



Loaves & Fishes
Community Services

**2023-2025
Strategic Plan**

FUTURE STRONG



COMPASSION DIGNITY HEALTH HOPE SERVICE



VISION

Ending hunger. Transforming lives.

MISSION

To provide healthy food and impactful programs to promote self-sufficiency.



Mike Havala
President and CEO

Dear Friends,

December 2022

The foundation of our organization is the community support that is provided by so many people in a number of ways. We are incredibly grateful for all the people in our community who help us serve the many families that need our help. Thank you so much!

The key elements of our new Strategic Plan are based on serving clients to improve multiple aspects of their health, to increase access to services so that everyone who needs help can actually get it, and to further develop our organization's innovation and adaptability to endure.

Regarding health, it's clear that families have a much greater chance of stability if they are physically healthy, mentally healthy and financially healthy. The focus and efforts of our food and CARES programs are centered around these three aspects of health. Having a strong and healthy foundation provides the best chance for families to thrive.

Increasing access to services is critical. Many people who need help are unable to get the help they need due to physical limitations, lack of transportation or time limitations. We are addressing this through geographic expansion,

as we now serve four counties with a total population of over 2.2 million people. We are also addressing this by providing multiple ways that clients can get healthy food – they can shop in our grocery market, order their groceries online or pick up pre-packed ready-to-go groceries curbside. Our hub and spoke model allows us to be in multiple locations simultaneously throughout our service area.

If we have learned anything in the past few years, it is that organizations that are innovative and adaptable are far more likely to accomplish their mission. It is certain that we will face future changes on both a macro and micro level. Ensuring that our organization is built to last through any environment is crucial.

Organizations that are collaborative can produce a multiplicative impact. We have historically been a strong advocate and practitioner of collaboration in our community. However, there is still a lot of opportunity in this area, and we will seek to significantly increase our collaborations.

We are very excited about the future and look forward to working with you to help end hunger and transform lives.



Sue Haines
Board Chair

Mike Havala

Sue Haines

2023-2025 Strategic Plan

Aspirations

ASPIRATION 1

Provide extensive access to healthy food and programs that focus on physical, mental and financial health to move clients toward self-sufficiency.

ASPIRATION 2

Be a leader and a preferred organization for clients, volunteers and donors by significantly expanding and deepening community engagement across DuPage, Kane, Kendall and Will Counties.

ASPIRATION 3

Drive sustainable growth in organizational resources to provide long-term benefit for our clients.

The power of community changes lives



COMPASSION DIGNITY HEALTH HOPE SERVICE



Aspiration 1

Provide extensive access to healthy food and programs that focus on physical, mental and financial health to move clients toward self-sufficiency.

OBJECTIVES

1. Food and CARES programs provided deeper into our four county service area
2. Increased program access and participation by clients
3. Physical health programs that are readily available to clients and provide greater education to our community
4. Mental health programs that provide access to services needed by clients
5. Financial health programs that are accessible to all clients

"Thank you for your kindness and understanding while I was having urgent financial issues.

I so appreciate your help and kindness.

"It was not easy to ask for help."

~ Amy, Loaves & Fishes client





Aspiration 2

Be a leader and a preferred organization for clients, volunteers and donors by significantly expanding and deepening community engagement across DuPage, Kane, Kendall and Will Counties.

OBJECTIVES

1. High level of awareness of our programs by clients, potential clients and our community
2. Volunteer program commensurate with our growth and innovation
3. The best volunteer experience in our community
4. Substantial donor engagement with our clients' needs and our mission
5. Meaningful participation by Loaves & Fishes in our local and regional community

"Everybody's one step away.

/ didn't know that one day my ex-husband would walk out and / would be left with two kids and not be able to feed them.

So your life could change like that and you have no idea."

~ Rebecca, Loaves & Fishes client



Aspiration 3

Drive sustainable growth in organizational resources to provide long-term benefit for our clients.

OBJECTIVES

1. Personnel (staff/volunteers) that fuel growth in food and CARES programs
2. Facilities, equipment and processes that are optimized to serve clients needs and streamline operations
3. Financial resources that facilitate growth in food and CARES programs
4. Predictable food sources that economically provide plentiful and diverse healthy food
5. Technology that provides robust information on operations and programs, and provides innovative community engagement

