



inclusive



strategic



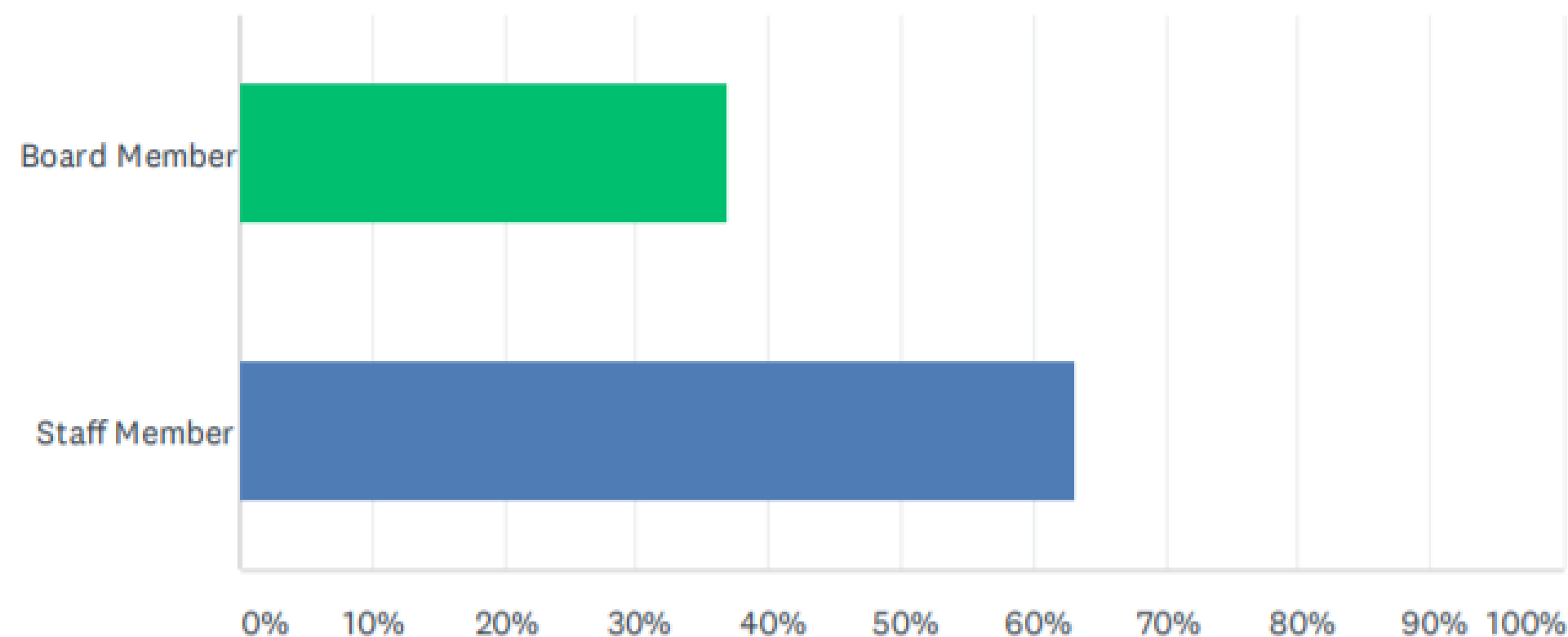
high impact

NCCAA 2020 SWOT Analysis Key Findings

