



OUR MISSION

Impacting the lives of children, youth and families by offering innovative, trauma-sensitive programs rooted in faith to inspire positive change.

OUR VISION

Leading the change for a healthy child, family and community.

Strategic Priorities

1.) Child, Family & Community

Goal: Provide trauma-informed, community-based services and accessible care to meet the evolving needs.

Objective: Address the comprehensive needs of vulnerable families through collaborative services.

1.A Service Growth: Expand behavioral health, medical care, housing, and residential services; and strengthen community partnerships

1.B Service Retention: Retain critical contracts and maintain stakeholder satisfaction

1.C Support Systems: Hire a chaplain, reenergize the spiritual life committee. Launch mentoring programs, advisory groups, and enhance behavioral/medical services in collaboration with key health providers.

1.D Community Engagement: Build strong partnerships with community organizations such as mental health providers, educational institutions, and human service organizations; create and maintain a child welfare community resource directory; and hold events for clients, families, and staff such as Foster Parent Conferences and community engagement sessions.

2.) Talent & Culture

Goal: Build a skilled, resilient and mission aligned workforce.

Objective: Create a supportive work environment that empowers staff and reflects agency values.

2.A Workforce Recruitment & Retention: Enhance recruitment and retention through implement leadership development programs, staff wellness, and trauma-informed training.

2.B Cultural Competency: Offer ongoing diversity training, celebrate cultural heritage, and cultivate cultural competency

2.C Faith Integration: Promote spiritual well-being through faith-rooted initiatives.

2.D Communication & Engagement: Share impact stories, enhance internal communication, and solicit feedback from stakeholders.

TBRI PRINCIPLES

Connecting Principles: Build Trust

- Be present and listen fully
- Make eye contact and validate feelings
 - "That sounds tough. I'm here."
- Co-regulate: stay calm when others aren't
 - "Let's take a breath together."
- Speak connection before correction

Empowering Principles: Support Regulation

- Offer basic needs: water, snack, break
 - "Need a moment or a walk?"
- Respect boundaries
 - "Is this a good time to talk?"
- Maintain consistent routines & clear expectations
- Be trauma-aware: stress may mask as attitude

Correcting Principles: Teach & Repair with Grace

- Respond, don't react
 - "Help me understand what happened."
- Use the IDEAL Response:
 - Immediate
 - Direct
 - Efficient
 - Action-based
 - Level to behavior (not character)
- Repair mistakes quickly
 - "I didn't handle that well—can I try again?"

Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms.

1 Peter 4:10

3.) Operational Excellence

Goal: Optimize systems and ensure adaptive, efficient operations.

Objective: Ensure consistent service quality and long-term viability.

3.A Program Optimization: Use performance metrics, streamline processes, and adopt change management strategies.

3.B Accreditation & Compliance: Maintain CARF and obtain EAGLE accreditation.

3.C Technology Integration: Invest in tools and platforms to improve service delivery.

3.D Customer Service: Regularly gather stakeholder feedback and adapt systems to evolving needs

4.) Innovation

Goal: Address emerging needs through creative and strategic expansion.

Objective: Strengthen impact and responsiveness through adaptive services and strategic growth.

4.A Program Innovation: Launch initiatives like a Behavioral Health Clinic, Hope Estates affordable multigenerational housing, and a Secure Psychiatric Residential Treatment Facility, explore therapeutic preschool models, and becoming a SCCDO provider.

4.B Master Planning: Expand services in Newton, Wichita, and Goddard.

4.C Funding Diversity: Grow the EmberHope Foundation, secure grants/donations, and pursue innovative financial models.

4.D Creative Problem Solving: Encourage new methods and thinking across the organization to stay responsive and impactful.

Key Performance Indicators (KPIs)

- Number of children and families served
- Client satisfaction and outcomes (e.g., mental health, family stability)
- Staff retention and engagement
- Community partnership development
- Financial health and resource allocation

Values-Based Framework

- **Integrity:** Transparency and accountability
- **Cultural Sensitivity:** Respect for diverse backgrounds
- **Accountability:** Clear roles and performance tracking
- **Respect:** Dignity and inclusiveness
- **Excellence:** Continuous learning and improvement
- **Faith:** Spiritual grounding in service
- **Trauma-Informed Care:** Healing-centered support

Conclusion

By aligning strategic priorities with core values and measurable goals, EmberHope is positioned to create lasting, positive changes in the lives of children, families, and communities while empowering staff to grow, heal, and thrive.

