**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