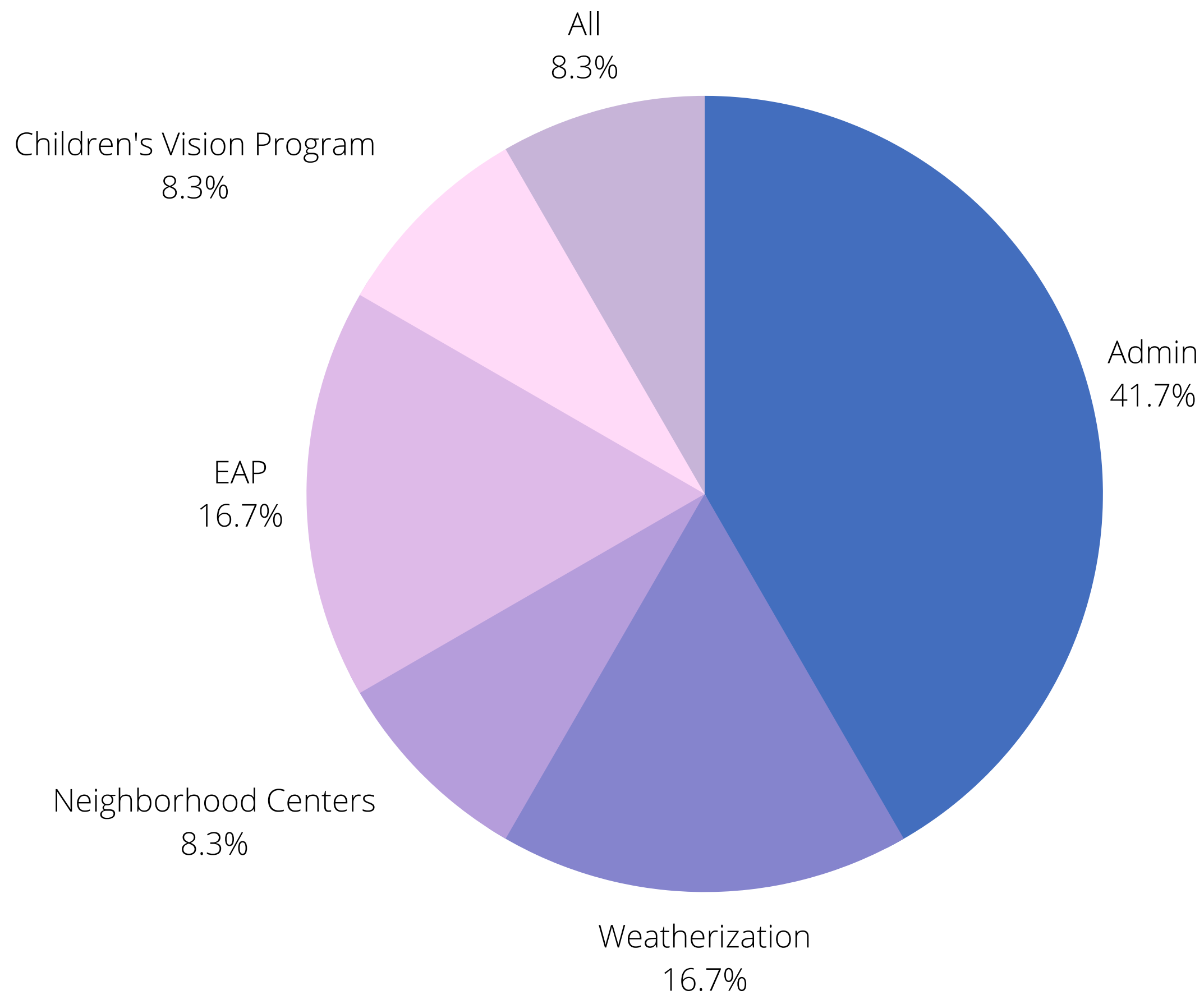


Q1 Please select your role in the organization.

