

Interfaith Community Services
Three-Year Strategic Plan Framework: July 2025 – June 2028

Agency-Wide Priorities:

Increase Revenue & Operational Efficiencies: Smart growth, optimization, and focused revenue increases are critical to addressing infrastructure and client needs

Enhance Infrastructure:

- Space: Improve quality and quantity of Interfaith spaces
- Personnel: Compensation, Recruiting – Training – Development - Retention
- Technology: IT Infrastructure, Information Systems, Artificial Intelligence

Strengthen Quality of Service: Continuously identify and measure goals to improve quality of service to our clients and the communities we serve

- Ensure performance metrics are visible and informative for all stakeholders

Key Strategies:

1) Increase Social Enterprise Revenues

- a. Monetize Behavioral Health Workforce Development infrastructure
- b. Launch and operate upcycle vintage re-sale shop
- c. Explore and test additional strategies for alternative revenue streams

2) Expand Multi-Faceted Residential Facilities

- a. Interfaith-owned residential facilities are versatile resources uniquely positioned to address client needs among unstably housed populations, providing a platform for a diversity of revenue sources to support those services and the agency
- b. Build upon success of Turk Center, Hawthorne Center, Cohn Center, and Interfaith-owned multi-family housing to develop and create additional Multi-Faceted Residential Facilities
- c. Assess Interfaith's current real estate portfolio to identify opportunities for enhanced / alternative uses in support of agency priorities
- d. Increase healthcare and behavioral health revenues in support of current and additional multi-faceted residential facilities

3) Strengthen Community Education & Advocacy

- a. Influence systemic change through community education, informing and advocating for systemic improvements to address evolving challenges facing our clients
- b. Create empathy
- c. Increase community engagement and brand awareness