



Strategic Plan 2019-2021

Mission: High Hopes fosters a vibrant community where horse and human interactions improve lives.

Vision: High Hopes participants and the community will be enriched by the provision of unique and impactful services which respond to the changing needs of our community with flexibility, creativity and quality.

Strategic Goal	Strategies
Provide highest quality service and programs that undergo testing and evaluations with efficient, flexible utilization of resources.	<ul style="list-style-type: none"> Evaluation of trends and demographics to inform development of sustainable services Prioritize quality service delivery with differentiation from other TR programs Increase collaborative service provision and relationships
Optimization of organizational investment, strategies and technology to increase volunteer engagement and education resulting in a positive impact on the volunteer experience and service delivery.	<ul style="list-style-type: none"> Prioritize engagement and training strategies to provide a more stable, reliable and predictable volunteer core Enhance efficiency through increased use of technology to improve work flow and communication Establish metrics to determine impact of changes and track trends
Develop collaborative partnerships within the community to support all areas- service delivery, fundraising, volunteer development, community, donors, events, etc to enhance impact, efficiency and resource management	<ul style="list-style-type: none"> Engage key stake holders in community discussions to foster collaborative relationships Promote participant centric philosophy in service delivery Expand community partners to fully embrace all aspects of High Hopes Explore program collaboration opportunities which would enhance service outcomes and efficiency