Engagement
3. Domestic Violence: Create robust Children’s program
4. New Opportunities: Partnerships with local Hospitals
5. Agency-wide Quality Assurance Program
6. Expand staff fluency beyond English and Spanish
7. Accreditation in Sexual Assault and Domestic Violence by Dec 2023
8. 100% social media and volunteers from 6/2022 to 6/2023; Every dept has a representative on a community committee (that isn’t required by their position).
9. Children’s coordinator hire by Sep 2022
10. Get to pre-Covid activity/support. *E.g. have folks at the ready to help and assist those that are dealing with suicide/assault (discharge planning)*
11. CEO to provide board with plan by 9/2023
12. Proactively market to potential candidates that speak more than one language

## Wildly Important Goal (WIG)

**What we will achieve**

Create and foster a Dynamic Culture such that staff loves their jobs so much they become advocates for the ACTS Mission in the community.

## Leading Measures

### Activities to achieve WIG

- Make Culture a priority
- Create an environment where Happiness and professional fulfillment at work is attainable
- Overcommunicate the strategic plan
- Hire with Rigorous Discipline
- Let People know what to expect
- Grow by creating a coaching Culture

## Scorecard

### How we will measure success

- Starting Line: 21% turnover / $6M budget
- Finishing Line: 15% turnover / $7.35M
- By When: Dec 2025

## Accountability

### How we will be held accountable

The Board will hold the CEO, CFO, COO, and CPO accountable for the completion of these goals.