

Children's Assessment Center of Houston

2017-2022 Strategic Plan

The Mission of The CAC is to provide a professional, compassionate and coordinated approach to the treatment of sexually abused children and their families and to serve as an advocate for all children in our community.

Strategic Goals	Strategic Initiatives	Key Performance Indicators
Expand Access	<ol style="list-style-type: none"> 1. Establish a process plan for each department to better meet the needs of children and families <ul style="list-style-type: none"> • Develop intake process for new clients 2. Enhance program growth to improve service access and address additional service needs <ul style="list-style-type: none"> • Develop after-hours protocol • Develop linkage agreements for additional service providers • Continue to develop anti-human trafficking initiatives working with MDT members • Identify dual-status juveniles for additional collaboration 3. Develop a process to measure services provided in cases meeting MDT protocols criteria 4. Enhance financial structure to support expanded access 	2017-2020
Improve Branding	<ol style="list-style-type: none"> 1. Formalize marketing plan 2. Establish quarterly educational forums 3. Increase volunteer opportunities 4. Expand corporate partnerships 	2017-2020
Achieve Organizational Excellence Through Leadership	<ol style="list-style-type: none"> 1. Enhance engagement and strengthen Board leadership and commitment <ul style="list-style-type: none"> • Expand cultural diversity of the Board to be representative of CAC clients • Create opportunities to enhance Board's knowledge of CAC Programs • Board members to attend the Rice Board Leadership Training once during each 3-year term • Board members to commit to annual review and adjustment of Strategic Plan 2. Enhance organization knowledge and capacity <ul style="list-style-type: none"> • Develop training manual for CAC positions • Develop succession plan for key positions • Enhance senior staff leadership and management acumen 3. Enhance staff excellence <ul style="list-style-type: none"> • Expand self-care efforts for all CAC staff • Maintain cultural competency to meet CAC clients' and staff needs 	2017-2022
Enhance Multidisciplinary Team Response and Collaboration	<ol style="list-style-type: none"> 1. Continue partner engagement through events and training 2. Expand MEP program to all Harris County Law Enforcement Partner Agencies 3. Signed MDT Working Protocols by all CAC Partner Agencies <ul style="list-style-type: none"> • Expand partnership to all Harris County Law Enforcement Agencies • Enhance Best Practices and Partner Council understanding and commitment to The CAC 	2017-2022
Improve Outcomes for Children and Families Through Data Driven Decisions	<ol style="list-style-type: none"> 1. Streamline client access to services <ul style="list-style-type: none"> • Improve alignment between forensic, T&P and medical teams 2. Increase prevention and advocacy efforts to external stakeholders <ul style="list-style-type: none"> • Develop new trainings for prevention initiatives 3. Increase Commitment to Advocacy & Legislation <ul style="list-style-type: none"> • Continue efforts with CAC's of Texas and NCA for new legislative initiatives 4. Continue to partner with the UT School of Public Health and expand research opportunities 5. Enhance Data / Information Management System <ul style="list-style-type: none"> • Convert case tracking to NCA tracking • Select and implement electronic medical billing/scheduling and filing system • Update digital forensic services system • Develop closed circuit protocol for CAC expert testimony 	2017-2022
Achieve & Maintain Full Compliance with NCA Accreditation Requirements	Develop Assessment Process to Maintain Accreditation	Ongoing