



## Strategic Plan 2018

The following areas will be monitored to ensure the continuous improvement of the quality of our services.

Short Term Goals	Phase I: 0-2 Years
Goal 1 HCBS, Medications,	<p style="text-align: center;"><b>TRAINING</b></p> To promote Home and Community Based Services by continuing to be Person Centered and Self-Directed by providing education and supports to: <ul style="list-style-type: none"> <li>• People Supported, Families Guardians and Employees</li> <li>• While providing community leadership and support by being active in our communities and recognizing each person's unique contributions</li> </ul> An efficient and effective training curriculum that will: <ul style="list-style-type: none"> <li>• Reduce the number of employee medication errors</li> <li>• Provide employee access to professional growth via the LADD website</li> </ul>
Goal 2	<p style="text-align: center;"><b>HUMAN RESOURCES</b></p> To strengthen the workforce by providing: <ul style="list-style-type: none"> <li>• Professional and personal development opportunities to increase a positive, mission driven work environment where we value P.E.O.P.L.E.; people served, employees, families, communities.</li> <li>• Recruiting and Retention strategies that will improve longevity</li> <li>• Career advancement opportunities</li> </ul>
Short Term Goals	Phase II: 0-4 Years
Goal 3 EHR	<p style="text-align: center;"><b>TECHNOLOGICAL COMMUNICATION</b></p> To improve technological efficiencies including electronic records: <ul style="list-style-type: none"> <li>• Compliance by 1/1/19 21<sup>st</sup> Century CURES ACT- electronic visit verification</li> <li>• Encourage usage of the person supported website</li> <li>• Encourage self service employee access with company resources</li> </ul>
Goal 4	<p style="text-align: center;"><b>GROWTH OPPORTUNITIES</b></p> To create opportunities for growth, meaningful life and engagement in their local community by: <ul style="list-style-type: none"> <li>• Healthy Initiatives</li> <li>• Volunteering/Employment</li> <li>• Self-Directed Supports</li> </ul>
Goal 5	<p style="text-align: center;"><b>QUALITY ASSURANCE</b></p> To deliver excellent services, building community and stakeholder interest, trust and pride through continually monitoring, developing and revising quality assurance standards: <ul style="list-style-type: none"> <li>• Provide company progress report</li> <li>• Provide auditing and monitoring data</li> <li>• Remain compliant with regulatory changes</li> </ul>
Long Term Goal	Phase III: 0-10 Years
Goal 6	<p style="text-align: center;"><b>FUNDING SOURCES</b></p> Due to continued financial strains brought on by economic issues in the State, LADD will improve financial strength and security by utilizing outside funding sources to partner with LADD to: <ul style="list-style-type: none"> <li>• Increase marketing to outside agencies</li> <li>• Improve LADD visibility and create a positive corporate image</li> <li>• Increase donations, solicitations and fund raising</li> </ul>