Answered: 19 Skipped: 0

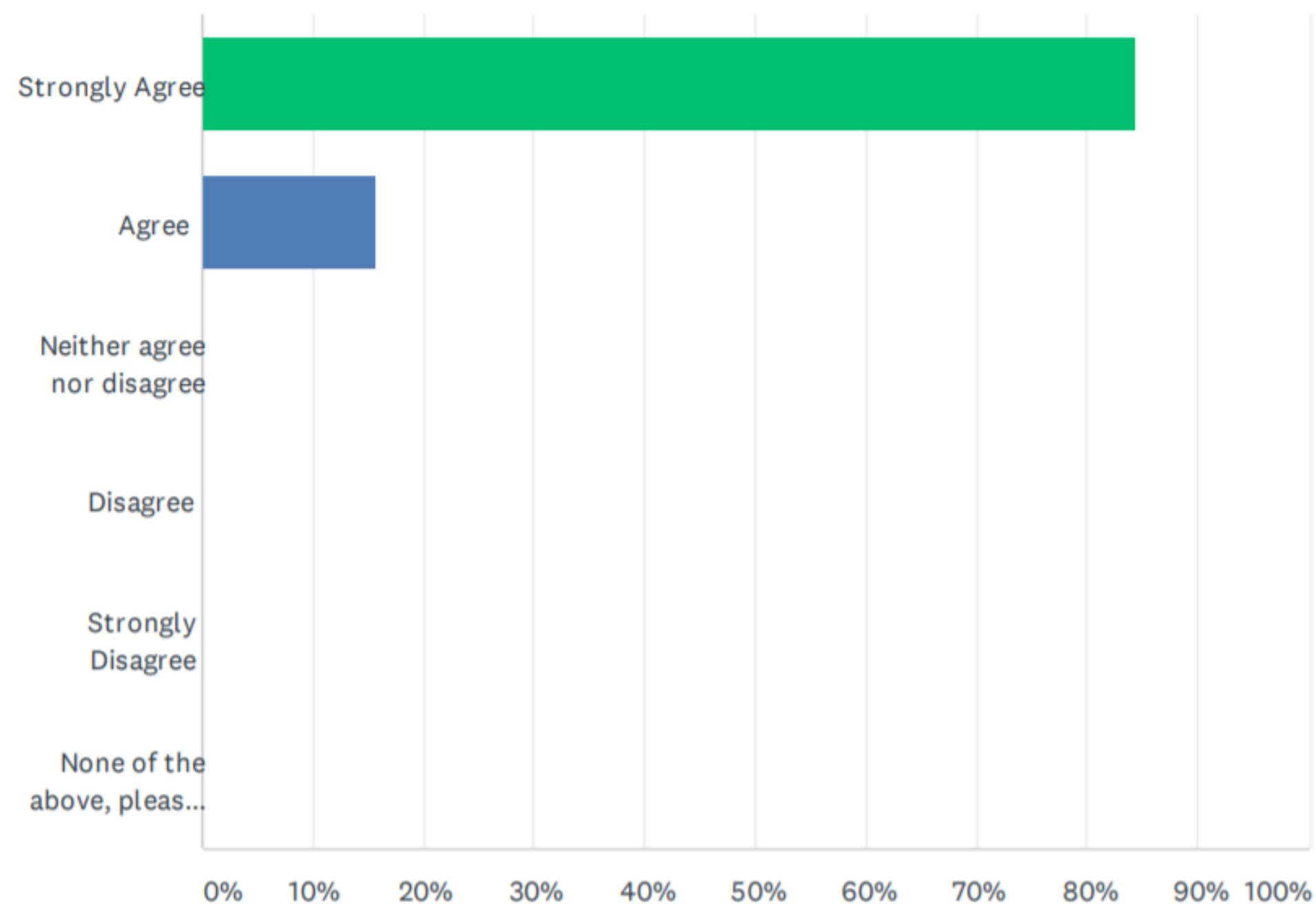


ANSWER CHOICES	RESPONSES	
Board Member	36.84%	7
Staff Member	63.16%	12
TOTAL		19



Q6 I understand how my work impacts the organization's business goals.

Answered: 19 Skipped: 0





What is the organization's mission?

Organization's Current Mission Statement

Empowering low-income people of LaPorte, Pulaski, Starke, Newton, Jasper, Cass and Porter Counties through:

