



Strategic Plan 2024

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> <ul style="list-style-type: none"> • Electronic Health Record System improving data integrity and implementation of electronic visit verification (EVV). • Further development and use of online training. • 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 creating highly trained employees to provide a positive work environment:</p> <ul style="list-style-type: none"> • Educating on job responsibilities and supporting people, ensuring all employees know and follow the Mission, Vision and Values of the organization. • Professional and personal growth opportunities through leadership training, focusing on retention strategies. • Use innovative recruiting strategies.
Short Term Goals	Phase II: 0-4 Years
Goal 3	<p style="text-align: center;">PROMOTING HEALTHY LIFESTYLE</p> <p>Promoting overall well-being through social connectedness and life choices.</p> <ul style="list-style-type: none"> • Quality of life activities, including community inclusion/participation. • Lifestyle choices to enhance overall mental and physical health.
Goal 4	<p style="text-align: center;">QUALITY ASSURANCE</p> <p>To deliver excellent services, building community and stakeholder interest, trust and pride through continually monitoring, developing and revising quality assurance standards:</p> <ul style="list-style-type: none"> • Provide feedback on company progress. • Provide auditing and monitoring data. • Remain compliant with regulatory changes.
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, solicitations and fund raising. • Improve data integrity resulting in maximum reimbursement.