




Methodist Children's Home
 Offering Hope Since 1890

BUILDING ON A STRONG FOUNDATION

STRATEGIC PLAN 2020-2023



OUR VISION

We empower all we serve to experience life to the fullest.

OUR MISSION

We equip children, youth and families to flourish by offering hope through Christ-centered relationships, services and support.

OUR CORE VALUES

CHRISTIAN PRINCIPLES

Apply the principles of the Christian faith which serve as the foundation for this ministry.

RELATIONSHIPS

Build healthy relationships through communication, respect, trust, and love.

RESPONSIBILITY

Be accountable for self and others.

GROWTH

Provide opportunities for spiritual, emotional, physical and intellectual development.

SERVICE

Show compassion through generosity and care.

HOPE

Believe in the possibilities of the future.

OUR STRATEGIC COMMITMENTS: ONE MCH

We created a collection of strategic commitments that we call ONE MCH. We believe ONE MCH brings us together as a ministry and is vital to developing the culture needed to achieve the important outcomes contained in our strategic plan.



FIVE-STAR SERVICE

We commit to serving others at the highest level. We provide personal attention and expertise from the point of contact until the need is met – regardless of job title and role. We commit to going above and beyond to meet a family's needs. We serve others in ways that reflect how Christ models service for us.



AUTHENTIC ACCOUNTABILITY

We commit to measuring outcomes to hold ourselves accountable for identifying areas of improvement while celebrating our strengths. The MCH Core Values and Life Skills are guiding principles for our interactions with supporters, colleagues and those we serve. As a learning organization, we are committed to continuous quality improvement to achieve strategic and intentional growth.



FOCUSED AND FLEXIBLE MINISTRIES

We commit to achieving our strategic plan, guided by best practices, to ensure we remain focused on our vision and mission. While we are committed to planned change, we are blessed with expertise and resources that enable us to respond quickly to unanticipated challenges and new opportunities in communities throughout Texas and New Mexico.



CULTURE OF LEARNING

We commit to being relevant as we continually learn and collaborate to meet unique needs and challenges of families and communities in Texas and New Mexico. We seek diverse insights and opportunities to grow in our mission. There is no chain of command on ideas at MCH in order to create a free flow of learning.

CONTINUUM OF CARE

GOAL: DEVELOP A FUTURE PROGRAM MASTER PLAN TO MEET THE DEMAND FOR SERVICES AND EVOLVING NEEDS OF THOSE IN OUR CARE.

ACTION STEPS

TARGET DATES

Continue master plan for capital improvements in service locations.	2020-2021
Develop wrap-around strategies for Five-Star Service from initial contact to discharge.	2021-2022
Utilize technology to provide creative and inclusive services.	2021-2022
Expand services designed to prepare youth for adulthood.	2022-2023
Explore adding therapy or counseling in service locations.	2022-2023

GOAL: INCREASE EFFECTIVENESS AND EFFICIENCY OF SERVICE DELIVERY THROUGH ALL PROGRAMS.

ACTION STEPS

TARGET DATES

Develop systematic review of major incidents, employee injuries and containments supported by training and prevention measures.	2020-2021
Assess the referral and admission process to engage the whole family unit in MCH services and develop an ongoing assessment process for family engagement.	2021-2022
Ensure job descriptions, handbooks and training provide clear and consistent expectations for roles and responsibilities across programs.	2021-2022
Incorporate evidence-based practices into the Transition Services Program.	2022-2023
Develop a plan for ongoing assessment of all programs to improve service delivery.	2022-2023

ORGANIZATIONAL CULTURE AND COMMUNICATION

GOAL: CREATE A CULTURE ROOTED IN UNIFIED PURPOSE, EMPLOYEE EMPOWERMENT AND AGENCY-WIDE TEAMWORK.

<i>ACTION STEPS</i>	<i>TARGET DATES</i>
Foster a culture of valued mission-focused and mission-educated employees unified in passion and purpose.	2020-2021
Strengthen orientation and ongoing training for the Board of Directors to support their leadership roles and responsibilities.	2020-2021
Develop a culture committed to ONE MCH across all areas of the organization.	2021-2022
Develop processes and procedures that facilitate effective communication between employees, teams, departments and service locations.	2021-2022
Implement best practices, procedures and initiatives to offer growth opportunities for employees.	2022-2023

GOAL: DEVELOP PROFESSIONAL LEARNING OPPORTUNITIES FOR EMPLOYEES, THE ORGANIZATION AND EXTERNAL PARTNERS.

<i>ACTION STEPS</i>	<i>TARGET DATES</i>
Increase organizational development and unity by fostering the sharing of knowledge, ideas and employee resources.	2021-2022
Utilize community learning resources to enhance professional development opportunities for employees.	2021-2022
Define and develop agency leadership by providing intentional experiences and paths to strengthen employees' skills, increase knowledge and build on their interests.	2022-2023
Collaborate with churches, providers and other community partners to host, lead or sponsor workshops, trainings and conferences.	2022-2023

GOAL: INCREASE ACCOUNTABILITY, REPORTING STRUCTURES AND PERFORMANCE MEASURES THROUGHOUT THE ORGANIZATION.

<i>ACTION STEPS</i>	<i>TARGET DATES</i>
Ensure effective use of outcome measures and Key Performance Indicators (KPI) in all areas of the agency.	2020-2021
Incorporate the vision, mission, core values and ONE MCH into a shared language, processes and expectations for the agency, departments and employees.	2021-2022
Implement consistent, mission-centered processes in all client documentation and interaction.	2021-2022
Implement consistent, mission-centered processes in all areas of employee relations.	2022-2023

FUNDING, STEWARDSHIP AND COLLABORATION

GOAL: INCREASE FUNDING FROM A VARIETY OF SOURCES.

<i>ACTION STEPS</i>	<i>TARGET DATES</i>
Explore using more federal and state funding for services already in place.	2020-2021
Explore using more federal and state funding for emerging programs that could fit with MCH's goals to expand the continuum of care.	2020-2021
Increase online giving dollars through social media and electronic technology and campaigns.	2020-2021
Explore use of endowed designated fund and new strategic fundraising opportunities to support capital projects and collaborations in outreach communities.	2021-2022

GOAL: ENSURE HIGHEST AND BEST USE OF CURRENT RESOURCES WHILE INCREASING FUTURE CAPACITY.

<i>ACTION STEPS</i>	<i>TARGET DATES</i>
Proactively evaluate tools, information and trends available in technology to help build and maintain systems that maximize human and financial resources.	2021-2022
Establish and nurture an organizational culture of philanthropy to support the advancement of the MCH mission.	2021-2022
Assess the agency's expertise in trauma-informed, evidence-based childcare and develop strategies to match expertise with community needs.	2021-2022
Assess current capital resources and refine systems and strategies for updates, continual maintenance, and expansion to ensure operational efficiency and maximize ministry impact.	2022-2023
Refine and build new marketing strategies to increase community engagement and collaboration.	2022-2023

GOAL: INCREASE INVESTMENT OF RESOURCES IN COLLABORATIONS WITH LIKE-MINDED, TRANSFORMATIVE ORGANIZATIONS.

<i>ACTION STEPS</i>	<i>TARGET DATES</i>
Evaluate and define criteria to establish collaborations and to measure the effectiveness of new and existing relationships with other organizations.	2020-2021
Develop, evaluate and maintain a centralized list of current community collaborations in all service locations.	2020-2021
Continue to develop and implement agency volunteer and mentor guidelines and procedures.	2020-2021
Identify new opportunities to invest agency resources in community collaborations.	2021-2022



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