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Strategic Plan/Roadmap for the Future - 2020 and on...

Strategic Vision – 2020: Deliberate Commitment

In 2020 “we are all in” and are committed to working deliberately. In order to achieve this commitment, we will focus on our current service areas, support each other to achieve our accountability goals, and improve our infrastructure. Building on our last three year’s success and focus of carpe diem, consistency, and accountability; we have explored opportunities, targeted our focus, delivering on our promises to our customers, and are moving the goals of Capabilities forward. CARF quality compliance and continuing our ‘stellar’ reputation by offering person-centered programming of the highest quality are always Capabilities priorities.

2020 Outcome Goals

Additional Service Delivery performance indicators and targets are defined in the performance measurement and management plan. Full Strategic Plan is available from Capabilities. These goals are established in these plans:

Facilities: Invest in **new office furniture** in 2020.

Program/Service Development: To diversify our funding.
Integrate **Enabling Technology** into our service delivery.

Existing Programs/Services; Integration of new segments of the continuum: Increase our **Success Closure Percentage** to 65%.
(% of people who secured employment who maintained employment for at least 90 days)

Administrative: Increase **communication**.

Human Resources: Decrease the number of staff with **overtime**.

Succession Planning: Implement an **Employee Growth** Tracking system.