

Eckerd Connects Current Strategic Snapshot:

Value	Spoke	Building Block	Near-Term Goal (by end FY2022)	Near-Term Goal Status	Execution Paths
Hold ourselves accountable for achieving strong outcomes	Quality	Leverage performance data and the Eckerd Success Wheel to drive impact at the program level	Integrate ESW into program service delivery	POSITIONED TO ACHIEVE 74% of Direct Services have deployed the ESW	Deploy ESW to remaining services Processes to utilize ESW in program PPI and client plans
Engage people from a strength-based perspective	Staff	Attract, develop and retain engaged staff	74% engagement score vs 67% global benchmark	POSITIONED TO ACHIEVE FY18 score 72% (surveys in FY21 and FY22)	Systematized approach to the PSoW Use insights from annual engagement surveys to drive improvement
Good financial stewards	Finance	Revenues provide reinvestment income with sensible overhead	Net Income > 0.7% of total revenue	ACHIEVED Net Income consistently exceeding goal	Address ECA funding inequities Meet Odle diligence projections
Build strong and lasting partnerships	External Relations	Robust fundraising culture and infrastructure	Raise \$3M in FY22 (not including in-kind/NFY)	GAINING GROUND DESPITE COVID-19 Project to achieve Fiscal Year goal	Adjust to COVID-19 leveraging virtual Help programs initiate fundraising
Have the courage to innovate and change	G&T	Adaptive services emphasizing workforce growth	\$24M in new (mainly work-force) services and 3,000 clients	ACHIEVED Odle merger alone was \$90M+ with 3,300 clients	Increase WIOA and Job Corps impact Maximize Odle and Eckerd synergies