



Okanogan Community Action Council (OCCAC): Strategic Plan Summary

Our Mission: Leading a revolt on poverty through education, engagement, and empowerment.

Overarching Goals for 2024 - 2027:

1. Community members in need can access emergency support to stabilize their lives.
2. (All) community members have/gain the tools they need to break the cycle of poverty long-term.

Strategy 1: Create a resource center for Okanogan County

- A. Contract with professionals to support this project: fund development, project manager, developer
- B. Develop and execute a capital campaign plan
- C. Perform a general assessment and a risk assessment of the project
- D. Create stakeholder groups and coalitions to gather support for the concept
- E. Develop a facility-specific strategic plan that serves as our pitch and business plan

Strategy 2: Address immediate basic needs of most vulnerable/marginalized community members and respond to emergencies

- A. Emergency assistance: housing (rental and mortgage), utilities (heating and cooling), food
- B. Research case management models and standardize case management training and delivery
- C. Build relationships for referrals to partner agencies
- D. Streamline/systematize funding streams and reporting processes

- E. Implement customer service feedback survey and data collection systems to inform our processes and continuous improvements

Strategy 3: Increase access to affordable housing

- A. Expand participation on Okanogan County Housing Coalition (OCHC)
- B. Support a comprehensive housing strategy that moves people from homelessness to stability
- C. Advocate for increased affordable housing stock across Okanogan County with local municipalities
- D. Re-implement homebuyer education and access to low-interest first-time homebuyer loans

Strategy 4: Develop education and training programs that create stability and pathways to employment

- A. Develop coalitions to create vocational training programs in food and construction systems
- B. Create trainings for financial literacy, good tenantry, and other life skills

Strategy 5: Strengthen organizational foundation and infrastructure

- A. Diversify funding streams and increase sustainability via fee-for-service programs
- B. Invest in HR for staff development & retention
- C. Improve our internal systems and quality assurance processes
- D. Brand refresh and marketing/awareness/visibility campaign
- E. Engage our board strategically: Bylaws review and revision, recruitment, committee development, and leverage networks to create more visibility for our programs

Strategy 6: Lead the development & management of permanent supportive housing in Okanogan County

- A. Develop partnerships with stakeholders and agencies that can fund + build new housing
- B. Aggressively pursue capital + capacity building funding to support new housing development initiatives
- C. Manage the process of acquiring land + structures
- D. Contract with and oversee property + asset management firms to ensure profitability and high-level services & support for residents
- E. Advocate for additional increased affordable housing stock across Okanogan County with local municipalities