

Mission

Mid-Cumberland Community Action Agency is committed to providing resources and opportunities for families, children and individuals to improve their quality of life. Our team of caring professionals addresses the needs of the people we serve through a wide array of agency programs and a broad network of partners.

Vision

To become a leader in helping families and individuals achieve self-sufficiency

Strategic Goals

Goal 1: Board Membership. Create a culture of mutual respect and trust, wherein Board members are active, informed and committed to the MCCA mission and vision.

Goal 2: Public Relations. Inform the public of the mission and goals of MCCA, strengthen support for agency services, increase advocacy for our programs and promote goodwill in the communities we serve.

Goal 3: Partnerships. Nurture existing partnerships and create new alliances to expand the resources and services of MCCA.

Goal 4: Program Development. Increase the organizational capacity of MCCA to provide comprehensive, high quality, integrated services to meet the needs of the people and communities we serve.

Goal 5: Professional Development. Increase staff members' knowledge, skills and abilities through ongoing professional development.

Goal 6: Integrated Systems and Services. Enhance organizational efficiency and customer service by integrating technology, developing a common core of client information, developing a common understanding of MCCA programs among staff and members of the Board of Directors, and maximizing human resources.

Serving Middle Tennessee families in:

Cannon County
Cheatham County
Robertson County
Rutherford County
Sumner County
Trousdale County
Williamson County
Wilson County

Agency Central Office

233 Legend Drive, Suite 103
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Mid-Cumberland Community Action Agency is a non-profit organization dedicated to helping families and individuals achieve self-sufficiency. The agency does not discriminate on the basis of race, religion, national origin, color, sex, age, disability or veteran status.



Strategic Plan

2006 - 2010

Strategic Goals

Goal 1

Board Membership. Create a culture of mutual respect and trust, wherein Board members are active, informed and committed to the MCCAAs mission and vision.

1. Revise By-Laws of the MCCAAs Board of Directors and restructure the Board to ensure an active, effective and committed agency leadership.
2. Design an orientation package and orientation procedures for the Board of Directors.
3. Conduct annual orientation and training for the Board of Directors.
4. Develop a Code of Ethics for the Board of Directors.
5. Develop job descriptions for members of the Board of Directors and its committees.
6. Convene an annual meeting of the Board of Directors, councils and advisory groups of MCCAAs and its programs for training and networking.

Goal 2

Public Relations. Inform the public of the mission and goals of MCCAAs, strengthen support for agency services, increase advocacy for our programs and promote goodwill in the communities we serve.

1. Design and publish a quarterly MCCAAs newsletter.
2. Compile and publish an annual report.
3. Design an agency Web site.
4. Develop a press packet and procedures for working with the media.
5. Design a multi-media public awareness and public-relations campaign.
6. Increase the consistent use of the agency name and logo.
7. Become more involved with civic and community groups and activities through presentations at meetings and events.

Goal 3

Partnerships. Nurture existing partnerships and create new alliances to expand the resources and services of MCCAAs.

1. Design and enhance Head Start/public school partnerships to leverage resources, maintain full enrollment and provide comprehensive services.
2. Expand MCCAAs partnership with the Internal Revenue Service to extend tax preparation assistance to more MC-

CAAs customers.

3. Develop a collaborative relationship among MCCAAs programs, area health departments and others to implement a lead-remediation program.
4. Contact potential partners and develop at least one new formal collaboration each year to more fully address assessed needs and priorities.

Goal 4

Program Development. Increase the organizational capacity of MCCAAs to provide comprehensive, high quality, integrated services to meet the needs of the people and communities we serve.

1. Collect, analyze and utilize Community Assessment and other data for planning, trend analysis and identification of resources to ensure consistency of mission and take advantage of traditional and non-traditional funding opportunities.
2. Utilize an intensive self-assessment process to evaluate quality, effectiveness and accountability of MCCAAs programs.
3. Assess quality of outside referrals and evaluate these agencies' responsiveness to client needs.
4. Conduct feasibility studies to guide the development of revenue-generating programs and services.
5. Design an annual intra-agency staff capacity building program and time frames to improve the ability of staff to design new programs and support existing services, to include:
 - A. Professionalism
 - i. Written and oral communication
 - ii. Customer service
 - a. confidentiality
 - b. quality assurance
 - B. Social work and case management skills
6. Enhance grantsmanship and proposal development skills of key MCCAAs staff.

Goal 5

Professional Development. Increase staff members' knowledge, skills and abilities through ongoing professional development.

1. Review and update all MCCAAs job descriptions.
2. Redesign the MCCAAs performance-appraisal process

to include assessment of job elements and setting performance goals.

3. Create a system of incentives to reward excellent staff performance.
4. Design agency, program and individual professional development plans based on a formal training needs assessment, funders' requirements, agency priorities and individual development goals.
5. Design and implement an agency-wide program of staff wellness, including managing and coping with stress.
6. Institutionalize a professional development focus to ensure that customers are treated with dignity and respect.

Goal 6

Integrated Systems and Services. Enhance organizational efficiency and customer service by integrating technology, developing a common core of client information, developing a common understanding of MCCAAs programs among staff and members of the Board of Directors, and maximizing human resources.

1. Revise MCCAAs Personnel Policies and Procedures.
2. Standardize agency letterhead, business cards, promotional and media materials, and other printed materials to promote a consistent, single MCCAAs identity.
3. Conduct quarterly meetings of MCCAAs administrative staff.
4. Develop annual agency-wide planning and operations calendar to reflect major agency and program activities, schedules and deadlines, intra-agency training, and other important events and elements.
5. Design and conduct an annual intra-agency training event for MCCAAs staff and members of the Board of Directors.
6. Establish an agency-wide intranet and computer network.
 7. Centralize the intake process across all MCCAAs programs and services.