

# STRATEGIC PLAN

2024 -2029

\*\*\*Updated 1/13/25

**PENNYRILE ALLIED COMMUNITY SERVICES, INC.**



***“Empowering low-income individuals to become self-reliant through community service, assistance, education, and partnerships.”***

APPROVED: JANUARY 8<sup>th</sup>, 2024

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Purpose:

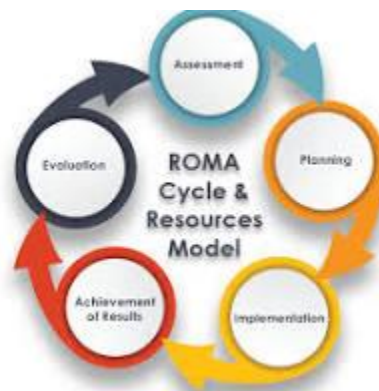
This strategic plan is a tool used by Pennyrile Allied Community Services to become more effective in achieving goals set by the governing board of directors as well as State and Federal entities responsible for Community Action. By listing specific goals, our agency can focus our efforts on identified areas of importance along with the accountability that comes with reporting regular updates. This plan is a living document that allows the examination of success towards our stated goals and can be modified throughout the 5-year period in which this plan is intended.

Process:

The process of creating this strategic plan began with discussion of the past strategies and the variables which caused success or failure. Feedback was collected from staff, our governing body, community partners, and client satisfaction data to encompass all stakeholders of our Community Action Agency. Tools such as surveys, our agency community needs assessment, strategic planning committee discussions, and administrative staff observations were all used during this process.

Using the information obtained we were able to identify goals that stakeholders found important to our agency and our community. These goals are separated into Family, Agency, and Community Goals as required by the CSBG Organizational Standards (6.3) and have corresponding strategies for implementation.

Results will be communicated to our stakeholders through an annual report given to our board of directors, as well as being listed on our website [www.pacs-ky.org](http://www.pacs-ky.org) to update the community. Following the Results Oriented Management and Accountability (ROMA) Cycle, the results of our implementation of strategies will be evaluated and reported to the governing board. Progression towards achievement of goals will be assessed and plans will be updated based upon the perceived success or failure of this assessment. New strategies can be formed if necessary to update this plan and the goals in which it sets out to achieve.



What follows are the specific goals in which Pennyrile Allied Community Services have identified and will focus efforts towards for the next 5-year period, along with the department responsible for its implementation.

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Family Goals:

**1) Individuals and families that are low income are stable and can achieve economic security.**

a. Strategies

- i. Case Management for Individuals and Families that utilize our services. (CSBG)  
2024: \* Case managed 216 households
- ii. Emergency Services for Families in Need (FPP)  
2024: \* FPP utilizes concrete funds to assist families with meeting goals.

**2) Communities where low-income live are healthy & offer economic opportunity.**

a. Strategies

- i. Transportation to Work (TRANS)  
2024: \* Transportation to Work (TRANS) We coordinate with our Medicaid clients to fit in our public transportation to get them to work and home from work. Also, we utilize our Hopkinsville City Transit Routes for this enrichment of the community. It has 3 routes which cover one of our industrial parks. The other routes go by doctors' offices and food centers.
- ii. Meals of Seniors (AGING)  
2024: \*Aging provided 214,772 meals to seniors during FY24
- iii. Enrollment into Health Insurance (KYNECT)  
2024: \*352 households were enrolled into health insurance coverage and 85 applications for SNAP completed.
- iv. Share Employment Opportunities of PACS & Community Partners (ADMIN)  
2024: \*Human Resources attended job fairs  
\*All Employment Openings are listed on website, sent out internally, and listed on Jazz HR

**3) Low-income are engaged and active in building opportunities in our community.**

a. Strategies

- i. Low-income representation at Board Meetings and Advisory Boards (BOARD)  
2024: \*1/3 of PACS Board Members are elected low-income representatives.
- ii. Partnerships/Participation with other non-profit organizations combating poverty in our communities. (ALL)  
2024: \*Aging Director and SCC Coordinators set on local boards throughout the communities such as Salvation Army, Hands of Hope, Helping Hands, etc.

\*CCC Regional Network collaborates with many community partners by hosting annual conferences as well as Regional Network meetings to share community resources.

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\*Transportation partners with other brokers across the state and agencies such as Vocational Rehab, CSBG, Senior Centers, Sanctuary House, Pennyroyal Veterans Center, and so many more to provide transportation when needed

\*RSVP partners with 59 other non-profit organizations for volunteer services.

- iii. Increase participation in our regular Community Needs Assessment Survey (CSBG)

2024: \*Hosted a Community Needs Forum in Christian County. Discussions were had on the needs in the community with various community partners. Our goal is to host this forum in all 9 counties.

## Agency Goals

### 1) Increased Pennyrile Allied Community Services Community Involvement

#### a. Strategies

- i. Speaking Engagements by Staff (ALL)

2024: \*FPP visits all DCBS offices annually to educate staff about programs offered.

\*CCC Regional Network Coordinator speaks at various events, meetings, and schools regarding various topics affecting the community.

- ii. Community Outreach (ALL)

2024: \*CCC Regional Network Coordinator participates in community outreach events such as child abuse prevention conferences and parent involvement activities.

\*Transportation has been to many job fairs to explain what we have to offer for our communities.

\*kynect program outreached to 1,806 locations during FY24

- iii. Attend Interagency Meetings (ALL)

2024: \*CSBG Staff regularly attends local Interagency Meetings

\*FPP Director attends scheduled interagency meetings where appropriate.

\*Transportation attends CTAC, KPTA, and Aging meetings to discuss how to full fill our community needs.

\*RSVP Staff attend monthly United Way Meetings with other agencies.

- iv. Newsletters/PACS Post (ADMIN)

2024: \*PACS Post has had regular distribution to include current events affecting the agency.

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- v. Educate Staff about programs offered by PACS (ADMIN)  
2024: \*PACS Post includes program highlights that explain what service is provided.

**2) Increase Quality of Work Environment/Morale**

- a. Strategies
  - i. Employee Appreciation Days (ADMIN)  
2024: \*Every Quarter an internal appreciation day with lunch provided is held for employees of PACS.
  - ii. Renovations (ADMIN)  
2024: \* Priority of Needs is currently being considered with renovations.
  - iii. Update Policies to Encourage and Empower Employees (ADMIN)  
2024: \*4.5-day work weeks implemented where possible and remote work if needed/possible.
  - iv. Competitive Compensation (ADMIN)  
2024: \*Compensation for employees is based on program funding along with pay scale tools provided by Community Action.

Community Goals

**1) Promote and Increase Access to Childcare**

- a. Strategies
  - i. Research opportunities to combat Childcare Desert. (ALL)  
2024: \*FPP staff assist clients with applying for childcare assistance as needed.
  - ii. Increase PACS Participation towards access to Childcare. (ALL)  
2024: \*FPP utilizes concrete funds where appropriate to assist clients with access to childcare when it meets the family's goals.

**2) Prevention and Decrease Homelessness in our Communities.**

- a. Strategies
  - i. Quantify what services are being provided to homeless by PACS (ADMIN)  
2024: \*Administration exploring streamlining homelessness information from the services offered at PACS.
  - ii. Participate in Homeless Task Force Groups (ADMIN)  
2024: \* No update
  - iii. Research Opportunities available to address Homelessness in our service area (ADMIN)  
2024: \*No Update

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