



WEST SIDE
CATHOLIC
CENTER

2025-2027 Strategic Plan



Vision

West Side Catholic Center aims to be a high-impact organization that empowers its clients to achieve self-sufficiency and fosters a community of service among all stakeholders.



Core Values

Respect Integrity Compassion
Collaboration Excellence

Mission

Grounded in faith, hope, love, and respect for those we serve, the West Side Catholic Center assists all who come in need of food, clothing, shelter, advocacy, and a path to self-sufficiency.



Objective # 1

Objective # 2

Objective # 3

Objective # 4

Financial Sustainability

Operational Efficiency and Excellence

Program Impact

Partnerships and Community Engagement

Ensure the long-term financial health and stability of the organization by securing diverse and reliable funding sources.

Optimize the organization's operations to achieve the highest standards of efficiency and effectiveness.

Enhance the quality and effectiveness of the WSCC programs to maximize their positive impact on the community.

Build and strengthen strategic partnerships with other organizations, stakeholders, volunteers, and the community to enhance West Side Catholic Center's capacity and reach.



Key Results

Financial Sustainability

Operational Efficiency and Effectiveness

Program Impact

Partnerships and Community Engagement

1.a. Planned Giving: Secure ten (10) planned giving commitments totaling \$500,000 by YE 2027.

1.b. Endowment: Add \$500,000 in new contributions to the endowment fund by YE 2027.

1.c. New Donors: Engage new donors by 20% to enhance the level of financial support by YE 2027.

1.d. Capital Campaign: Launch a capital campaign in early 2027 to raise \$2M to improve infrastructure, facilities, and endowment.

1.e. Foundation Funding: Engage five (5) new foundations annually for recurring funding support totaling \$50,000 annually during 2025-2027.

1.f. Government Relations: Establish strong government relationships for programs with at least six (6) new officials or agencies by YE 2027.

1.g. Donor Retention: Maintain overall annual donor retention rate of 85% through implementing a donor stewardship program by YE 2027.

2.a. Technology: Complete an IT overhaul by YE 2027 that includes technology (hardware and software) and IT support to enhance operational efficiency.

2.b. Workforce Planning: Design and implement a strategic workforce plan by YE 2025, focusing on capacity, advancement, engagement, and succession planning for key staff and volunteers.

2.c. Professional Development: Create an organization-wide, and department-specific training needs curriculum by YE 2025.

2.d. Continuous Improvement: Expand the organization's continuous quality improvement process by YE 2025.

2.e. Inter-departmental Collaboration: Implement new communication processes by YE 2025 to improve cross-department collaboration.

2.f. Space Optimization: Optimize program, office, and storage space planning by YE 2026, ensuring efficient use of resources and improved space utilization. This includes deciding the best use for the former Ohio City Pizzeria space.

2.g. Standard Operating Procedures: Develop and publish standard operating procedures (SOPs), risk management, and disaster plan for all departments by YE 2026.

3.a. Program Assessment: Develop and/or update objectives for each program that illustrate the relationships between the community impact, resources, activities, outputs, and outcomes of a program by YE 2026.

3.b. Program Evaluation and Improvement: By YE 2027, evaluate 100% of programs and make necessary adjustments to ensure a sustainable, long-term positive impact for clients.

3.c. Enhance Workforce Development Program: Develop a plan to enhance the workforce development program, including growing client count, focusing on initiatives where we can add unique value, and creating a more lasting impact for clients by YE 2025.

4.a. Strategic Partnerships: Conduct a program needs assessment and form at least five (5) new strategic partnerships as needed by YE 2027.

4.b. Outreach to Faith Community: Increase outreach efforts by developing strong relationships with at least ten (10) new faith-based community leaders by YE 2027.

4.c. Volunteer Engagement: Develop a volunteer retention and recruitment plan by YE 2025.

4.d. Corporate Partnerships: Establish and formalize at least three (3) new strategic partnerships with corporate entities by YE 2027, focusing on resource sharing, sponsorships, and collaborative initiatives that align with West Side Catholic Center's mission to address community needs.