

## **People in Need of Delaware County Inc. (PIN) 2023-2026 Strategic Plan Executive Summary**

### **INTRODUCTION**

Since the advent of the 2020 pandemic, PIN's emergency services saw an exploding need for services, with food pantry use increasing by 2000 households (20%) and eviction prevention increasing by 51% during the height of the pandemic. As a result of these dramatic shifts, PIN's Board of Directors and PIN staff created a new strategic plan using input gained from Delaware County partner agencies, community forums and PIN clients. The resulting plan reflects the most urgent needs of Delaware County residents today, as well as those anticipated over the next three years.

This Plan addresses these priority needs as well as resources PIN either now provides or must generate into the future, alone or in partnership with other agencies to sustain its mission and continue to serve area residents as one of the leading social service agencies in Delaware County.

### **VISION, MISSION AND VALUES**

As part of the planning process, PIN's vision, mission and values were updated to reflect the growing and diverse population and evolving needs of Delaware County residents yet retain PIN's core mission: providing relief to our neighbors in their time of need. PIN's new vision is to help more Delaware County residents to achieve a life of food security and financial stability.

### **AREAS OF FOCUS**

The Plan places strong emphasis on PIN's traditional services of food security, emergency services such as eviction prevention, mortgage and utility assistance, emergency health services, and school shoes and supplies for area children. A continuing community hallmark remains PIN's Holiday Clearinghouse. As demand for these services grows, the related need for internal staff growth will also expand. PIN currently is experiencing office constraints which eventually may lead to a need for a significant investment to add more office space and parking.

### **EVOLVING AREAS OF SERVICE**

- Satellite food/nutrition services (pop up food pantries) taken to additional areas of the county so needs can be met right in a client's own backyard.
- Emergency Transportation services – to include gasoline gift cards or emergency car repairs.
- Expanded housing assistance, such as help with deposit and utility set up costs.
- Inclusivity of clientele, including resources and staff capability to communicate and serve clients in culturally appropriate ways.

### **FUNDING NEEDS**

PIN's ability to meet expanding community needs go hand in hand with its success in raising necessary resources to fund programs and services. PIN continues to receive substantial support from members of the Delaware County community at large but grants further supporting PIN's mission and goals are increasingly critical. PIN staff is working hard to identify grant opportunities with organizations whose funding priorities align with PIN's mission and service focus. In addition, PIN will continue to partner with community agencies to achieve resource efficiencies.

PIN has identified a need to raise a minimum of \$500,00 over the next 3 years to achieve the measures of success identified in this plan and to improve the quality of life for many Delaware County residents in need of assistance.

Should PIN also need to expand its physical office and parking space, additional funding may be required, and the amount will need to be quantified.