

The Arc of the Ozarks Strategic Plan 2017-2020 2018 Revision

1. The Arc of the Ozarks will implement best leadership practices in recruiting and managing the workforce.

- Hire
 - Establish a “think tank” to evaluate and recommend changes to current hiring practices, onboarding and scheduling. -M. Kleinsasser - Sept. 18
- Train
 - Modify comprehensive, robust training program for employees interested in advancement. -L. Pace -Aug. 2018
 - Develop training program for both new and existing Program Supervisor and Shift Sup. -L. Pace -Sept. 2018
- Manage
 - Develop an implementation plan for online training curriculum. -L.Pace -Oct. 2019
 - Reduce overtime to under ten percent by July 2018 and eight percent by July 2019. -T. Dygon
 - Implement permanent schedule practices in ADP for all programs. -T. Dygon -Aug. 2018
 - Develop a template for internal communication that will be utilized as a meeting agenda for all levels of the agency. -T. Slack, A. Lowry -July 2018
 - Establish the standardized use of Glip, including policy changes and reviews, as an effective tool for teams to communicate. -M. Rasmussen -Oct. 2018
- Appreciate
 - Continue to implement the Appreciation Plan as recommended by the Employee Relations Committee to include an evaluation process. -ERC -annually
- Retain
 - Develop cost-effective ideas to address work/life balance. -M. Powers, Leadership Committee Chair -Aug. 2018

- Improve employee retention rate by five percentage points. -HR Department -July 2018
- Increase the salaries of direct support staff and increase paid time off. -M. Powers -Aug. 2018

2. The Arc of the Ozarks will position itself for future growth and expansion to advance the mission of the organization.

- Increase gross revenue to \$50 million by FY-2019. -M. Powers -June 30, 2019
- Establish annual plans for departmental growth to include goal target areas. -T. Dygon -July 2018
- Develop plan to provide services in Branson. - Executive Staff -Nov. 2018
- Develop a roadmap to integrate innovative and futuristic service models to include remote monitoring. -T. Dygon -July 2019
- Develop a process for financial accountability at all program levels to include personnel costs, positive cost centers, acceptable overtime, and effective purchasing practices. -J. Everest -Sept. 2018
- Maintain a four-month financial reserve for stability of the organization. -M. Powers -Dec. 2018
- Redesign the Activity Center/ Administration Office for better accessibility and security. -M. Powers -Jan. 2019

3. The Arc of the Ozarks will provide innovative services that meet the desires and preferences of its clientele and stakeholders.

- Evaluate and develop a DMH employment contract to include job development and job preparatory skills. -T. Dygon -November 2018
- Develop a process for evaluating service quality to include best practice standards, client satisfaction, inclusion of services and all aspects of quality assurance. Service Quality Committee, -T. Slack, Chair -Dec. 2018
- Retain a three-year accreditation status with CARF. -M. Powers -March 2019
- Host Wings for Autism for families in our service areas in collaboration with The Arc of U.S. and the Springfield/Branson National Airport. - Family Advocacy Department -September 2018

4. The Arc of the Ozarks will be actively involved in the community.

- Participate actively in education and advocacy efforts in the legislative processes in regard to the provision of services to individuals with disabilities. -M. Powers -Annually beginning in Jan. 2018
- Utilize public service announcements quarterly and social media on a daily basis to inform the public regarding disability awareness and to promote Arc events. -D. Wise -Annually, July 2018
- Ensure Arc representatives are actively involved in local, state and national associations to advocate, educate and promote disability awareness. -M. Powers -Annually, beginning July 2017
- Ensure a diverse and competent Board of Directors that is representative of the community and service populations. -M. Powers -Jan. 2019
- Increase awareness of services by branding The Arc of the Ozarks in the Joplin, Kansas City and Monett geographic areas. -D. Wise -July 2019