

20/20 Vision



MISSION STATEMENT



BOCA HELPING HANDS PROVIDES FOOD, MEDICAL AND FINANCIAL ASSISTANCE TO MEET BASIC HUMAN NEEDS AS WELL AS EDUCATION, JOB TRAINING AND GUIDANCE TO CREATE SELF-SUFFICIENCY.

VISION STATEMENT



By 2020, Boca Helping Hands will be the essential community resource helping people cross the bridge from basic need to independence.

GOAL #1: ENHANCING AND EXPANDING PROGRAMS AND SERVICES



**BY 2020, BOCA HELPING HANDS
WILL BE THE ESSENTIAL RESOURCE
CENTER PROVIDING EDUCATION,
JOB TRAINING, PLACEMENT AND
HEALTH AND WELLNESS TO
CLIENTS SEEKING SELF-
SUFFICIENCY.**

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:1 (a) The Justin D. Webb Training Center will be opened and fully operational</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:1 (b) A committee of experts and professionals will be created to design a comprehensive curriculum in Professional Development.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:1 (c) A committee of experts and professionals will be created to design a comprehensive curriculum in Health and Wellness.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.	1:1:1 (d) Classes in Professional Development as well as Health and Wellness will begin to be offered at the Justin Webb Training Center.	Program Director	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:1 (e) Partnerships and collaborations will be sought out to identify teachers and resources needed to implement the curricula offered at the Justin Webb Training Center</p>	<p>James S. Gavrilos</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:2 (a) A new job training program will be established in 2016</p>	<p>Program Director</p>	
	<p>1:1:2 (b) An annual review will be conducted of each Job Training Program, assessing graduation rate and employment rate to determine which will be continued.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:3 (a) A survey will be conducted in 2017 to determine the market for a new job training program.</p>	<p>Program Director</p>	
	<p>1:1:3 (b) A new job training program will be established in 2017 based on the survey of the job market.</p>	<p>Program Director</p>	

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<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:3 (c) An annual review will be conducted of each Job Training Program, assessing graduation rate and employment rate to determine which will be continued.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:4 (a) A survey will be conducted in 2018 to determine the market for a new job training program.</p>	<p>Program Director</p>	
	<p>1:1:4 (b) A new job training program will be established in 2018 based on the survey of the job market.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

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<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:4 (c) An annual review will be conducted of each Job Training Program, assessing graduation rate and employment rate to determine which will be continued.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:5 (a) A survey will be conducted in 2019 to determine the market for a new job training program.</p> <p>1:1:5 (b) A new job training program will be established in 2019 based on the survey of the job market.</p>	<p>Program Director</p> <p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:5 (c) An annual review will be conducted of each Job Training Program, assessing graduation rate and employment rate to determine which will be continued.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.</p>	<p>1:1:6 (a) A survey will be conducted in 2020 to determine the market for a new job training program.</p>	<p>Program Director</p>	
	<p>1:1:6 (b) A new job training program will be established in 2020 based on the survey of the job market.</p>	<p>Program Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
1:1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.	1:1:6 (c) An annual review will be conducted of each Job Training Program, assessing graduation rate and employment rate to determine which will be continued.	Program Director	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
1:2 Create and implement a signature program that results in motivated clients having mentors and personal transition plans.	1:2:1 Create a task force of Job Mentors, Resource Screeners and Mental Health and/or Social Work professionals to oversee the creation of personal transition plans for willing clients.	Executive Director	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
1:2 Create and implement a signature program that results in motivated clients having mentors and personal transition plans.	1:2:2 (a) Begin assessments of willing clients to determine their unique requirements to gain self-sufficiency.	Program Director	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
1:2 Create and implement a signature program that results in motivated clients having mentors and personal transition plans.	1:2:2 (b) Willing clients will meet with their mentors weekly and be assessed quarterly to update their progress in moving towards self-sufficiency.	Program Director	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:2 Create and implement a signature program that results in motivated clients having mentors and personal transition plans.</p>	<p>1:2:2 (c) Establish and run a series of Random Control Tests to determine if a higher percentage of those clients with a transition plan are achieving independence than those clients who did not participate in the program.</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:1 (a) Boca Helping Hands will explore the feasibility of creating a Smart Phone App to provide an accurate and current list of referrals.</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:1 (b) Should the Smart Phone App be feasible, funders will be sought to underwrite the cost of development</p>	<p>Director of Development</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:1 (c) Once funding is secured, BHH will engage the services of a qualified company to develop and release the Smart Phone App.</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:2 (a) Boca Helping Hands will explore the feasibility of creating a Smart Phone App to allow clients to see if they are eligible to receive assistance from BHH.</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:2 (b) Should the Smart Phone App be feasible, funders will be sought to underwrite the cost of development</p>	<p>Director of Development</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:2 (c) Once funding is secured, BHH will engage the services of a qualified company to develop and release the Smart Phone App.</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:3 (a) Boca Helping Hands will explore the feasibility of creating a Smart Phone App, and use podcasts to deliver educational programs to our clients.</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:3 (b) Should the Smart Phone App be feasible, funders will be sought to underwrite the cost of development</p>	<p>Director of Development</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:3 (c) Once funding is secured, BHH will engage the services of a qualified company to develop and release the Smart Phone App.</p>	<p>Executive Director</p>	

