

# 2023-2024 STRATEGIC PLAN

## WHAT GUIDES US:

*Building on our track record of quality supports for people with complex needs.*

Continue to fulfill community needs and address gaps in service, with an emphasis on increasing outreach and referrals to our most specialized new services. Focus on providing efficient person-centered services from diversified revenue sources.

Advance community integration through affordable housing options, vocational supports and technology needed to help people move towards independence.

Enhance the use of our technology and systems, finding the most effective ways to communicate with, recruit and retain a quality workforce. Grow in listening and being responsive to our employees when it comes to engagement and job satisfaction. Provide our staff members with clear expectations and resources to best support measurable life outcomes for people served.

Embrace diversity, equity and inclusion throughout the organization, allowing people to bring their authentic selves to make our agency culture stronger and more resilient.



Community Services  
FOR EVERY1

## OUR STRATEGIES AND OBJECTIVES

WHAT WE NEED TO DO TO GET WHERE WE WANT TO BE

Maximize revenue in our current programs and advocate for serving more individuals that need our supports

Help  
Many

Assure  
Person-First  
Approach

Expand our person-centered planning and practices

- Work towards more Person-Centered Life Plans & Staff Action Plans
- Develop Person First Communication Team
- Reinvigorate Personal Outcome Measures



Recruit  
and  
Retain

Recruit and retain a stable workforce

- Grow our Diversity, Equity & Inclusion Practices
- Recruit & Raintain Qualified, Compassionate Professionals

Eliminate  
Waste

Reduce expenses and improve processes so we can put more funds toward staffing our services