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## Strategic Plan/Roadmap for the Future - 2024 and on...

### Strategic Vision – 2024: Unity

In 2024 we are coming together in **unity**. We will have a supportive and empowering environment to uplift one another. In order to achieve this commitment, we will foster successful training, customized learning, and building each other up. We will do this by mentoring one another. Building on our last three years success and focus of accountability, "own it", "respect", and "we are all in"; we have collaborated, targeted our focus, delivered on our promises to our customers, moved 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.

Priority	Area	Aspire/Objective	Goal	Associated KPI
1	Human Resources	Have the staff for the team to rely on and collaborate with.	Job vacancy is 42 days or less	01h Job Vacancy
2	Financial	Financially, we are able to support unity.	75% of staff meet imperative or stretch accountability goal	03a Accountability Goals
3	Service Development	New departments (PDE, Aux Services, Driving-Darren, Bryan, and Ray) are unified on their accountability goals	9 out of 12 months meet or exceed imperative accountability KPIs for each new department	03n-r Accountability Goals
4	Existing Services	Provide consistent onboarding training to bring new people to the unity.	Develop a progress tracker for employee training plans. Develop a measurement for employees	15b Training/Mentoring System
5	Administrative	Our administrative team unifies by submitting quality reports and invoices	Increase number of quality checks	07e&f Documentation
6	Succession Planning	To provide long-term careers for employees and a culture of sustainable unity.	Develop a competency based mentoring system for staff on growth plans	15b Training/Mentoring System
7	Technology	Our technology users are supported and unified.	To resolve help desk tickets in 15 hours or less	09a Ticket Close Time
8	Facilities	Offices have the supplies needed to provide quality services, unifying.	A CC doesn't go longer than one business day without a working laptop	09b Computer Availability
9	Marketing	We are sharing a unified message..	Build a new partnerships each quarter	17 Partnership Building

See OpEx Scorecard for more detailed information about each goal.

**Performance Measurement & Management Objectives** Objectives are listed in the Performance Measurement and Management Report. \* New or revised in 2024