

AROOSTOOK COUNTY ACTION PROGRAM

# 2020 Organizational Priorities & Goals



# Organization-wide Priority Area #1

*Adopt and implement a centralized service model for all ACAP Customers with a Whole Family approach for Customers with young children.*

- **Implement empowOR across programs**
- **Implement Universal Intake across the Agency**
- **Develop and operationalize cross-functional work teams**
- **Fully develop unified coaching approach**
- **Serve as internal/external resource for Whole Family/Comprehensive Service Delivery Approach**
- **Explore and identify methods to increase Whole Family and Comprehensive Service Delivery Funding**



Aroostook County Action Program

# Organization-wide Priority Area #2

*Strengthen partnerships and foster cross-sector collaboration*

- **Explore potential collaborative opportunities with local, regional and state-wide partners**
- **Advance Community Campus concept and possible partners for initiative**



# Organization-wide Priority Area #3

*Create opportunities for productive dialogue on causes and impacts of poverty*

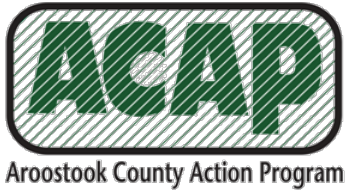
- **Continue efforts to become a trauma-informed Agency**
- **Expand community messaging on ACAP's programs and services**
- **Develop an onboarding process that incorporates agency culture**
- **Provide education resources on the causes and impacts of poverty**
- **Evaluate ACAP's Consumer Sector Voice in ACAP's Organizational Governance Structure**



# Organization-wide Priority Area #4

*Continue to address social determinants and barriers that have impact on Health and Well-Being*

- **Address opportunities for the development of affordable housing**
- **Evaluate and determine next steps for the Hope and Prosperity Resource Center and space for ACAP Services**
- **Continue to play a key role in Community initiatives to address basic needs**



# Organization-wide Priority Area #5

*Reduce the burden of Behavioral Health (substance use) on the population and service system*

- **Foster environment that supports substance use/misuse prevention, treatment and recovery**
- **Explore new/expand existing partnerships with behavioral health providers**
- **Work to become a more recovery friendly employer**
- **Explore delivery of prevention services programs to customers across the Agency**