Neighborhood improvements

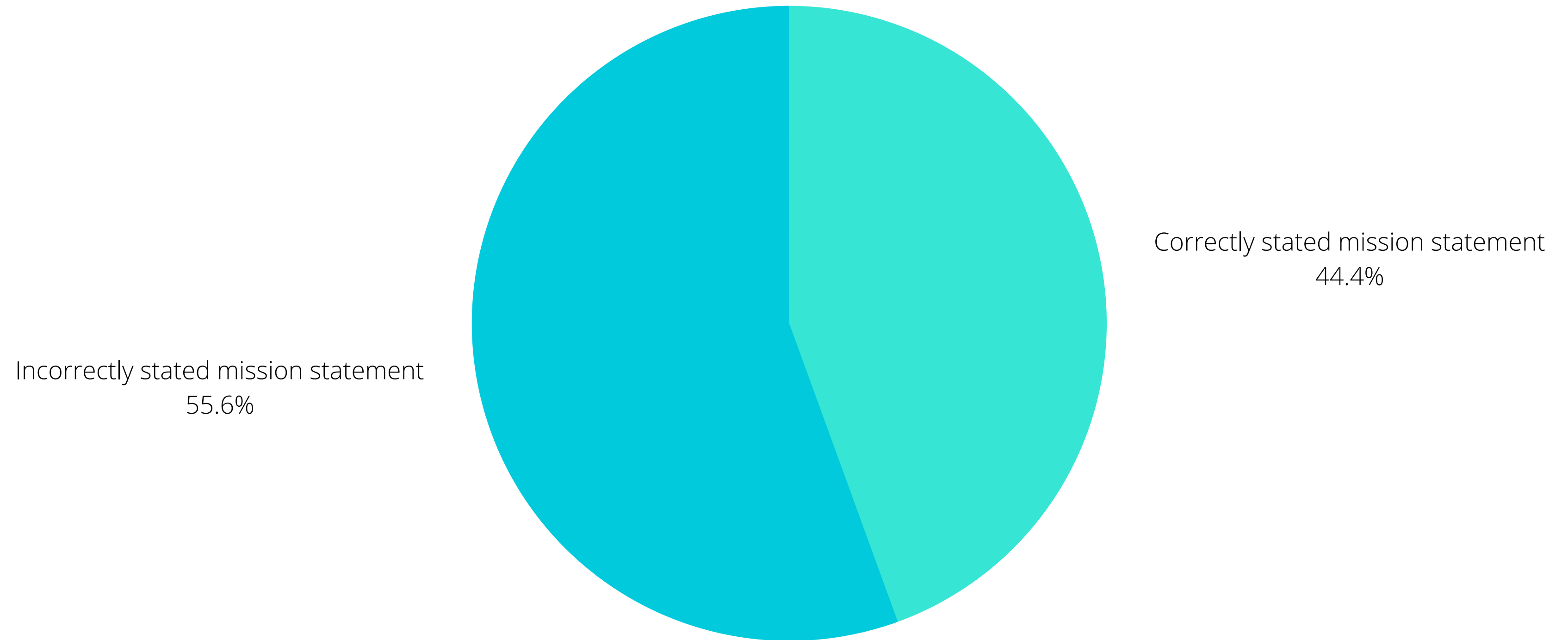
Community education

Communication that effects change

Advocacy

And promoting self-sufficiency

Survey Responses



Mission Statements

To empower low income people.

Providing services to low income people of Laporte,Porter,Pulaski,Starke,Newton,Jasper and Cass counties

Empowering low income people in our service area

Empowering people through neighborhood improvementa, community education,advocacy. We promote self-sufficiency.

Empowering low income people of Laporte palaski and Starke, Jasper, Cass and porter county's.

Empowering low income people in the served counties

HELP PEOPLE GET ELECTRIC AND GAS BILL PAID THAT CANT AFFORD IT.

Empowering low-income people of LaPorte, Pulaski, Starke, Newton, Jasper, Cass and Porter Counties through:

To empower the low-income families and communities in our service area by providing them with opportunities and services through a variety of programs.

Helping people and changing lives of people within the community that we serve with essential services.

To empower low-income people through neighborhood improvements, education, communication, advocacy and promoting selfsufficiency.

survey responses

- setting goals and helping more people each year
- clients become self-sufficient
- helping everyone they can
- helping our community
- meeting the needs of low-income communities
- meeting community needs in timely manner; helping to promote self-sufficiency
- reducing the ills of poverty
- success stories from clients, increase in self-sufficiency, decrease before COVID-19 in clients
- better quality of life
- client is able to move forward on their own
- helps community in more ways than people can say
- measurement of impact made by helping people help themselves
- assist, improve, or make positive impacts in the lives of clients
- administering programs to the low-income population
- helping clients meet their needs
- overall health and safety of the communities we serve
- help someone in need that improves their lives
- assisting the community with grant funds
- statistically demonstrated within our data and reports

A top-down view of a workspace. In the top left, a portion of a white keyboard is visible. Below it, a spiral-bound notebook with a pink cover is open, showing a grid-lined page with the word 'GOALS' written in black marker and underlined. A dark blue pen lies vertically to the right of the notebook. In the bottom left corner, there is a large, light pink flower with green leaves. The background is a clean, light-colored surface.

Share at least three goals of the organization.

top responses

- Neighborhood/Community Improvements
- Advocacy
- Community Education
- Self-Sufficiency
- Provide energy assistance and prevent utilities disconnection
- Meet community needs/support community programs
- Improve safety and livability of homes
- Provide emergency assistance
- Prevent homelessness

remaining responses

- lowest cost of utility bills
- empowering people
- reduce poverty
- provide nutritional meals for seniors and those on fixed incomes
- provide long-term relief
- address concerns facing low-income population
- youth vision screening
- long-term viability of the agency
- facilities meet the needs of staff and the community
- marketing and public relations lead to improved understanding of NCCAA
- help disabled and elderly
- increase overall number of persons served
- grow funds by grants and fundraising activities
- provide educational and recreational activities for seniors and youth

A close-up, artistic photograph of a person's face, focusing on the eye and cheek area. The person has dark skin and a braid is visible on the right side of their head. The lighting is soft and directional, creating a warm, intimate feel. The background is blurred.

