

NEICAC STRATEGIC PLAN

2025-2028

COMMUNITY BUILDING

Stakeholders understand the community's needs and support agency efforts with time/talent/treasure.



Key Results

- ➔ Two points of contact at each identified partner in each county in these target areas: Economic Development Entity, School District, County Government, Health System, Faith-Based Organization, 25 Community-Based, and five counties per City.
- ➔ Each Department has an identified pipeline of recurring volunteers.
- ➔ Net Promotor Score from Customers, Employees and Partners.
- ➔ Each program cultivates one story per quarter.

REVENUE DIVERSIFICATION

Agency has sustainable and diverse funding streams to serve community needs.



Key Results

- ➔ Year over year growth in local fundraising.
- ➔ Increase Board participation in fundraising.
- ➔ Increase Local, State, Regional, Federal, and Foundation Grants.
- ➔ Increase contributions to the unrestricted fund.

CULTURE

NEICAC is a place where people want to come to work and who feel they belong and are valued.



Key Results

- ➔ Pay scale and benefits package is analyzed every two years for market alignment and funding sustainability.
- ➔ Each employee has opportunity to enhance their professional skills in an area that is important to them and organizationally aligned.
- ➔ Employees are at 80% on the Gallup Employee Engagement Survey.
- ➔ Communication strategy has been systemized and standardized.