

City of Faith Q3 All Staff

Terry Williams



40th Anniversary

- In 1983, Kathy Biedenharn City of Faith with the mission and goal of helping individuals that no one wanted to help. 40 years later that dream is still alive and we're all a part of it.



COF Mission

- Our mission is to provide reentry services beneficial to citizens returning to our communities, thereby enabling them to successfully write the remaining chapters of their life stories.



CORE VALUES



DEDICATED

ACCOUNTABLE 

OUR MISSION

TO PROVIDE REENTRY SERVICES BENEFICIAL TO CITIZENS RETURNING TO OUR COMMUNITIES, THEREBY ENABLING THEM TO SUCCESSFULLY WRITE THE REMAINING CHAPTERS OF THEIR LIFE STORIES.

**TEAM
PLAYER**



COMPASSIONATE

Core Values

- **DEDICATED:** When we think of this word, many attributes to come to mind. City of Faith employees should be dedicated to their responsibilities, the residents and each other. We should be stable individuals who are organized, diligent and passionate about the mission as well as committed to it. Loyal, task-oriented people who are self-starters and display a good work ethic.



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 **COMPASSIONATE**

Core Values

- **ACCOUNTABLE:** An accountable employee is one who displays honesty, integrity and follows not only the letter of company policy but the spirit as well.
- **TEAM PLAYER:** City of Faith employees should show some aspects of leadership, involve oneself in company functions where decisions are made and goals are set. Communication is paramount and employees are expected to communicate their issues with their supervisor with little drama.
- **COMPASSIONATE:** City of Faith employees should treat each other and our residents in the same manner we want to be treated. We should be respectful and kind to each other and be considerate of the paths and stories of those whose paths we cross.



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 COMPASSIONATE

Rocks

- Leadership Team
 - Health Insurance
 - Expansion
 - Staff retention
 - Training
 - CRB Meetings
 - Processes
- Home Confinement
 - Better communication
- Locations
 - Resource Fair
 - Training
 - Orientation
 - Cell Phone policy update

10-Year Target

- Developed by Leadership team
- More revenue allows us to help more people
- Able to impact more communities

By 12/31/33, we'll have a 121% increase in annual revenue stream.

3-Year Picture

Future Date: 12/31/25

Revenue: 22% increase

Profit: 25% increase

What does it look like?

- 110 Right Person Right Seat
- Process & Documents FBA
- 1 person, 1 seat
- Increase per diem 9%
- 1 new revenue stream
- Stable % of Op cost
- Reduce Paper use
- Facilities Updated

1-Year Plan

Future Date: 12/31/23

Revenue: 3% increase

Profit: 1% increase

Goals for the Year:

- Bid Little Rock & Monroe with 3% increase
- Core Process & document followed by all
- Remodel Baton Rouge
- Create Purchasing Process

Employee Assistance Program

- Free to employees and family members
- Covers all aspects of counseling services
- COF doesn't know who uses it
- Call (225) 927-0160 or (800) 448-4470



Employee Handbook

- Recently updated by Leadership Team.
- New copies will be shared in the next 30 days.
- Throw away all old copies



Cameras in Vehicles

- Insurance requires cameras in vehicles
- Must be operational at all times
- Inspect each time you get in a company vehicle
- Report if not functioning correctly

LastPass

- Free to all employees
- Use for personal and professional
- Required as part of NIST Compliance that all passwords be stored in secured location
- If you need access submit a Ticket at the help desk:
[Cityoffaithit.Freshdesk.Com](https://cityoffaithit.freshdesk.com)

LastPass ●●●|

Internet Safety Memo

- Sent to all staff on 8/1/23
- Beware of Foreign links
- Be cautious with pop-ups
- Report suspicious activity
- Don't download unauthorized software or extensions
- Contact Help Desk if something is broken



Baton Rouge Remodel

- Starting in a few weeks
- 6-7 month remodel process
- Staff relocated to temporary trailer

