

Catholic Charities of the Diocese of New Ulm
Strategic Plan: "To 2010 and Beyond"

- I. MISSION, ETHICS AND "CATHOLIC IDENTITY":
 - A. Update and Affirm Catholic Charities "Mission Statement". (Spring '09)
 - B. Review and Reaffirm the Adaptation of the Catholic Charities USA Code of Ethics. (On-going)
 - C. Further Incorporate Spiritual References in Appropriate Documents, Forms and Related Client/Constituent Communications. (Summer/Fall '09)

- II. ADMINISTRATION, GOVERNANCE AND QUALITY ASSURANCE:
 - A. Review Advisory Committee Structures Regarding: Composition, Tenure, Size and Diversity, Meeting Locations (and Frequencies). Recommend Changes as Suggested. (Spring '09).
 - B. Reaffirm "Program of the Diocese" as Compared to "Non-profit Corporation Status" and Identify as Appropriate. (Spring '09 & On-going).
 - C. Identify Advisory/Staff Liaison to Diocesan Pastoral Council and/or Bishop's Office. (Spring '09 & On-going)
 - D. Review National, State and Regional Memberships & Affiliations (i.e. CCUSA, MSSA, NCRLC, Project Rachel, MN Catholic Conference, and "Collaborative" Memberships). Identify Gaps, Agency Limitations, Etc. (Summer '09 and On-Going).
 - E. Incorporate Continuous Quality Improvement (CQI) Content at Monthly Staff Meetings and at Quarterly Meetings with the Advisory Committee. (On-going)
 - F. Review (and Enhance as Appropriate) Relationships with Other Diocesan Programs, Area Faith Communities, Parishes, Etc. (On-going)
 - G. Provide Training for Staff, Associates and Volunteers in Order to Best Meet Client and Program Needs. (On-going)
 - H. Consider Program Review (via other Catholic Charities or Related Service Providers) Relative to First Efforts and Integrity of Operations. (Fall '09)

- III. FINANCE, OCCUPANCY AND INFORMATION SYSTEMS:
 - A. Review Fiscal Systems and Related Billing/Insurance Processes; Engage Auditors/Consultants as Appropriate (Summer/Fall '09).
 - B. Review and Adjust Fees, Client Costs/Variables. (Fall '09)
 - C. Recommend Hardware and Software Required to Maintain HIPPA Compliancy, Secure and Confidential Client Data Bases. (Fall '09)
 - D. Review and Modify Administrative and Clinical Requirements for Services, Scheduling, and Billing. (Spring '09 & On-going)
 - E. Explore Accreditation (Council on Accreditation for Services to Children and Families) as a Measure of Quality (and Revenue Enhancement). (FY'09 & '10)
 - F. Review Occupancy and Service Delivery Potentials at the Pastoral Center, in the Outreach Offices and in Other Vacant or Underutilized Spaces in the Diocese. (On-going)

IV. OUTREACH, NETWORKING AND MARKETING:

- A. Review and Update Charities Brochure, Program Descriptions, Display(s) and Other Marketing Tools. (Summer '09 and On-going)
- B. Identify 2009-2010 Monthly Column/Articles for the Prairie Catholic. (Spring '09)
- C. Create Catholic Charities Specific Web Page Content and Resources with Appropriate Updates and Linkages. (Summer '09 and On-going)
- D. Create Catholic Charities Resource Manual for Parish and Diocesan Offices with On-going Content Updates. (Fall '09 and On-Going)
- E. Establish an Annual Presence in Each Area Faith Community. (2009 and Beyond)
- F. Identify Other Publics (i.e. Counties, Other Faith Communities, Birthrights, Etc.) We Might Engage, Network or Collaborate With. (On-Going)
- G. Seek to Assist Others Responding to Needs in the Diocese. (On-going)
- H. Maintain Commitment to Culturally Sensitive and Bilingual (Spanish) Services as Identified, Requested or Referred. (On-going)

V. PROGRAM DELIVERY, DEVELOPMENT AND IMPROVEMENT:

- A. Further Identify and Enhance Core Counseling Specialties, Facilitating Related Referrals and Assisting in the Appropriate Disposition of All Service Requests. (on-going)
- B. Maintain Availability, Commitment, Annual Training and Collaborative Preparedness for Immediate Psychological and Pastoral Response when Tragedies or Disasters Occur in the Diocese. (on-going)
- C. Continue to Offer Psychological Assessments, Interventions, and "Co-Counseling" as Appropriate; Utilizing the Specialties of Each Staff as Geography and Schedules Allow. (on-going)
- D. Collaborate and Refer Clients to Others Providing Food, Clothing and Emergency Assistance. (On-going)
- E. Increase Visibility of Other Service Providers and Services (i. e. Lutheran Social Services Financial Counseling, Military Deployment & Reintegration Programs, Domestic Violence and Sexual Assault Advocates, Mental Health Crisis Resources, Etc.) in Our Publications and Offices). (on-going)
- F. Create and Customize Services and Presentations in Response to Specific Needs of the Schools, Parishes, Programs and Personnel of the Diocese. (on-going)
- G. Explore Support Groups (i.e. Divorce, Grief, Spiritual/Psychological, Etc.) in Response to Needs from Counseling Clients and Diocesan Requests. (on-going)
- H. Formalize Relationships, Co-Sponsor and/or Partially Fund Immigration and Naturalization Services with Other Accredited and/or Certified Resources. (Fall '09)
- I. Provide Available Demographics, Statistics and Related Planning Data to Programs, Parishes and Related Service Providers in the Diocese. (on-going)
- J. Consider the Unique Needs of Special Populations (i. e. the Aging, Unmarried Parents, the Developmentally Disabled, the Homeless, Etc.) that Catholic Charities of the Diocese of New Ulm Might Better Serve. (on-going; Spring 2010 Planning)
- K. Respond as Appropriate to the Counseling Needs of Residents and Students in Institutions Located in the Diocese (i.e. Colleges, Appleton Prison, St. Peter and Willmar RTCs, etc.). (on-going)
- L. Develop and Implement Project Rachel Services to Assist People Following an Abortion. (Spring-Summer '09)