



THREE-YEAR STRATEGIC DIRECTION

SERVE

Our agency will continue to meet its obligation to provide emergency shelter and supportive services for the community

- Provide lifesaving shelter to each person who turns to us in need
- Rebuild the Midvale Community Winter Shelter
- Maximize shelter capacity through increased efficiencies
- Provide broad and flexible case management for near-term crises
- Provide long term case management to engender client success
- Seek and enlist our partners' capabilities to maximally benefit our clients
- Develop additional service models and continuously improve existing ones

HOUSE

Our agency will serve as a central housing access point for all homelessness support providers in Salt Lake County

- Quickly exit homeless shelter residents into housing to maximize shelter and housing capacity
- Effectively target financial assistance and case management services to the identified target populations
- Promote housing stability for clients
- Manage the minimum number of housing units necessary to meet specific, service-intensive individuals and families
- Progressively engage clients to maximize housing capacity

COLLABORATE

Our agency will play a pivotal role as a convener, a partner, and collaborator in developing solutions to homelessness throughout our community

- Develop with our partners a comprehensive strategy to combat homelessness along the Wasatch Front
- Develop a brand and messaging consistent with our capabilities, constraints, and the environment

IMPROVE

Our agency will improve our processes and people to enhance our capabilities and maximize the impact of our donors' contributions.

- Develop our employees' skill sets to maximize their value to our clients
- Develop an agile staff that can address emergent needs in a dynamic environment
- Simplify reporting
- Continuously improve Agency processes