

# Our Plan on a Page

## 2021 – 2023

<u><b>Our Quest</b></u>	To be the foremost resource for People with disabilities and the families who love them			
<u><b>Our Mission</b></u>	The mission of Ability Connection is to enrich the lives of people with disabilities....one person at a time.			
<u><b>Strategic Map Key Impact Areas</b></u>	<p style="text-align: center;"><b>For The Person</b> <b>A Purposeful Life</b></p> <p style="text-align: center;">Personalized Care and Support Life Long Learning Work skills and jobs Options for where to live Enjoy Their "Best" Life</p>	<p style="text-align: center;"><b>For The Family</b> <b>Peace of Mind</b></p> <p style="text-align: center;">Exceptional Care and Support for Family Member Temporary Relief from Caregiving Access to Information Connected with Services and Resources Have an Advocate for Their needs</p>	<p style="text-align: center;"><b>For The Community</b> <b>Resource and Connections</b></p> <p style="text-align: center;">Information and Education A workforce/Service for Companies Opportunities for Volunteers to Engage Celebrate the Contributions of People with Disabilities</p>	
<u><b>Key Strategies</b></u>	<ul style="list-style-type: none"> <li>▪ Continuous Quality Improvement</li> <li>▪ Site Map</li> <li>▪ Additional Group Homes</li> <li>▪ Supported Housing</li> <li>▪ New Training Centers</li> <li>▪ Business Focused Employment Services</li> <li>▪ Contract Employment</li> <li>▪ Summer Programs for Youth</li> <li>▪ Weekend Respite</li> <li>▪ Holiday Programs for Youth</li> <li>▪ After School Programs</li> <li>▪ Drop in at Training Centers</li> <li>▪ Serve People on Waiting List</li> <li>▪ Expand Waiver Services</li> <li>▪ Connection Companions for members</li> <li>▪ Assist Members to Volunteer in the Community</li> <li>▪ Robust Recreational Opportunities</li> <li>▪ Tiered Training Center Curricula</li> <li>▪ Personal Outcome Measures</li> </ul>			
<u><b>Our Focus</b></u>	<u><b>Brand Advancement</b></u>	<u><b>Relationships</b></u>	<u><b>Capacity</b></u>	<u><b>Supporting Structure</b></u>
	<ul style="list-style-type: none"> <li>• Remaining the provider of choice</li> <li>• Developing more fans and friends</li> <li>• Expanded brand awareness</li> <li>• Continued financial support</li> <li>• New financial support</li> <li>• What makes us unique?</li> </ul>	<ul style="list-style-type: none"> <li>• Business partnerships</li> <li>• Schools</li> <li>• Sponsors/Donors</li> <li>• Other non-profit partners</li> <li>• Foundations</li> <li>• Faith based organizations</li> <li>• Vendors</li> </ul>	<ul style="list-style-type: none"> <li>• Use of existing space</li> <li>• Staff resources</li> <li>• New space</li> <li>• Job Responsibilities</li> <li>• Volunteers</li> <li>• Funding</li> </ul>	<ul style="list-style-type: none"> <li>• Policies</li> <li>• Standard operating procedures</li> <li>• Organizational structure</li> <li>• Staff and volunteer development and growth</li> <li>• Incentives and rewards</li> <li>• Core Values</li> </ul>
<u><b>Our Execution</b></u>	<ul style="list-style-type: none"> <li>• Strong media relationships</li> <li>• Exceptional customer experience</li> <li>• Exceptional Quality</li> <li>• Expand ways to connect people with services</li> <li>• Strategic advancement of brand through differentiation</li> </ul>	<ul style="list-style-type: none"> <li>• Establish long term productive relationships with foundations</li> <li>• Create formal collaborative relationships with other agencies/programs to expand reach.</li> <li>• Engage businesses on multiple levels (volunteer, sponsor, hire)</li> <li>• Establish mutually beneficial relationships with vendors</li> </ul>	<ul style="list-style-type: none"> <li>• More diverse and robust funding streams</li> <li>• Create adequate workspace</li> <li>• Establish new cost effective locations</li> <li>• Increased financial/billing efficiencies</li> <li>• Complete capital campaign for home(s)</li> <li>• Additional staff capacity</li> <li>• Adjust job requirements to meet demands</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain consistently high standards of operation and execution</li> <li>• Develop employees</li> <li>• Match skills and interests of volunteers with needs of Ability Connection</li> <li>• Expand community information</li> <li>• Effective use of communication technology</li> </ul>