



Telamon | TRC

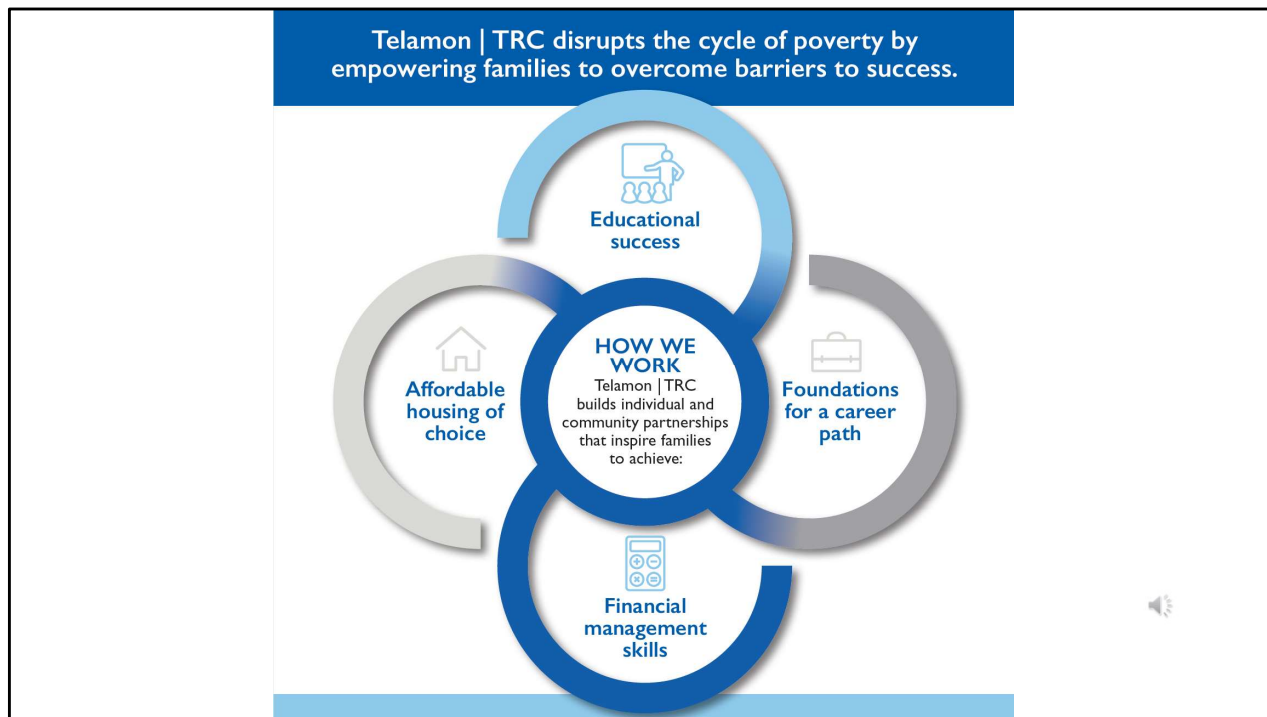
2023-26 Strategic Plan Overview

2023



This purpose of this video is to share with you Telamon | TRC's strategic plan priorities that we will be working on through September 2026.

In 2022-23 the Governing Board and leadership team gathered input from staff, funders and community partners in order to develop a new three-year strategic plan.



As part of the 2023 strategic planning process, the mission statement was revised. The priorities in the new strategic plan are intended to position us to achieve our mission which is to disrupt the cycle of poverty by empowering families to overcome barriers to success. We do this by providing high-quality, comprehensive services where we partner with families and community partners and inspire families to achieve success in education, career, finances and housing.

Vision Statement

Our Vision:

A future where families thrive and create a legacy of success and well-being.

Telamon | TRC did not have a vision statement so as we revised the mission statement we also developed a vision statement that shows everyone what we are working towards as a future state for those we serve.

Strategic Priorities

1. Deliver integrated, high-quality services for greater impact in the community.

- Comprehensive services in targeted communities
- Trauma-informed care
- Organizational Capacity

We have four strategic priorities, each with goals and tasks.

Our first strategic priority is to deliver integrated, high-quality services for greater impact in the community.

Our areas of focus have tended to be delivered in a siloed manner. Our Vice Presidents and Housing Director are working to design program services that are integrated and have quality standards that are mission driven, not just those that meet our funder performance markers.

We are looking at what we need in terms of organizational capacity to deliver those high-quality services. This includes staffing, systems and funding.

In the Fall of 2023 we did an initial or baseline survey regarding our readiness to become a trauma-informed organization. We have a Trauma-informed Collaborative that is kicking off in October 2023. That group has representatives from all parts of the organization and will be the lead to help transform Telamon | TRC to deliver services in a trauma informed manner. This will not only address trauma issues for customers but also for employees.

Strategic Priorities

2. Create a culture that delivers an exceptional employee experience.

- Employee wellness
- Foster a culture that values diversity, equity and inclusion and sense of belonging
- Identify career paths and offer professional development opportunities
- Engage employees, recognize and reward contributions

Our second priority area is to create a culture that delivers an exceptional employee experience.

We are expanding the type of wellness activities offered to employees and continue to expand the benefits offered as well. We hope that you value the supports that are provided through our benefits and wellness services as part of the overall comprehensive earnings as a Telamon | TRC employee.

We have issued a diversity statement but we expect to do much more work in this area. A diversity, equity and inclusion or DEI champions group will be established so we can get ideas and feedback from all parts of the organization as we foster a sense of inclusion and belonging for employees and customers.

