



STRATEGIC PLAN

2020 - 2022

VISION

Inspiring business success.
Strengthening communities.

MISSION

To provide a foundation of superior business solutions and support services to community organizations & individuals, empowering them to be purposeful & achieve more.

GUIDING PRINCIPLES

Integrity

to be true to our beliefs: respectful, honest, transparent & fair

Partnership

to be a trusted vital partner in our community

Innovation

to be thought leaders, transforming cutting-edge ideas into tangible actions

Stewardship

to honor and protect all our resources

STRATEGIC PRIORITIES

1. DELIVER

High Impact Services

Regularly define, assess, communicate, and execute upon our top priorities with focus & discipline.

2. PARTNER

Customer Service

Build customer loyalty through well-articulated value propositions, competitive pricing, & unmatched customer service.

3. VALUE

Continuous Improvement

Seek to continuously improve upon our systems, processes, and services to maximize customer value.

4. PEOPLE

Staff Engagement

Further cultivate a versatile, collaborative, & customer-focused workforce.



Elevate your
mission