



Strategic Plan 2025



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	<p style="text-align: center;">LEVERAGING TECHNOLOGY TO ENHANCE SERVICES</p> <p>Investigate and implement technologies to increase efficiency and effectiveness of service delivery.</p> <ul style="list-style-type: none"> • Utilize and monitor data within the Electronic Health Record System for integrity and accuracy. • To explore a more efficient and effective electronic health record, time keeping and personnel file software system. • Improve exposure and use of the company app and websites, focusing on employee use. • Improve exposure and use of the people supported website, focusing on people supported use.
Goal 2	<p style="text-align: center;">HUMAN RESOURCES</p> <p>To strengthen the workforce by hiring skilled employees motivated to provide high-quality services and follow the organization's mission, vision, and values.</p> <ul style="list-style-type: none"> • Promoting positive open communication across all service sites. • Develop and maintain professional relationships. • Encourage employees to take pride in modeling the Mission, Vision, and Values (MVV) and to follow the code of conduct. • Explore various recruiting strategies.
Short Term Goals	Phase II: 0-4 Years
Goal 3	<p style="text-align: center;">EXPANDING COMMUNITY PARTICIPATION</p> <p>Promoting overall well-being through social connectedness and life choices within the community.</p> <ul style="list-style-type: none"> • Quality of life activities that are meaningful to the people supported. • Encouraging positive life choices to enhance physical and mental health. • Inspiring trusting and compassionate relationships.
Goal 4	<p style="text-align: center;">PRODUCING QUALITY OUTCOMES</p> <p>Deliver exceptional services that actively engage and inspire our community and stakeholders by continuously monitoring, developing, and refining our quality standards to ensure we exceed expectations and foster lasting relationships.</p> <ul style="list-style-type: none"> • Provide auditing and monitoring data to stakeholders. • Provide feedback on overall company satisfaction. • Successful results from outside regulatory and contractual audits. • Continuous quality improvement reviews by Steering Committee.
Long Term Goal	Phase III: 0-10 Years
Goal 6	<p style="text-align: center;">FINANCIAL STABILITY</p> <p>LADD will maintain and improve financial strength and security by fully utilizing all funding sources:</p> <ul style="list-style-type: none"> • Collaboration with outside agencies and funding sources, including training opportunities. • Ongoing oversight of all financial systems and operations. • Improve LADD visibility and create a positive corporate image. • Increase donations.