Strengths

top responses

- **Caring, knowledgeable, and passionate employees**
- **Executive Director's leadership and ability to secure funding**
- weatherization program
- we change people's lives
- client friendly intake process (only 4 required documents), quick approval process
- program staff are knowledgeable of other agency programs/services
- fiscally strong (zero audit findings 9 consecutive years)
- emergency assistance program
- ramp programs
- excellent customer service

remaining responses

- strong, effective and productive staff team
- energy assistance program
- help all that qualify
- the organization
- community centers and programs
- staff and board work well together
- food programs
- neighborhood improvements
- communication
- staff understand community needs
- helps the elderly
- helps the homeless
- implanted into fabric of the community
- children's vision screening
- grant funds to clients
- clear mission
- dedicated board
- works well together with the community
- great relationships with other agencies and community partners
- variety of services
- reputation in the community
- 98% CAR review score
- community access to programs
- expansion of rent assistance program
- resource list

The image features two thick, light-brown braided ropes positioned horizontally, facing each other with a small gap between them. The frayed ends of the ropes are visible, showing individual strands of fiber. The background is a soft, light blue gradient. The word "Weaknesses" is centered in a bold, black, sans-serif font, overlaid on the gap between the ropes.

Weaknesses

top responses

- **Funding uncertainty, limited resources, need diverse revenue streams, increase in unrestricted funds**
- **Community knowledge of NCAA programs and services**
- **Brand awareness - clients may know program but don't see connection to NCCAA**
- participation in community events
- available resources (time, staff, funds, etc .) to market the agency
- lack of space at the SMRT & Wise Centers - limit # of clients that can be served
- legislation assistance
- We have none

remaining responses

- help clients understand funding is not always available for programs
- help clients navigate changes in program qualification criteria
- changes in program implementation/requirements can cause frustration and delays
- fund raising
- grant opportunities
- difficulty securing marketing stream
- staff development opportunities
- not being a paperless environment
- quicker payment process for EAP
- lack of funding for technology/computers at community centers
- transportation for program participants
- COVID-19 impact on meeting w/clients

A hallway with six doors set into a wall with ornate, repeating grey and beige wallpaper. The floor is made of polished wooden planks that reflect the light. Five of the doors are white with dark grey frames and handles. The third door from the left is a vibrant yellow, matching the wall's color scheme, and is the focal point of the image. The word "Opportunities" is written in a large, bold, black sans-serif font across the center of the image, partially overlapping the yellow door and the other doors.

Opportunities

top responses

- **Increase in demand for services as result of COVID-19, address impacts of pandemic**
- **Attend more community events**
- **Increase funding and revenue sources**
- increase community/press awareness
- increase visibility in the community
- increase community/press awareness
- new federal executive, legislation assistance
- create line item in operating budget for marketing
- child care and after school care programs

remaining responses

- offer housing assistance for specific classes of people (veterans or seniors)
- classes for personal development
- veteran's assistance
- explore ways to assist homeless population
- community needs television station and competitive newspaper
- lack of other community agencies in small town
- community support
- health disparities in minority communities
- collaborative partnerships to expand services at community centers
- transportation
- energy assistance program expansion
- produce commercial advertising services
- meet w/apartment complexes and landlords in the area to educate NCCAA programs
- food pantry
- increase programming or grants to expand outreach
- partnerships with other community agencies and businesses
- continued participation and support of neighborhood projects
- expand existing programs



Threats

top 5 responses

- **Impact of COVID-19, difficulties imposed by pandemic, low income community**
- **Customers have developed a feeling of entitlement and can be angry or aggressive**
- **Lack of funding/funding changes**
 - lack of funding both private and public
 - uncertainty due to political climate
 - changing laws/regulations, big issue in EAP

remaining responses

- national shutdown
- fear of COVID-19
- more programs
- federal executive, senate
- bus services has been curtailed
- clients lack transportation
- clients are losing hope
- economy
- employment
- empowerment
- clients not feeling they are getting all the assistance they deserve
- strict requirements for rental assistance programs
- lack of additional space at the Wise Center
- cyber security
- competitors can pay energy bill faster
- overlapping of programs in area
- instability of government funding
- national policies causing uncertainty and delays