



# ANNUAL IMPACT SUMMARY

Strategy with Purpose  
Impact with Intention



# 20 25



# EXECUTIVE SUMMARY

Custom Strategic Solutions LLC is a consulting firm that partners with organizations to strengthen systems, align strategy, and prepare for long term impact. CSS serves clients across aviation, public agencies, education, and the nonprofit sector providing tailored expertise that meets organizations where they are while positioning them for sustainable growth. The firm's work is rooted in practical execution clear governance and thoughtful strategy that supports both operational effectiveness and mission advancement. CSS delivers services designed to help organizations navigate complexity, improve internal processes, and build capacity for informed decision making. Whether supporting large scale public entities or mission driven community organizations CSS focuses on clarity alignment and measurable outcomes.

In 2025 CSS demonstrated sustained organizational growth while deepening cross sector partnerships and expanding its commitment to community impact and workforce development. The firm continued to strengthen relationships with existing clients while engaging new partners aligned with its long term vision. This year reflected intentional expansion grounded in service, excellence, collaboration, and responsible growth.

Under the leadership of Monique Thompson MSA CISA, CSS advanced its mission by supporting organizations at the intersection of strategy, governance, communications, aviation, and nonprofit development. This approach allowed CSS to scale its work while maintaining consistency. quality, and trust across sectors.

Beyond client work CSS invested in economic and community impact through contractor engagement, internship development, and nonprofit support. The firm prioritized reinvestment into local and regional economies while creating pathways for professional development and workforce participation.

## **2025 at a Glance**

- Served 28 public private and nonprofit organizations across multiple sectors and regions
- Paid more than \$150,000 to contractors supporting local and regional economic participation and professional opportunity
- Increased giving and support for nonprofit partners by 120% reflecting a deepened commitment to community centered impact
- Expanded the internship program to include clearer pathways from internship to employment supporting workforce development and talent growth
- Increased visibility and engagement through community sponsorships, industry convenings. and thought leadership strengthening presence and influence across sectors





# A NOTE FROM OUR CEO



Dear Partners, Clients, and Community,

As 2025 came to a close I reflected with deep gratitude on the journey of Custom Strategic Solutions (CSS) not only on what we accomplished this year but on how we accomplished it. This marked the third year of CSS as an entrepreneurial firm and with that milestone came meaningful growth. We expanded our client base, strengthened partnerships across aviation, public agencies nonprofits, and education and continued to invest intentionally in people and systems that support long term impact.

Throughout the year our work reinforced the importance of clarity, trust, and collaboration especially in complex environments where organizations are navigating change accountability and growth. By focusing on strong systems thoughtful strategy and effective execution CSS supported partners in advancing their missions while building capacity for sustainable outcomes.

None of this work happened in isolation. CSS exists because of collaboration and a shared belief that strategy should serve people and communities. Whether supporting large scale aviation initiatives strengthening nonprofit capacity advancing governance and compliance efforts or sponsoring STEM experiences for youth our work reflected a clear purpose to build pathways that lead to sustainable impact.

As we look ahead CSS remains committed to intentional growth, service, excellence and impact rooted in integrity. Thank you for your trust, partnership, and belief in CSS. I look forward to what we will continue to build together.

With gratitude,  
Monique Thompson MSA CISA  
President and Principal Consultant



# PERFORMANCE OVERVIEW

## CLIENT & PARTNER ENGAGEMENT

### PUBLIC SECTOR AND COMMUNITY IMPACT

We collaborated with public sector and infrastructure focused organizations to support systems that served communities at scale. Our work emphasized coordination, strategic alignment, and operational clarity within complex environments. Through partnerships with agencies such as LAWA and JTA we contributed to initiatives that strengthened transportation access, stakeholder engagement, and regional impact.



### NONPROFIT ORGANIZATIONAL DEVELOPMENT

We partnered with nonprofit and mission driven organizations to strengthen capacity, program delivery and long term sustainability. Our support included giving \$10,000 to ScienceSIS while providing custom guidance on content strategy and annual planning to support the organization's goals for the year. These engagements reflected our commitment to equity, youth development, and long term community impact.

### TECHNOLOGICAL AND CREATIVE PARTNERSHIPS

We worked alongside professional services, technology partners, and creative firms to support growth, innovation, and integrated execution. Through collaborations with businesses like BrayJZImagination, LLC we assisted with business development and organizational alignment. Our partnerships with firms like ADG also supported creative strategy and marketing integration. These partnerships enabled scalable solutions that transformed into measurable impact.



# PERFORMANCE OVERVIEW

## COMMUNITY ENGAGEMENT AND SPONSORSHIPS



We partnered with community based organizations to strengthen internal capacity, strategic direction, and long term sustainability. This engagement included organizational development, content planning and website development for the 1946 Cynthia Elaine Foundation as well as strategic planning support for Sincerely Love. Through tailored guidance and hands on collaboration we supported organizations in building aligned systems and mission focused growth.



We invested in community impact through sponsorships, financial contributions, and professional development opportunities. Our support included sponsoring and tabling at ScienceSIS Galaxy Fest to advance youth STEM engagement as well as providing opportunities through Project C and the Annie Ruth Foundation to support professional development and internships. We also sponsored an enrichment experience for the Bethel Church youth program reinforcing our commitment to youth opportunity workforce pathways and community advancement.

## WORKFORCE DEVELOPMENT & INTERNSHIP PROGRAM

CSS expanded its internship program, offering hands-on learning opportunities in consulting, communications, and project support.

