Renewing Our Commitment

Catholic Charities of the Archdiocese of Chicago

2014-2018 Strategic Plan
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Since 1917, Catholic Charities of the Archdiocese of Chicago has been a beacon of hope to the most vulnerable in our community: caring for the poor, sheltering the homeless, counseling the grieving, feeding the hungry, welcoming the newcomer, and strengthening families. Each year the needs in our community continue to grow. Annually we serve more than 1 million people. Daily we look into the eyes of those who have nowhere else to turn. When they knock, they know the door will open and they will be lifted up on a journey to self-sufficiency.

As the social service arm of the Church, we are called to help those most in need without regard to religious, ethnic or economic background. And while the Church’s mission of helping the poor has never changed, Catholic Charities remains nimble and embraces change.

Recognizing the current challenges that face us – community violence, new economic realities, changing healthcare structures, and political gridlock – staff at every level, together with our volunteer leadership, embarked on creating a strategic plan to guide the agency through the next four years and through our 100 year anniversary.

This plan began by gathering and analyzing valuable feedback from a diverse group of staff, volunteers, clients and community partners. Throughout the process all audiences echoed similar goals for the agency, guiding our planning and common visions for the agency. On December 11, 2013, the volunteer Board of Directors unanimously endorsed the 2014 – 2018 Catholic Charities of the Archdiocese of Chicago Strategic Plan.

Our plan prepares us to move forward knowing the needs of our community continue to grow as we are facing new, unprecedented realities. In 2017 we will celebrate 100 years of empowering our neighbors to create better lives for themselves and their families. As an organization, we will remain agile; responding to the most pressing needs of the communities that yearn for our help the most.

Our Mission and Values

Catholic Charities of the Archdiocese of Chicago fulfills the Church’s role in the mission of charity to anyone in need by providing compassionate, competent and professional services that strengthen and support individuals, families and communities based on the value and dignity of human life.

In order to remain faithful to our mission, Catholic Charities is guided by these core values: respect, compassion, competence, and stewardship.
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<td><strong>Embrace Change by responding to the shifting demographic and societal circumstances facing our clients</strong>&lt;br&gt;• Create new service models and expand existing programs to address evolving community needs.&lt;br&gt;• Conduct regular analysis of community needs and evaluation of services to ensure we are successfully addressing the community’s most pressing issues.&lt;br&gt;• Provide professional development and emotional support to staff through trainings and supervision in order to promote best practices in delivering client service and care.</td>
<td><strong>Improve Communications through better coordination of information from potential and existing clients and educating the general public of our role in the community and as a proactive ministry of the Catholic Church</strong>&lt;br&gt;• Deepen the public’s understanding of the mission of Catholic Charities and the depth and breadth of our programs.&lt;br&gt;• Utilize digital tools to engage and broaden our support network and key stakeholders, including elected officials, donors, volunteer leadership, parishes, corporate and foundation partners, and agency partners.&lt;br&gt;• Enhance measurement tools and develop benchmarks for all agency programs to better tell the story of Catholic Charities.&lt;br&gt;• Foster deeper community collaborations and expand communications outreach to diversify further partnerships, volunteers, and client outreach.</td>
<td><strong>Enhance Finances through broader diversification of funding and expansion of partnerships</strong>&lt;br&gt;• Identify opportunities for programs across service areas and leverage existing partnerships to maximize funding sources.&lt;br&gt;• Broaden our donor database through increased participation in special events and volunteer involvement.&lt;br&gt;• Build capacity by identifying new sources of funding to support our mission and programs.&lt;br&gt;• Invest in internal infrastructure to automate billing, capture revenue, and reduce operating costs.&lt;br&gt;• Establish a Centennial Capital Campaign to support our 100 year anniversary initiatives.</td>
<td><strong>Drive Innovation by studying best practices and rapidly responding to changes impacting our clients</strong>&lt;br&gt;• Assess existing programs to determine service integration opportunities to better assist clients.&lt;br&gt;• Develop pilot programs using best industry practices to bring the highest-quality services to the community.&lt;br&gt;• Partner with universities to establish benchmarks for measuring program effectiveness and community impact.&lt;br&gt;• Implement real time statistical reporting to enhance client case management and better share the Agency’s story with the public.</td>
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For more information, visit www.catholiccharities.net
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Catholic Charities employs nearly 3,000 professional and competent staff members who are passionate about and dedicated to our mission. We are aided by the commitment of 15,000 volunteers each year, enabling us to efficiently maintain our ratio of 92 cents of every dollar we raise going directly to our programs.

As we embark on the next four years, we know that without our loyal donors and your support more than 1 million people in Cook and Lake counties would go without a meal, without a warm place to sleep, without quality educational care, without dignity and safety and without the help they desperately need.

To learn more about our mission and how you can join us as we renew our commitment to change history and improve our communities, visit www.catholiccharities.net or call (312) 655-7010.

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