**IHN Alpha House**

**Strategic Planning Committee**

July 24, 2017, 8:00 to 10:00am

Strategic Planning Session #2

Agenda

1. Quick Review of Session #1 information:
	* Ground Rules
	* Strategic Learning Model & Objective of the Committee for the FOCUS phase: To develop recommendations on strategic priorities to address the current, emerging, and future needs of the families being served by IHN Alpha House.
	* S.W.O.T. Analysis (Strengths, Weaknesses, Opportunities, & Threats)
2. Programs & Services: What programs and services should we be offering or should we enhance to meet the needs of our families now and into the future?
	* National Best Practices
	* Overview of Current IHN/Alpha House Programs/Services
	* Program Metrics for Emergency Shelter & Rapid Rehousing
	* Client Feedback
	* Community Stakeholder Feedback & Partnerships
3. People: How do we (staff, board, and volunteers) build our capacity to be able to deliver the high quality programs/services that our families need now and will need in the future?
	* Organizational Structure Design
	* Organizational Culture
	* Staff & Volunteer Feedback
	* Staff Training & Professional Development
4. Processes: How do we become more efficient and effective in delivering the programs/services to our families?
	* Emergency Shelter Policies, Procedures, Business Process Improvements, & Technology
	* Rapid Re-housing Policies, Procedures, Business Process Improvements, & Technology
5. Philanthropy/Funding: How will we prepare for potential shifts in funding and deliver our programs/services in the most cost effective way possible?
	* Funding by Program
	* Operating Budget