Key highlights include:

- Hosting the 2025 Internship Breakfast, where interns showcased their work and growth
- Partnering with organizations such as the Annie Ruth Foundation
- Supporting an intern-to-employee pathway, demonstrating CSS's commitment to long-term workforce development

CSS continues to view internship programming as a strategic investment in future professionals.

## 2025 IMPACT AT A GLANCE

**28**

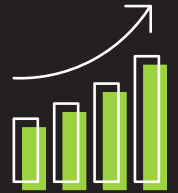
**Organizations Served**  
Public, Private, and Nonprofit Partners

**\$150K+**

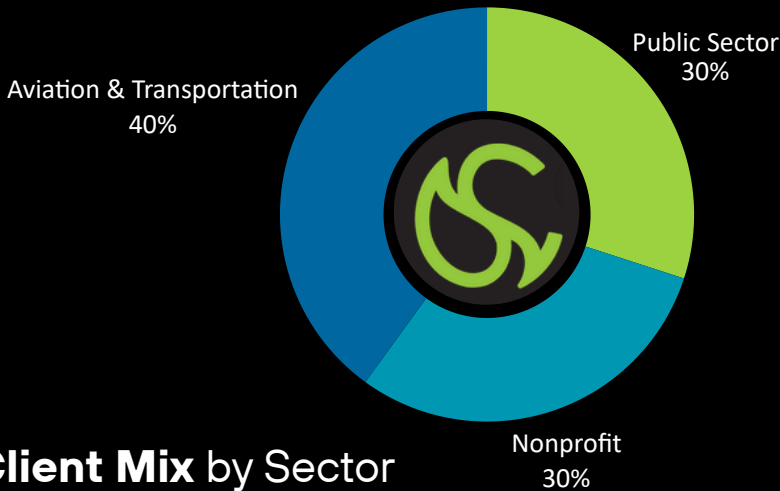
Reinvested into local and regional contractors

**+120%**

Increase in Nonprofit Giving through strategic and operational support



**Growing Pipeline**  
Expanded Internship Program



**Client Mix by Sector**

### Economic Impact

- Contractor Payments
- Community Partnerships
- Internship Investments
- First Full-Time Hire
- Regional Market Expansion

### Internship Program

- Annual Cohort
- Internship Breakfast Showcase
- Partnership with Annie Ruth Foundation
- Intern → Employee Conversion

### Execution and Implementation

- Aviation Industry Day - JMAA
- 2025 Safety Summit - LAWA
- Organizational Launch Support - 1946 CEF
- HRIS and Payroll Implementation - JTA

### Community Service

- Galaxy Fest 2025 (Jacksonville, FL)
- Free, hands-on STEM experiences
- Sponsored by CSS
- Youth, families, and educators engaged

“Strategy should serve people and communities. Our work in 2025 reflects that belief, and we’re just getting started.”

“Investing in the next generation of innovators matters.”



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# WHATS NEXT IN 2026?

*A Forward Looking Perspective on CSS's Continued Growth and Impact*

## STRATEGIC GROWTH

We will expand intentionally by nurturing relationships and growing aviation and public sector consulting partnerships.

## CLIENT PARTNERSHIPS

CSS remains committed to delivering consistent high quality service while building trusted long term relationships with new clients.

## TALENT DEVELOPMENT

Our intern program will return with expanded mentorship and hands on projects to support professional growth and real world experience.

## COMMUNITY INVESTMENT

We will increase our giving and deepen support for aligned initiatives to strengthen nonprofit capacity and community impact.

## INDUSTRY ENGAGEMENT

CSS will uphold its presence at conferences and industry events to build relationships and stay at the forefront of strategic innovation.

## OPERATIONAL EXCELLENCE

CSS will build internal systems and delivery frameworks to support sustainable growth and consistent high quality execution.



# THANK YOU FOR SUPPORTING OUR WORK AND IMPACT

This work would not be possible without the unwavering support of our community and partnerships. Your encouragement, patience, prayers, and belief in this vision throughout the journey have made it possible for Custom Strategic Solutions to exist and grow with integrity and intention. Each relationship and shared moment of trust has played a role in shaping the impact we are able to deliver.

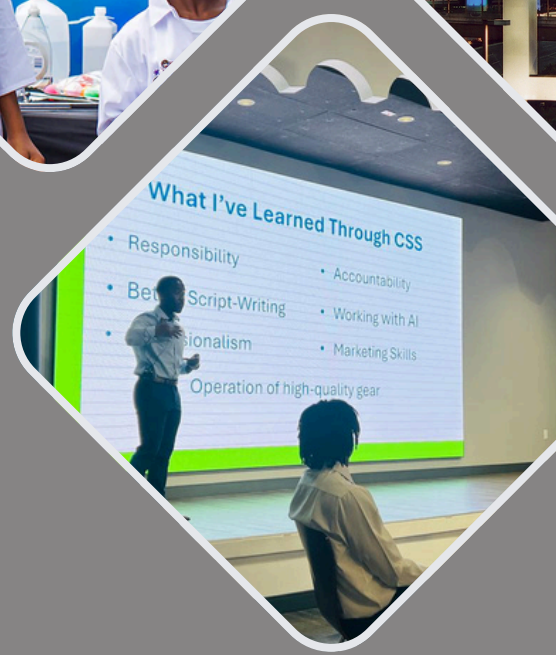
Thank you to the Custom Strategic Solutions team, our contractors, and interns. Your professionalism, creativity, and commitment to excellence continue to shape our work and strengthen our outcomes. Your dedication care and collaboration are essential to the impact we deliver every day and to the future we are building together.

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BrayJZImagination, LLC





# Custom Strategic Solutions