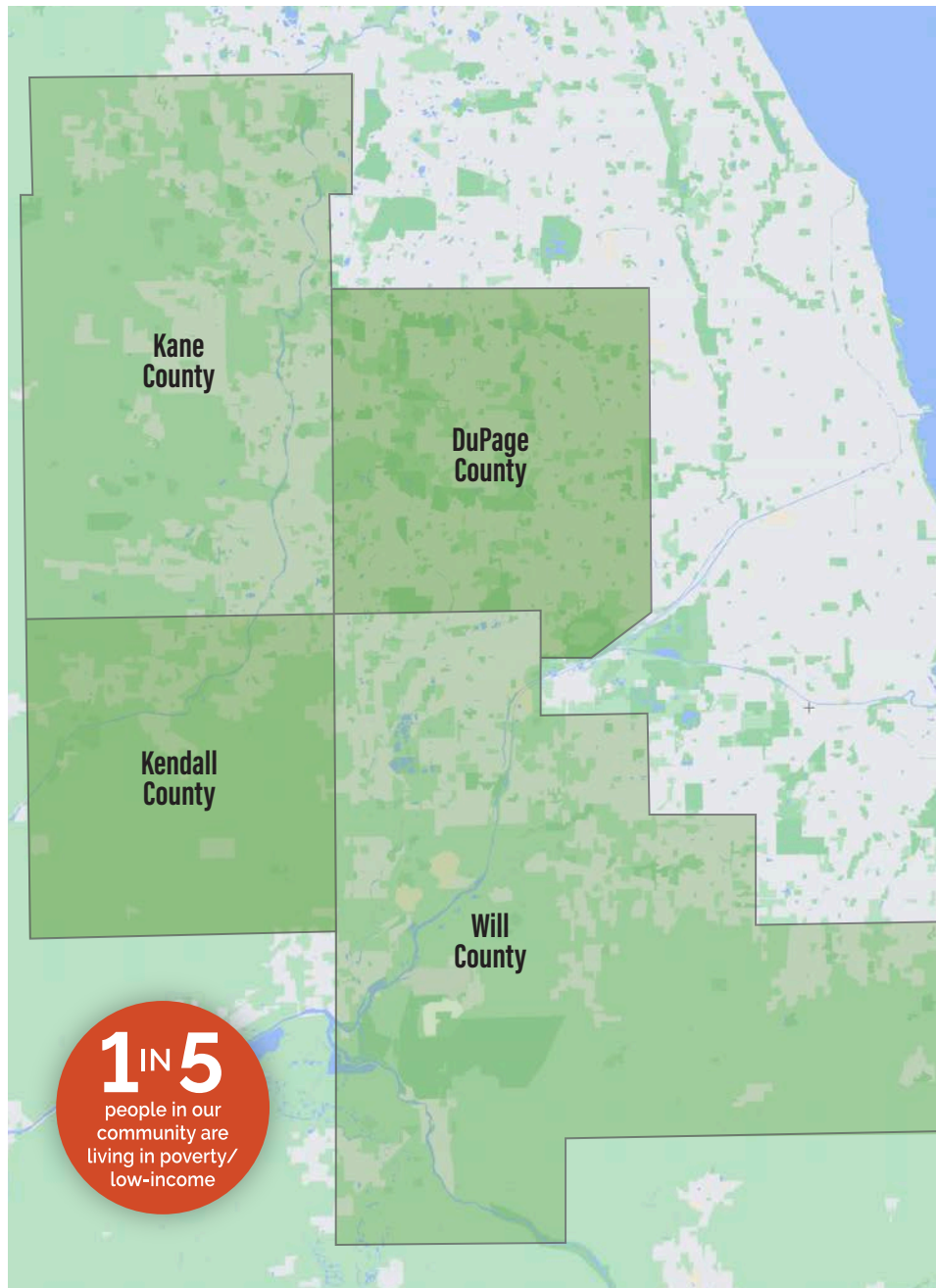


"The groceries / picked up are absolutely amazing.

I'm overjoyed and grateful for your generosity and all that each and everyone of you do not only for myself but all others in need."

~ Laura, Loaves & Fishes client

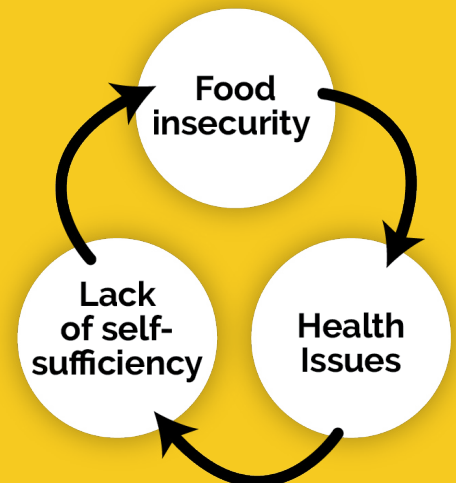




The needs of our neighbors

Over 2.2 million people live in the four counties we serve

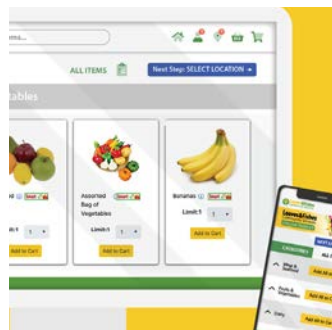
1 in 5 people in our community are living in poverty/low-income



How we serve families in need:



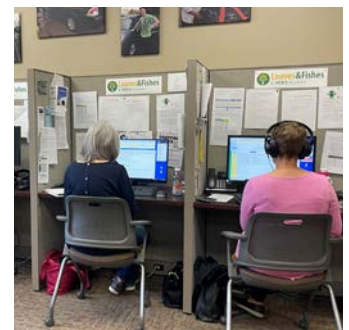
Client Choice Market



Online Ordering



Pre-Pack Pickup



CARES Programs



1871 High Grove Lane • Naperville, IL 60540
580 Exchange Court • Aurora, IL 60504
630.355.3663

loaves-fishes.org
volunteer • donate • support

© Loaves & Fishes Community Services 2022
All Rights Reserved

VISION

*Ending hunger.
Transforming Lives.*

MISSION

*To provide healthy
food and impactful
programs to promote
self-sufficiency.*