Goal #1: Enhancing and Expanding Programs and Services

Strategy	Initiative	Person Responsible	Date Completed
<p>1:3 Integrate technology in the improvement and expansion of programs and services.</p>	<p>1:3:3 (d) If and when the App is launched, a series of educational podcasts will be produced and broadcast via the Smart Phone App.</p>	<p>Program Director</p>	

GOAL #2: BUILDING PRODUCTIVE PARTNERSHIPS



**BY 2020, BOCA HELPING HANDS
WILL BE AN INNOVATIVE AND
ESSENTIAL COMMUNITY PARTNER.**

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
<p>2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.</p>	<p>2:1:1 Partnerships and collaborations will be sought out to identify teachers and resources needed to implement the curricula offered at the Justin Webb Training Center</p>	<p>Executive Director</p>	

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
<p>2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.</p>	<p>2:1:2 (a) A comprehensive and current list of churches, synagogues and religious communities in Boca Raton and Delray Beach will be created and updated annually.</p>	<p>Executive Director</p>	

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
<p>2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.</p>	<p>2:1:2 (b) Each religious community will be contacted annually and either invited to tour BHH facilities, or visited by BHH personnel to apprise leadership of BHH programs and offerings.</p>	<p>Executive Director</p>	

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
<p>2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.</p>	<p>2:1:2 (c) Guidance Counselors from area high schools and all three local colleges will be contacted annually and either invited to tour BHH facilities, or visited by BHH personnel to apprise them of BHH programs and offerings.</p>	<p>Executive Director</p>	

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
<p>2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.</p>	<p>2:1:2 (d) Mayors, members of the City Council, the City Managers and leadership from the Chambers of Commerce from both Boca Raton and Delray Beach will be invited to BHH annually, so that city leaders may be apprised of BHH programs and offerings.</p>	<p>Executive Director</p>	

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
2:2 Expand our participation and visibility in county wide hunger relief efforts and conversations.	2:2:1 (a) Study the United Way of Palm Beach County's Hunger Relief Plan	Executive Director	April 2016
	2:2:1 (b) Present the United Way's Hunger Relief Plan to BHH Staff	Executive Director	May 26, 2016

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
2:2 Expand our participation and visibility in county wide hunger relief efforts and conversations.	2:2:1 (c) Participate in the Hunger Task Force Committee on Senior Hunger Relief	Executive Director	May 5, 2016
	2:2:1 (d) Participate in the Hunger Task Force Committee on Infrastructure	Director of Food and Warehouse Operations	May 17, 2016

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
<p>2:2 Expand our participation and visibility in county wide hunger relief efforts and conversations.</p>	<p>2:2:2 Nutrition education programs will be created in partnership with the UWPBC to carry out Goal #9 of the Hunger Relief Plan</p> <p>2:2:3 BHH will measure the success of its job training programs in moving clients from food insecurity (Goal #10 of the UWPBC Hunger Relief Plan).</p>	<p>Program Director</p> <p>Executive Director</p>	

