



2012 Coarc Strategic Plan

Commitment to the People We Support

Develop specific transition services for students in local schools who are entering the community for work, recreation, day services and eventually residential services.

Continue to provide a person-centered, innovative and flexible approach to all our services.

Revamp our existing service systems to align with the 1115 People First Waiver and Medicaid Managed Care environment in our ongoing commitment to provide quality supports and services.

Commitment to Our Employees

Monitor, manage, and improve our culture of wellness to maximize benefits to staff while keeping access to benefits affordable.

Ensure that communications about internal operations, policies and goals flow in both directions, between all levels of staff, in all programs and departments through a variety of communication systems.

Provide innovative and high-level training opportunities for all employees.

- Build and improve entry-level staff understanding of program responsibilities, duties and job responsibilities through upfront orientation and training.
- Enhance ongoing training and continuing education for staff and for managers to focus on key aspects of their roles and/or responsibilities

Focus on advancing and professionalizing the field of providing services for individuals who are experiencing disabilities.

- Advocate for the professionalism of direct support employees in state and federal-level associations, agencies and legislative arenas.
- Continue to operate and promote our Career Advancement Program and the National Association of Direct Support Professionals accreditation program.

Strive to provide competitive wages and affordable, comprehensive benefits to our valuable employees within the resources available.



Review of all Mission-Focused Operations for Financial Efficiency

Streamline programs and operations to effectively and efficiently meet our mission for individualized services.

Explore affiliations with other organizations in order to share needed resources and collaborate towards shared cost savings.

Review contract manufacturing operations for the impact of running as a stand-alone or limited-funded business.

Public Relations, Marketing and Fundraising

Encourage members of our community and families of the individuals we serve to increase their involvement in Coarc by participating as members, board officers, committee members and volunteers.

Promote ongoing events that include the general public to build understanding of Coarc's mission and vision.

Update and improve our use of web-based tools to reach out to our public and our families.

Infrastructure – the Backbone of Our Services

Monitor, manage, maintain and improve our electronic software and hardware infrastructure to stay abreast of current technology to efficiently meet the needs of our operations.

Monitor, manage, maintain and improve our physical plant and facilities.

- **Review all facilities for upgrades in energy efficiency.**
- **Research the cost effectiveness of energy alternatives in all facilities to supplement current energy sources.**