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Strategic Plan/Roadmap for the Future - 2021 and on...

Strategic Vision – 2021: In it Together

In 2021 we are “in it together” and are committed to working collaboratively exploring new opportunities and building a strong foundation for the future. In order to achieve this commitment, we will focus on supporting each other, exploring new opportunities, integrating a new method of service documentation, and investing in our office spaces. Building on our last three year’s success and focus of consistency, accountability, and “we are all in”; we have targeted our focus, delivered on our promises to our customers, are moving the goals of Capabilities forward, and shown our commitment to our mission and each other. CARF quality compliance and continuing our ‘stellar’ reputation by offering person-centered programming of the highest quality are always Capabilities priorities.

2021 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: Begin the building and design process and investment into a new **St. Marys office** and Secure new office space in **Circleville**.

Program/Service Development: To diversify our funding by securing a **new funding source** that generates at least 1% of Capabilities income in 2021.
Develop an internal system and network of **consulting services**.

Existing Programs/Services; Integration of new segments of the continuum: Increase our **Success Closure Percentage** to 67%.
(% of people who secured employment who maintained employment for at least 90 days)

Human Resources: Have a **growth/ career ladder** system.

Succession Planning: Develop a **mentoring** program.

Administrative: Roll out **SetWorks** to all staff.