

EXPAND • ENGAGE • EMPOWER

LAKEVIEW PANTRY

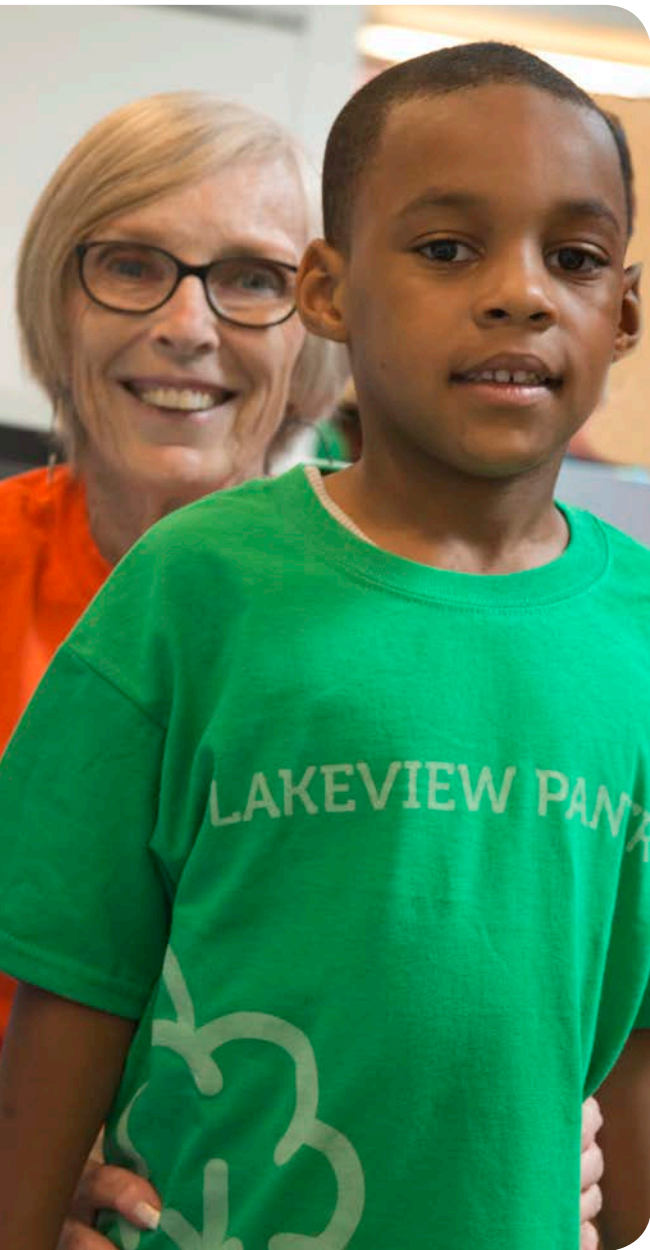
3945

CAUTION

9003

PRODUCE  
EGGS  
DAIRY GOODS  
BREAD

LAKEVIEW PANTRY • STRATEGIC PLAN  
FY 2019 - 2023



# Hope for Tomorrow

Dear Supporters:

For almost 50 years, Lakeview Pantry has served as an invaluable resource on the North Side of Chicago, ensuring our low-income neighbors have enough to eat and have access to critical, and sometimes lifesaving, social services. Together, we have directly improved the lives of thousands of our neighbors. Unfortunately, food insecurity continues to afflict countless residents in our service area. We are therefore challenged to find new and innovative avenues to serve those who go hungry every day.

Through a partnership with BCG Consulting, and extensive planning involving staff, board, volunteers, partners, and community members, we are extremely pleased to unveil Lakeview Pantry's comprehensive strategic plan to guide these efforts over the next five years. The plan identifies three major goals – to EXPAND, ENGAGE and EMPOWER. As you will see in the plan summary, under these guiding principles, Lakeview Pantry will be poised to successfully transition our programming into the next generation of hunger relief.

While our services will grow in size, efficiency, and resourcefulness, we are anchored in the core values that Lakeview Pantry was founded upon. We are committed to bringing hope and dignity to the most vulnerable residents in our community, with a vision of a hunger-free Chicago.

**Dan Laytin**  
Board President

**Kellie O'Connell**  
CEO



# A HUNGER-FREE CHICAGO

**MISSION** *Lakeview Pantry seeks to eliminate hunger in Chicago by providing food to fill the basic need of hungry people, empowering our clients to achieve independence through social service programs, and raising awareness about hunger/poverty and its solutions.*



**VISION** Our vision is to be a reliable and innovative hunger-relief resource in the communities we serve, and to be a model of dignified, effective, and collaborative service delivery. We will realize this vision by remaining proactive and adaptable to changing circumstances, while constantly striving to improve.

## FOUNDATION

Our foundation consists of the resources and principles on which our strategic plan and organization are built:

- Partnerships and strategic alliances allow for enhanced efficiency and impact.
- Revenue development is the key to sustainability and growth.
- Volunteers are the backbone of our food distribution.
- Technology must be in line with the needs of our clients and workplace demands.
- Organizational alignment and readiness will aid in change implementation of the strategic plan.
- Ongoing responsibility to be as effective as possible and to constantly measure impact on the community.

## OUTCOMES

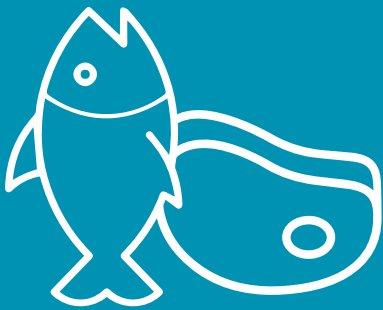
In 2023, we envision the following plan outcomes:

- Scalable, “Hub & Spoke” model capable of supporting multiple sites and distribution models.
- Expanded client service footprint to up to 5 physical sites and an online market.
- Clients served increased by at least 25%, balancing the client demographic mix with working families.
- Growth of 10% in social services with tailored offerings for different client segments, including working families.
- In-kind food donations matching warehouse capacity with an increase of 25%.





## EXPAND



- Implement a strategic food acquisition plan.
- Expand our capacity to store donated and purchased food.
- Create a food storage "hub" to support increased donations.
- Add new food partners to support expanded food access points.

## ENGAGE



- Explore new ways to engage food insecure neighbors.
- Add new access "spokes" in underserved locations to meet more of the need.
- Create and deploy new and innovative distribution models to optimize reach and engage new clients.

## EMPOWER



- Empower clients through social services.
- Maintain and grow walk-in case management as key service offering.
- Broaden strategic partnerships to address differentiated client needs.
- Expand Mental Health Program.

