

COARC is a Columbia County, NY not-for-profit organization that provides a comprehensive array of programs that serve more than 600 individuals who are experiencing disabilities. Our programs include Residential and Living Alternatives, Employment Services, Contract Manufacturing, Day Activity Programs, Service Coordination, Advocacy and Legal Services, Children's Services, Recreation Opportunities, At-Home and Respite Services.

With a staff of over 400 area residents, COARC is one of Columbia County's largest employers. COARC is supported through state and federal funding, our membership, and contributions from individuals, corporations and other foundations. We are the Columbia County Chapter of NYSARC, Inc.

The COARC Board of Directors, management team, staff, the individuals and families we serve, and others within our community collaborated in the development of this plan that will guide COARC operations during the next three years. These guidelines focus on our plans for innovation and effective utilization of every available resource to best meet our mission and vision.



STRATEGIC PLAN

2009 - 2011



OUR VISION

To be an ethical organization that is part of a society that recognizes people with different degrees of abilities as full contributing members of their community.

OUR MISSION

To expand abilities, one person at a time, so individuals experiencing disabilities can achieve their individual goals.

OUR BELIEFS

To achieve our Vision and Mission and to ensure the provision of the highest quality services, we believe in the following guiding principles:

- We respect CHOICE and support individuals in expanding their abilities and determining the direction of their own lives.
- We recognize our COMMUNITY as a resource for expanding opportunities and enriching individuals' lives through the sharing of common values and interests.
- We achieve healthier attitudes, broader understanding, and greater individual and organizational success through the use of TEAMWORK.
- We rely upon effective COMMUNICATION created by listening without judging and the open exchange of ideas throughout all levels in the organization.
- We recognize the value gained from the learning experience, especially when people are EMPOWERED and given the tools and support needed to expand their abilities and realize their goals.



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An advocate and resource for individuals experiencing disabilities and their families in Columbia County, NY since 1965.

FOCUS & INNOVATIONS

COMMITMENT TO OUR EMPLOYEES

Continue to improve our total compensation package for all employees to ensure it remains competitive.

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.

Advance and professionalize 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 Ladder program and the National Association of Direct Support Professionals accreditation program.

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.

Research and determine the feasibility of a COARC-operated bus garage.

COMMITMENT TO THE PEOPLE WE SUPPORT

Enhance services for special populations, including people with autism, children and younger individuals experiencing disabilities, and survivors of traumatic brain injuries.

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

Work with area Self Advocates to develop individualized programs like “Self Determination” that support people as they exercise choice and control in meeting their individual goals.

Enhance and improve existing services and programs.



REVIEW OF ALL MISSION-FOCUSED OPERATIONS FOR FINANCIAL EFFICIENCY

Ensure the financial strength at the end of each fiscal year for all programs.

- Maximize central purchasing options across programs for supplies and materials.
- Streamline programs and operations to effectively and efficiently meet our mission for individualized services.

Diversify services to access all possible funding streams to support our mission and to meet our community's needs.

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.

Develop a marketing plan for our services and programs.

- Increase the awareness of COARC in local schools, medical professions, other community organizations, families and the general community.

Build development efforts through a variety of fundraising activities.

Advertise and promote our continuum of employment services that support individuals in meeting their employment goals.