Goal #2: Building Productive Partnerships

Strategy	Initiative	Person Responsible	Date Completed
2:3 Increase use of technology to improve communication and collaboration	2:3:1 (a) BHH will initiate a task force among area agencies to explore the possibility of a unified client data base to eliminate duplication of services	Executive Director	

GOAL #3: FOCUSING ON IMPACT



**BY 2020 BOCA HELPING HANDS
WILL BE A LEARNING
ORGANIZATION WITH AN
INNOVATIVE EVALUATION SYSTEM
TO MEASURE AND MAXIMIZE
IMPACTS.**

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:1 Implement an improved data tracking, monitoring, and reporting system that quantifies our success in meeting clients' basic human needs.</p>	<p>3:1:1 (a) Establish a task force of Board, Staff, Volunteers and Community Leaders to study and refine our definition of basic human needs”.</p>	<p>Executive Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:1 Implement an improved data tracking, monitoring, and reporting system that quantifies our success in meeting clients' basic human needs.</p>	<p>3:1:1 (b) Clearly define "success in meeting clients' basic human needs" by establishing minimum levels of food, water, clothing, shelter, access to medical care and protection from environmental threats required to sustain life.</p>	<p>Executive Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:1 Implement an improved data tracking, monitoring, and reporting system that quantifies our success in meeting clients' basic human needs.</p>	<p>3:1:2 (a) Edit CRM to be able to track client's need for and reception of outside assistance in acquiring basic human needs as defined by BHH.</p> <p>3:1:2 (b) Establish a "baseline" measurement for each BHH Client's need for basic human needs.</p>	<p>Executive Director in conjunction with CiviCore</p> <p>Program Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:1 Implement an improved data tracking, monitoring, and reporting system that quantifies our success in meeting clients' basic human needs.</p>	<p>3:1:3 Create special task force of Resource Center Screeners and Job Mentors who will undertake a semi-annual review of each client's ability to meet basic human needs as defined by BHH and update CRM.</p>	<p>Executive Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self-sufficiency.	3:2:1 (a) Establish a task force of Board, Staff, Volunteers and Community Leaders to study and refine our definition of "self sufficiency".	Executive Director	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self-sufficiency.	3:2:1 (b) Clearly define "self sufficiency" as a measurable point at which a client comes for a set level of assistance, or no longer comes for any assistance in meeting basic human needs.	Executive Director	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self-sufficiency.</p>	<p>3:2:2 (a) Edit CRM to be able to track client's need for and reception of outside assistance in acquiring basic human needs as defined by BHH.</p> <p>3:2:2 (b) Establish a "baseline" measurement for each BHH Client's need for basic human needs.</p>	<p>Executive Director in conjunction with CiviCore</p> <p>Program Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self-sufficiency.</p>	<p>3:2:2 (c) Establish and run a series of Random Control Tests, to test the efficacy of the BHH Job Training Programs in leading clients from basic need to independence.</p>	<p>Executive Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self-sufficiency.</p>	<p>3:2:3 Create special task force of Resource Center Screeners and Job Mentors who will undertake a semi-annual review of each client's ability to meet basic human needs as defined by BHH with little or no assistance and update CRM.</p>	<p>Executive Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:3 Apply results of our evaluation system to adjust and optimize the efficiency and effectiveness of our programs and services.</p>	<p>3:3:1 Create a task force of Food Center an Pantry Volunteers, Resource Center Screener and Job Mentors who will use the data points gathered above to undertake an annual review of the success of BHH in helping clients cross the bridge from basic need to independence.</p>	<p>Executive Director</p>	

Goal #3: Focusing on Impact

Strategy	Initiative	Person Responsible	Date Completed
<p>3:3 Apply results of our evaluation system to adjust and optimize the efficiency and effectiveness of our programs and services.</p>	<p>3:3:2 Based on the findings of the Task Force established in 3:3:1, BHH will annually adjust program requirements, restrictions and the various curricula to improve our rate of helping our clients cross the bridge from basic need to independence.</p>	<p>Executive Director</p>	