



TRI-LAKES CARES

WISDOM WORKS COLLABORATIVE | OCTOBER 2025

ORGANIZATIONAL RESOURCE MAPPING

PRESENTATION OVERVIEW

We are rooted in long-standing trust and recognition in the Tri-Lakes community, having for many years been the only provider supporting neighbors north of Academy. That reputation is reinforced by stable, long-tenured leadership and deep relationships with partners across our area—local banks, Goodwill, and other agencies; the chamber, town, and churches; and diversified grocery partnerships that keep our market running.

We're intentional about learning beyond our four walls: we take staff off-site to visit other agencies, attend openings, and bring back strong ideas so our broader community benefits. Internally, we recently assessed our mission, vision, and values; some elements changed and others we recommitted to, with staff at all levels and the board aligning on a shared foundation. That inclusivity now guides how we invite feedback when major decisions arise.

Financially, we maintain reserves; physically, we own our current building debt-free and benefit from the small, safe, tightly connected “Mayberry” feel of Monument. We have purchased a new property using reserves and no financing, while pausing any campaign amidst broader economic and federal uncertainty to discern the right timing.

GROUP APPRECIATION

Others highlighted our practice of engaging neighbors for input, noting the Empowerment Series that offers classes (e.g., diabetes education, budgeting, savings) built from neighbor surveys and delivered by volunteers. They underscored our Wrap Around Partner network across the region—banks, Goodwill, and other agencies—and recent partner support like vaccines offered on-site. They appreciated taking the leadership team into the community rather than defaulting to conference-room meetings, and they acknowledged the strength of having financial reserves and a debt-free facility.

RESOURCES + ASSETS FROM THE MAPPING ACTIVITY

The following lists are from the flip charts utilizing the [Nexus asset mapping tool](#).

SOCIAL

The interpersonal and individual systems within and beyond the organization, encompassing processes that support psychological safety and wellbeing, thriving workplace culture, physical and mental health, stakeholder relationships, and community engagement and trust.

- Reputation
- Connections
- Longevity
- Communication
- Wrap Around Partners (mental health)
- Networking
- Established Leadership

EDUCATIONAL

Everything that expands human potential and integration into organizational and external culture. For example, internal learning and development programs, career advancement pathways, educational content or programs the organization offers, and industry leadership.

- Wrap Around Partners (empowerment)
- Needs Assessment
- Flex Office Partners
- Opportunities for staff to learn more deeply
- Tours of other agencies

CULTURAL

The emergent behaviors, norms, ethics, values, and traditions that define the organization and how it engages with the world. Such as the organization's mission and purpose, internal celebrations and rituals, external brand identity and reputation, and community impact.

- Inclusion
- Compassion
- Regular points of connection
- Delivery of comprehensive neighbor services
- Recommitment to mission, vision, and values

ORGANIZATIONAL

The formal systems, processes, and governance that coordinate people, decisions, and operations internally and externally. Structures such as decision-making frameworks, communication processes, client engagement structures, partnerships and industry collaborations, and management structures.

- Volunteers
- Neighbor surveys
- Staff feedback opportunities
- Monthly staff meetings
- Monthly leadership meetings
- Weekly case management staffing
- Right people in the right spot on the bus
- Board of Directors
- Communications department (social media, marketing)
- Support staff (behind scenes)
- Investment in systems

ECONOMIC

The patterns of resource flow, generation of value, and financial performance of the organization. It includes revenue models, budget allocation, human capital investment, customer and stakeholder value creation, market competitiveness, and the organization's role in the broader economic ecosystem.

- Wrap Around Partners (empowerment)
- Donors
- Grantors
- Financial reserves
- No debt
- Lack of federal funding dependence

PHYSICAL

The physical infrastructure and environments in which the organization operates and engages with stakeholders, both current and future. This includes facilities or buildings, technology and data systems, equipment and tools, service delivery infrastructure, digital platforms, and supply chain networks.

- Mayberry
- Building
- Property
- Partners (chamber, TOM, Church parking/GT, TSI discount)
- Diversified supply chain
- Technology