



2020-2025 Strategic Plan

OUR MISSION:

Improving lives by supporting choices of people through community partnerships and quality services.

OUR VISION:

People with intellectual and developmental disabilities are included in our community as equal citizens, are as independent as possible, know their rights and advocate for themselves and direct their own lives through informed choices and with needed supports.

Supporting Choices

Community Partnerships

Quality Services

Leadership & Operations

Supporting Choices

Support people to live the life they want.

- Provide more opportunities for inclusive, community-based activities and services.
- Ensure transportation options are available and flexible to meet all needs.
- Support people to get jobs and build job skills and explore disability run businesses.
- Assist people with volunteering in the community.
- Increase affordable housing options and home ownership.
- Provide flexible funds for unexpected expenses (adults) and explore independent budgets.
- Increase access to remote supports and assistive technology.
- Expand advocacy initiatives and provide learning opportunities (money, relationships, etc).
- Discover new ways to communicate with people receiving services.
- Increase access to typical “rights of passage” such as driving a car, marriage, etc.

Community Partnerships

Engage and collaborate with our community.

- Provide support and training opportunities for providers.
- Build relationships and become a resource for local employers.
- Help day providers to come together for events/activities.
- Grow awareness and knowledge about EI services, especially with medical providers.
- Build stronger relationships and increase collaboration with school districts and youth organizations.
- Incentivize providers to help people attend events in the community.
- Develop FANs network for volunteers.
- Engage and support parents and other family members.
- Build relationships with key local organizations (Chamber of Commerce, churches, hospitals, etc).
- Provide behavior support and trauma training to people outside of our agency.

Quality Services

Deliver and promote excellent services in innovative ways.

- Recruit and support quality providers to meet needs in the county.
- Have a quality assurance process for contract agencies.
- Support and retain ESD and school district employees at Pioneer School.
- Provide time and encouragement for creativity and innovation.
- Build connections and relationships among Pioneer staff from all departments.
- Show ongoing appreciation and provide meaningful praise and recognition to employees and providers.
- Ensure access to quality PLAY Project services.
- Make sure people have access to needed OT, PT and speech services.
- Develop strategies to maintain full staffing, especially in difficult areas.
- Regularly evaluate to ensure capacity and services are available to meet the needs of students.

Leadership & Operations

Provide resources and leadership that support our mission.

- Maximize use of facilities and properties.
- Develop strategies for staff recruitment and retention.
- Find ways to collect input from employees regarding improvements and new ideas.
- Implement succession plan for future retirees and identify training opportunities.
- Provide quarterly updates to all employees regarding management initiatives.
- Improve consistency across departments.
- Provide access and training to the newest technology.
- Effectively manage growth in waiver costs while maintaining access to needed services.
- Formally review our customer experience and make suggestions for improvements.
- Maintain a detailed financial forecast and regularly evaluate to ensure sustainability.