



Address: 1990 Market St. Concord, CA 94520
Mailing address: P. O. Box 23973 Pleasant Hill, CA 94523
Phone: 925.825.7751

Monument Crisis Center Strategic Vision

2025–2030

Mission Statement

Monument Crisis Center provides food, education, assistance, referrals, and wraparound support to families and individuals in crisis while promoting community awareness and access to vital resources for low-income and at-risk residents throughout Contra Costa County.

Our Vision for the Future

Monument Crisis Center envisions a stronger, healthier, and more connected Contra Costa County where every individual and family has access to nutritious food, supportive services, and opportunities to thrive.

As we look toward 2030, we are committed to building upon more than two decades of service by strengthening our programs, investing in sustainability, deepening community partnerships, and ensuring long-term organizational resilience.

Our Core Values

- Compassionate Service
 - Community Partnership
 - Dignity and Respect
 - Sustainability
 - Innovation
 - Inclusivity
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Our Three Program Pillars

Stability

Providing food, emergency support, referrals, and essential services that help families navigate difficult times with dignity.



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Healthy Living

Supporting wellness through nutrition education, health initiatives, sustainability programs, and access to healthy resources.

Empowerment

Creating opportunities for individuals and families to build confidence, knowledge, and long-term self-sufficiency.

Strategic Priorities (2025–2030)

Strengthening Food Security & Essential Services

We will continue expanding our ability to meet the growing needs of the community by increasing access to nutritious food, referrals, and supportive programs.

Key focus areas include:

- Expanding food distribution capacity
- Enhancing client access to wraparound services
- Exploring opportunities to expand services into underserved communities
- Supporting healthy living initiatives and community education

Sustainability & Environmental Leadership

Monument Crisis Center is committed to becoming a more environmentally sustainable organization while helping educate the community on practical sustainability practices.

Our goals include:

- Reducing waste and improving recycling and composting efforts
- Expanding environmentally responsible operations
- Increasing energy efficiency throughout our facilities
- Promoting sustainability education for youth and families



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Community & Volunteer Engagement

Volunteers, donors, partners, and supporters are essential to our mission. We will continue building meaningful partnerships that strengthen our community impact.

Priorities include:

- Expanding volunteer opportunities
- Strengthening relationships with schools, businesses, and faith communities
- Increasing community participation and engagement
- Celebrating the impact of volunteers and supporters

Innovation & Accessibility

We are committed to improving accessibility, communication, and engagement through updated technology and modern outreach strategies.

This includes:

- Modernizing our website and digital tools
- Expanding multilingual resources
- Improving access to information and services
- Enhancing storytelling and community education through digital media

Organizational Strength & Long-Term Sustainability

To continue serving the community effectively for years to come, Monument Crisis Center will invest in organizational growth, staff development, and long-term sustainability.

We will:

- Strengthen operational systems and infrastructure
- Invest in staff and volunteer development
- Build long-term community partnerships
- Maintain a strong and resilient organization capable of adapting to evolving community needs

Facility Improvements & Community Spaces

We are committed to creating welcoming, safe, and dignified spaces for clients, volunteers, and staff.



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Future improvements may include:

- Facility upgrades and accessibility enhancements
 - Improved client waiting and service areas
 - Enhanced safety, lighting, and traffic flow
 - Outdoor and landscaping improvements aligned with sustainability goals
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Measuring Our Impact

Monument Crisis Center is committed to continuous improvement and accountability. We will regularly evaluate our programs, community impact, and strategic priorities to ensure we remain responsive to the evolving needs of Contra Costa County.

Success will be measured not only by growth, but by our ability to uphold our mission and provide compassionate, high-quality support to those we serve.

Looking Ahead

The next five years represent an exciting chapter for Monument Crisis Center. Together with our supporters, volunteers, partners, and community members, we will continue building a stronger and more compassionate future for Contra Costa County.

We are deeply grateful to everyone who helps make this work possible.