

Strategic Initiatives 2012 - 2015

Provide Quality Care for Persons with Disabilities

Outcomes:

Develop systems and procedures that position the organization as a quality provider in the outcome-focused environments of managed care and Medicaid Waiver Services

Enhance Qualified Intellectual Disability Professionals (QIDPs) skills in working with consumers and families to develop meaningful, and outcome oriented service plans.

Develop a competent and stable direct care workforce with the skills necessary to meet the needs of persons served.

Develop Income Sources Not Dependent Upon State Funding

Outcomes:

Expand recycling and other work options to provide on-going employment opportunities for consumers and CCAR income not tied to state contracting

Develop additional community partnerships to explore opportunities for funding or reduction of service costs

Enhance Staff Compensation, Retention, and Internal Promotion Opportunities

Outcomes:

Develop opportunities for employee advancement into supervisory or managerial positions.

Increase retention rates of direct care and case coordination positions through enhanced compensation, training, and support.

Increase Residential Capacity

Outcomes:

Position the organization to be able to expand residential services to respond to the potential influx of referrals from the Ligas Consent Decree and possible closures of state operated facilities serving persons with developmental disabilities

Enhance Effective and Efficient Communication Throughout the Organization

Outcomes:

Increase all employees' awareness of the roles of functions of various departments within the organization to better understand what information is critical to their operation