



NEIGHBORHOOD SERVICE ORGANIZATION STRATEGIC PLAN Fiscal Years 2010 through 2012 (Revised 11/10/2010)

MISSION: *Always Within Reach: Neighborhood Service Organization is a diverse human service agency that compassionately reaches out to people, empowering them to improve their lives.*

VISION: *To become the agency of choice delivering unparalleled human service.*

CORE VALUES: *Neighborhood Service Organization was established by visionary leaders, who believed in simple guiding principles: Access, Collaboration, Respect, Compassion, Commitment, Quality, and Integrity*

STRATEGIC PLAN GOALS: The goals of the strategic plan are:

PROGRAM GOALS

- Integration of services (mental health/substance abuse/primary health care)
- Strategic Program Assessment
- Advocacy
- Entrepreneurial Initiatives

INFRASTRUCTURE/ SUPPORT GOALS

- Sustainable fund development and fundraising
- People support and investment
- Streamline and automate systems and processes
- Public Awareness and Branding