MAHUBE-OTWA STRATEGIC PLAN 2018-2021

MISSION STATEMENT: To Empower People to Achieve Self-Sufficiency

**Community Minded**
We are collaborative and trustworthy team players both inside and outside the organization; we do not discriminate.

**Client-Focused**
We are passionate and dependable in assisting our clients and mindful of investing in the success of the next generation.

**Resourceful**
We figure out how to solve vexing problems & are knowledgeable about diverse community and professional resources that can help our clients, community partners, and employees.

**VALUES**

HISTORY & BACKGROUND

Mahube Community Council was incorporated as a private, non-profit in July, 1965 in response to President Lyndon Johnson’s “War on Poverty” declaration. In April 2012, Mahube expanded its service area and became Mahube-Otwa Community Action Partnership, Inc. We provide services annually to more than 16,000 low-income individuals, seniors, children and families living in 7,500 households within the five-county service area of Mahnomen, Hubbard, Becker, Otter Tail and Wadena Counties.

Mahube-Otwa is one of a 1,000+ community action agencies located throughout the U.S. that work to determine local needs, organize consumer and community support, initiate services for the poor, and empower people to break out of the cycle of poverty.

Mahube-Otwa is rooted in the Promise of Community Action: To change people’s lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

STRAEGIC AREAS OF FOCUS

With a renewed commitment to its historical mission as part of the ongoing community action movement, with newly developed Agency values, by understanding what we do well and the environment in which we operate, and by identifying the opportunities and challenges in offering high quality ‘whole family’ support services, we believe our future depends on everyone doing well and that our communities are stronger when all people can realize their full potential and contribute to their community.

**Internal Goals**
- Adapt Whole Family/Two-Generation approach
- Trauma-informed service delivery
- Address “Cliff Effect”
- Assist people in reaching 200% FPG
- Move from a regulative to a generative business model
- All staff & Board participate in the Intercultural Development Inventory
- Convert culture from scarcity mindset to abundance mindset
- Understand changing demographics of customer base and adapt strategies accordingly
- Enhance internal processes and effectiveness by completing Pathways to Excellence
- Communications to reduce stigma and raise awareness
- Development Plan to meet mission
- Staff development, updated procedures, appropriate caseloads, and increased use of technology
- Adapt Whole Family/Two-Generation approach
- Trauma-informed service delivery
- Address “Cliff Effect”
- Assist people in reaching 200% FPG
- Develop community capacity
- Child Care
- Housing
- Energy

**External Goals**
- Enhance internal processes and effectiveness by completing Pathways to Excellence
- Communications to reduce stigma and raise awareness
- Development Plan to meet mission
- Staff development, updated procedures, appropriate caseloads, and increased use of technology
- Adapt Whole Family/Two-Generation approach
- Trauma-informed service delivery
- Address “Cliff Effect”
- Assist people in reaching 200% FPG
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**UNDERLYING SERVICE ASSUMPTIONS**

- All people have equal rights.
- All people have strengths and assets.
- Well-trained and motivated staff make a positive difference in the lives of people living in poverty.
- Individuals and families do better when they have the autonomy to make decisions and learn from them.
- People are valuable members of their communities and communities want their fellow members to thrive and succeed.
- Effective service delivery is client-focused, non-judgmental, and journey-oriented.

Our assistance is designed to support individuals and their families from birth through the senior years, with responsive services to address needs for child care, emergency food, shelter and home heating assistance, housing and homeless assistance, senior support services, health and family planning, helping youth, school readiness, self-sufficiency, and energy conservation. Mahube-Otwa is recognized for its advocacy work to improve public policy and keep poverty issues in the hearts and minds of community partners, decision-makers, donors and volunteers.