

## Introduction

At HFHCR we build strength, stability, self-reliance, and shelter. We do this by bringing people together to build homes, communities, and hope. Our primary build focus is the Lansing area, yet we work to meet housing needs throughout Ingham and Eaton Counties. We are now developing our next three-year strategy and we need you! We believe we can serve more and serve better by actively and openly involving our key stakeholders in our Strategic Planning Initiative (SPI). It is our strategy development process, and we want to learn from you.

1. **How we do business today?**
2. **What do we do well and where can we improve?**
3. **What should our next three-year focus be?**
4. **How can we drive further stakeholder participation and engagement?**

It is how we will accelerate our ability to serve more and serve better.

## HFHCR Realities and Complexities

Our strategy must recognize and build plans to address each and we need your help.

- Much good work done, need more & faster
- Urgent & growing customer needs
- Shift from traditional to innovation culture
- Complex stakeholder network (100's)
- COVID pandemic impacts
- Interpretations of roles & accountabilities
- Strategy & metrics alignment & ownership
- Linkage of strategy to day-to-day tasks
- Resource constraints; people, skills & funding

## HFHCR Acceleration Features

- Begins with our clients' request for services and ends with satisfactory delivery
- Not confined by reporting structures, functions, and/or traditional practices
- Inclusive, leverages our network of valued stakeholders, their expertise and talents
- Operates under continuous quality improvement, CQI, philosophies, and behaviors

## What's In It For

### Home Program Clients

- Safe, affordable solutions
- Improved services
- Reliable, timely service
- Better chance to succeed

### Partners to Donors

- Make a difference in other's lives
- Timely & accurate data
- Meet business and community needs
- Increased collaboration
- Clearly defined ROI and Impact

### ReStore Clients

- Make a difference in other's lives
- Supports community and build projects
- Safe, affordable home products
- Reliable timely service

### Volunteers and BOD

- Increased impact
- Visibility and feedback
- Leverage knowledge and skills
- Lifelong friendships

### You

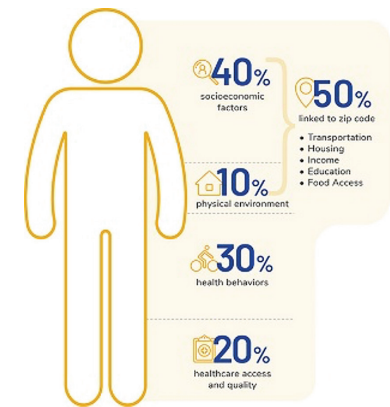
- Reduced frustrations
- Increased enrichment
- Clearly defined accountabilities
- Make a bigger difference

## How Can You Help

**You can improve the SPI acceleration. Participate, support, and intentionally collaborate by:**

- Helping the team to **understand** your needs and challenges
- **Sharing** your knowledge and expertise
- Be **willing** to learn new ways and improve
- Talk **positively** and **encourage** others
- If you don't know or understand, ask
- Have **fun** while building new skills

### SOCIAL DETERMINANTS OF HEALTH



**A KEY HFHCR STRATEGY DRIVER**

Source: Zomega

## Objectives

Expected 3 Year Strategy Outcome, achieve double-digit improvements in positive client outcomes. We will do this through increased improvements in,

- Stakeholder engagement
- Funding and donations
- Innovation and business efficiencies
- Volunteer Program Effectiveness

All achieved through intentional collaboration, and a positive, systematic and aggressive approach.

## SPI Leadership Structure

*Organized for strategy development through implementation*

**LEADERSHIP TEAM** – Executive focus and removes obstacles

Vicki Hamilton-Allen, Torch Bearer  
Stephanie Milosavlevski, Torch Bearer  
Brian Berry  
Cindy Bowen  
Mike Butts  
Mike Green  
Steve Trecha – SPI Facilitator

**HFH BOARD** – Strategic insight, governance, critical review and ratification

**STRATEGY ACCELERATION TEAM** – Initiative management, task completion, performance reporting and critical review. As interviews and content is completed the team offers critical review. They continue through strategy implementation.

Rose Palmiter (IM) HFHCR Staff  
Volunteers  
Integrated Strategies

# HFHCR Service Delivery Process — Both Build and Restore

## HFHCR Housing Value Chain<sup>1</sup>



### CRITICAL ENABLERS



## HFHCR ReStore Value Chain



### CRITICAL ENABLERS



*“The problems we face today cannot be solved at the same level of thinking that we were at when they were created.” —Albert Einstein*

## Who to Contact

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*You can help build client success . . .  
Serve More and Serve Better!*

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