

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 1.1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.

Initiative	Persons Responsible	Status
1:1:1 (a) The Justin D. Webb Training Center will be opened and fully operational	Executive Director & Financial Controller	Initial Ribbon Cutting: February 1, 2017 Final Conditional Use approval obtained August 2018
1:1:1 (b & c) A committee of experts and professionals will be created to design a comprehensive curriculum in Professional Development.	Program Director	January 2017: Committee created and curriculum built using the expertise of four volunteers with backgrounds in Health & Wellness, Computer Literacy, ESL & Job Mentoring skills including interviewing techniques.
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	Classes started in the Justin D Webb Training Center in September 2018

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Initiative	Persons Responsible	Status
<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>Program Director</p>	<p>2017 - Boca Raton Regional Hospital offering Nutrition Classes 2018 – On site Genesis Community Health representative to assist with medical and dental appointments and information 2018 – Collaboration with Career Source of PBC to offer guidance & assistance with job placements 2018 –Boca Raton Regional Hospital to expand services to include FAU Medical School students on site monthly to provide clients with routine check ups 2019 -Signature Presenters to offer Job Readiness workshops for 60 minutes once every quarter 2019 – Wells Fargo, Financial Literacy classes will be offered once every quarter 2019 – In discussion with Macys to offer recruitment fair & interview clothing opportunities 2019 – Palm Beach College to offer free eye tests screenings to anyone needing assistance</p>

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.

Initiative	Persons Responsible	Status
1:1:2 (a) A new job training program will be established in 2016	Program Director	2016 -Call Center Program 2016 -IT Support Program launched
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.	Program Director, Executive Director, Greg Peters	2017 Call Center Program placed on “watch list” due to lack of interest 2018 – Monthly reviews now ongoing to assess recruitment, graduation & employment by program {note this also applies to initiatives 1:1:3(c), 1:1:4(c), 1:1:5(c), &1:1:6(c).}

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency

Initiative	Person Responsible	Status
1:1:3 (a) A survey will be conducted in 2017 to determine the market for a new job training program.	Program Director	Clients surveyed at both East & West locations to determine their perception of what new classes and services were most needed
1:1:3 (b) A new job training program will be established in 2017 based on the survey of the job market.	Program Director	Decision made to revamp curriculum and organization of hospitality program

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.

Initiative	Persons Responsible	Status
1:1:4 (a) A survey will be conducted in 2018 to determine the market for a new job training program.	Program Director	Creation of survey in conjunction with the Social Impact Lab at Lynn University to collect statistics on the hospitality industry in South Florida, and the skills needed in that industry.
1:1:4 (b) A new job training program will be established in 2018 based on the survey of the job market.	Program Director	BHH re-established its training program for Hospitality in conjunction with SouthTech Academy. First class graduated in December 2018.

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.

Initiative	Persons Responsible	Status
1:1:5 (a) A survey will be conducted in 2019 to determine the market for a new job training program.	Program Director	Will be done in Summer 2019 with the assistance of a local university (conversations with FAU, Lynn U ongoing)
1:1:5 (b) A new job training program will be established in 2019 based on the survey of the job market.	Program Director	Two students enrolled in new Medical Coding Class offered in conjunction with Southtech Academy Decision to broaden scope of offerings under our HHA and CDL programs. New opportunities to include CNA certification, CDL to be extended to cover Class A & endorsements.

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.1 Expand the depth and breadth of our current scope of programs and services that equip clients to gain self-sufficiency.

Initiative	Persons Responsible	Status
1:1:6 (a) A survey will be conducted in 2020 to determine the market for a new job training program.	Program Director	
1:1:6 (b) A new job training program will be established in 2020 based on the survey of the job market.	Program Director	

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.2 Create and implement a signature program that results in motivated clients having mentors and personal transition plans

Initiative	Persons Responsible	Status
<p>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.</p>	<p>Program Director Social Worker</p>	<p>Strategic initiative revised to create a position for a Social Worker to provide case management support for job training students & job mentoring clients. This has resulted in the availability of additional support for clients who need help to succeed.</p>
<p>1:2:2 (a) Begin assessments of willing clients to determine their unique requirements to gain self-sufficiency</p>		<p>Job Training clients now evaluated during recruitment process to assess motivation level, job search/advancement plans, and their need for case management support for the duration of their involvement with BHH</p>

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.2 Create and implement a signature program that results in motivated clients having mentors and personal transition plans

Initiative	Persons Responsible	Status
<p>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.</p>	<p>Social Worker</p>	<p>Clients identified as requiring case management support are scheduled for regular counseling sessions with the social worker or referred to partner agencies for additional support/clinical treatment where required.</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>Social Worker</p>	<p>Initiated collection of data on success rate of clients receiving case management support to compare to clients not receiving support.</p>

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.3 Integrate technology in the improvement and expansion of programs and services.

Initiative	Persons Responsible	Status
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.	Executive Director	June 2017: BHH Website host, Forte Interactive, met with Pastor Hagen and Executive Director.
1:3:1 (b) Should the Smart Phone App be feasible, funders will be sought to underwrite the cost of development	Development Manager	Investigation/potential implementation of APP deferred until redesign of more mobile friendly BHH website was completed in 2018.
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.		Feasibility study now underway

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.3 Integrate technology in the improvement and expansion of programs and services.

Initiative	Persons Responsible	Status
<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>1:3:2 (b) Should the Smart Phone App be feasible, funders will be sought to underwrite the cost of development</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> <p>Development Manager</p>	<p>Investigation/potential implementation of APP deferred until redesign of more mobile friendly BHH website was completed in 2018. Feasibility study now underway</p>

Goal #1: Enhancing and Expanding Programs and Services

Strategy 1.3 Integrate technology in the improvement and expansion of programs and services.