As we move to our new HR software, we will be building out more defined career paths for staff who want to increase their skills and position in the organization. These will be tied to professional development opportunities.

And while we launched the Motivosity platform in 2023 as a way to recognize each other, we will continue to build that platform out to also be able to reward

employee contributions and to engage employees around common interests. We also will continue to include training for leaders throughout the organization to improve their communication, recognition and engagement skills.

Strategic Priorities

3. Foster a culture that encourages data-driven decision-making at all levels of the organization.

- Build data analysis capacity throughout organization
- Integrate data from a variety of sources
- Develop data dashboards to communicate trends
- Value data-driven decision making at all levels

Our third priority area is to foster a culture that encourages data-driven decision-making at all levels of the organization.

We collect a lot of data to report to funders. What we need to get better at is looking at data, not from counting services provided, but rather what impact are we having. That impact may be individuals, families and communities. We need to use data to evaluate and improve the services we provide so we can ensure we are helping families disrupt the cycle of generational poverty.

We are starting to bring data from different databases into the Microsoft Power BI platform. From there we are learning how to create dashboards that can inform us on performance and impact. We have established a new committee on the board that will look at IT and data issues and we are looking to form a steering committee that will bring your voices to the table to help us understand what is the key data we need to track to show impact and what reports can help you as you work with families.

Strategic Priorities

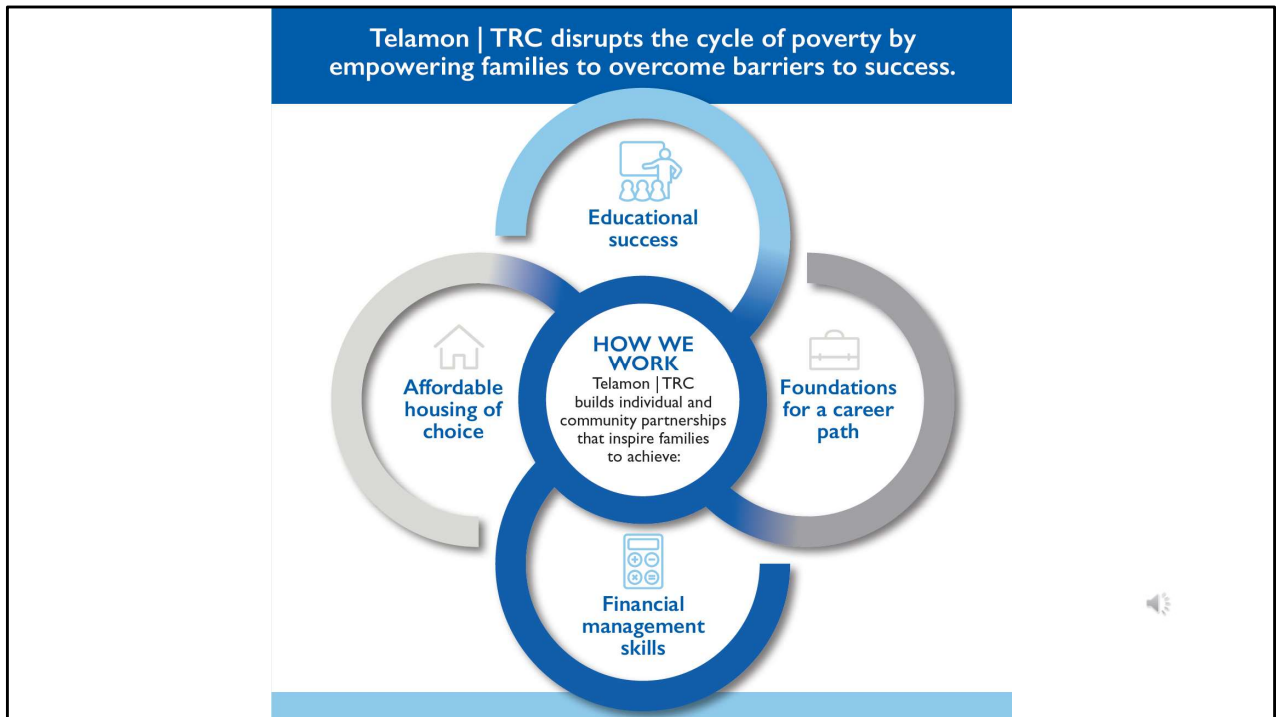
4. Promote a greater understanding of our organization and its impact to communities in which we serve.

- Target internal and external stakeholders
- Rebrand and possibly rename the organization
- Updated branding and social media standards

Finally, our fourth priority area is to promote a greater understanding of our organization and its impact to communities in which we serve.

We will continue to evolve our internal communications plan and are working on a new external communications plan. We updated our branding standards and social media policies.

And the Board has asked us to look at rebranding the name of the organization so we can be one name rather than the dual branding of Telamon | TRC. This would simplify how we communicate who we are and what we do as we talk with new customers, community partners and funders. We realize this is a big ask and will be expensive to undertake. Because of the potential cost and because we have been managing so much internal change with our finance and HR systems, we made the decision to push the consideration for this into 2024/25. We will communicate with you once we pick up this goal.



I hope this brief overview gives you an idea of what we hope to achieve over the next few years. As I mentioned earlier, these strategic priorities are all in the interest of ensuring you have the support needed to inspire families to disrupt the cycle of poverty.

Thank you for your time today.