Initiative	Persons Responsible	Status
<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>1:3:3(b) Should the Smart Phone App be feasible, funders will be sought to underwrite the cost of development</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>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>Executive Director</p> <p>Development Manager</p>	<p>Investigation/potential implementation of APP deferred until redesign of more mobile friendly BHH website was completed in 2018. Feasibility study now underway</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 2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.

Initiative	Persons Responsible	Status
<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>Program Director</p>	<p>Boca Raton Regional Hospital teaches Nutritional Classes, monthly health screenings & blood pressure checks. Providing physicals, TB testing and x-rays for HHA students being discussed. Nutritional classes to be offered to families at our Thursday FND</p> <p>FAU clinic to provide gluten intolerant tests for new Gluten Free Pantry Bag program</p> <p>Palm Beach State College offering annual free eye screenings through their Ophthalmic Medical Technology Department</p> <p>Walgreen stores provides yearly flu shots for our East & West operation</p>

Goal #2: Building Productive Partnerships

Strategy 2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.

Initiative	Persons Responsible	Status
<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>Program Director, Operations manager</p>	<p>Up to date, accurate list kept in the CRM and reviewed quarterly by JTP department for any changes.</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>Development Mgr, Program Director</p>	<p>Ongoing</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>Development Mgr, Program Director</p>	<p>January – May 2017: Jennifer Disla met with all Boca Raton High Schools</p>

Goal #2: Building Productive Partnerships

Strategy 2:1 Strengthen and expand our network of charitable, educational, religious and government partners aligned with our mission and vision.

Initiative	Persons Responsible	Status
<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>	<p>BHH held regular meetings with Mayor & City council during approval process for Training Center.</p> <p>BHH meets annually with Mayor and City Council to present budget request. City has provided funding for the past 9 years.</p> <p>BHH is a trustee member of the Chamber of Commerce and participates in various Chamber activities including Leadership Boca</p>

Goal #2: Building Productive Partnerships

Strategy 2:2 Expand our participation and visibility in county wide hunger relief efforts and conversations.

Initiative	Persons Responsible	Status
2:2:1 (a) Study the United Way of Palm Beach County's Hunger Relief Plan	Executive Director	Completed April 2016
2:2:1 (b) Present the United Way's Hunger Relief Plan to BHH Staff		Completed October 2016
2:2:1 (c) Participate in the Hunger Task Force Committee on Senior Hunger Relief		Completed May 2016
2:2:1 (d) Participate in the Hunger Task Force Committee on Infrastructure	Director of Food & Warehouse	Initiated May 2016, Ongoing participation in Task force meetings and discussions

Goal #2: Building Productive Partnerships

Strategy 2:2 Expand our participation and visibility in county wide hunger relief efforts and conversations.

Initiative	Persons Responsible	Status
<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>2016 – Worked with Palm Beach County Food Bank & UF to engage clients with their Expanded Food & Nutrition Education Program (EFNEP). After careful consideration, BHH was not able to secure the numbers to facilitate this class.</p> <p>This initiative will be revisited in light of observation that Job Training clients tend to be a different population than food clients</p>

Goal #2: Building Productive Partnerships

Strategy 2:3 Increase use of technology to improve communication and collaboration

Initiative	Persons Responsible	Status
<p>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</p>	<p>Executive Director & Operations Manager</p>	<p>Other local agencies with a mandate of improving interagency collaboration, e.g. Spirit of Giving have been exploring this initiative. BHH will participate in these initiatives but will not take a lead role.</p> <p>BHH Exec Dir participates in Non-Profit Chamber for South Palm Beach County agencies.</p>

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 3:1 Implement an improved data tracking, monitoring, and reporting system that quantifies our success in meeting clients' basic human needs

Initiative	Persons Responsible	Status
<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>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>	Executive Director	The “academic” nature of this initiative may be best pursued with some of BHH’s academic partners (FAU, Lynn U). Discussions ongoing.

Goal #3: Focusing on Impact

Strategy 3:1 Implement an improved data tracking, monitoring, and reporting system that quantifies our success in meeting clients' basic human needs

Initiative	Person Responsible	Status
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.	Executive Director	
3:1:2 (b) Establish a "baseline" measurement for each BHH Client's need for basic human needs.	Executive Director in conjunction with CiviCore	
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.		

Goal #3: Focusing on Impact

Strategy 3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self sufficiency

Initiative	Person Responsible	Status
<p>3:2:1 (a) Establish a task force of Board, Staff, Volunteers and Community Leaders to study and refine our definition of “self sufficiency”.</p> <p>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.</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>Executive Director</p> <p>Executive Director in conjunction with CiviCore</p>	<p>The “academic” nature of this initiative may be best pursued with some of BHH’s academic partners (FAU, Lynn U)</p>

Goal #3: Focusing on Impact

Strategy 3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self sufficiency

Initiative	Person Responsible	Status
<p>3:2:2 (b) Establish a “baseline” measurement for each BHH Client’s need for basic human needs.</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>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>Program Director</p> <p>Executive Director</p>	

Goal #3: Focusing on Impact

Strategy 3:2 Create and implement a data tracking, monitoring, and reporting system that measures clients' success in transitioning to self sufficiency

Initiative	Person Responsible	Status
<p>3:2:2 (b) Establish a “baseline” measurement for each BHH Client’s need for basic human needs.</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>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>Program Director</p> <p>Executive Director</p>	<p>Impact of Job Training programs currently being measured based on success of our students in finding jobs or improving their current job status</p>

Goal #3: Focusing on Impact

Strategy 3:3 Apply results of our evaluation system to adjust and optimize the efficiency and effectiveness of our programs and services

Initiative	Person Responsible	Status
<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>	Executive Director	
<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>	Executive Director	