



2025-2027 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 opportunities for inclusive, community-based activities, volunteer opportunities and services.
- Explore availability of flexible transportation options that support community engagement.
- Support people to get jobs, build job skills and advocate for disability run businesses.
- Advocate for affordable housing options and home ownership.
- Increase access to remote supports and assistive technology.
- Expand advocacy initiatives and provide learning & growth opportunities.
- Increase access to typical “rights of passage” such as driving a car, marriage, etc.

Community Partnerships

Engage and collaborate with our community.

- Recognize and support providers as valued partners.
- Grow awareness and knowledge about board services.
- Support and collaborate with school districts and youth organizations.
- Engage and support parents and other family members.
- Collaborate with local businesses and organizations to increase inclusion and accessibility in the community.
- Raise community awareness and support for technology solutions.
- Collaborate with existing community resources to provide a comprehensive network of support for Ross County youth.

Quality Services

Deliver and promote excellent services in innovative ways.

- Recruit, develop and maintain a highly qualified workforce and provider pool.
- Empower people to be creative and innovative.
- Build connections and relationships among Pioneer staff from all departments.
- Show ongoing appreciation and provide meaningful praise and recognition to employees and providers.
- Develop meaningful programming for transition age students with a path to employment.
- Increase staff knowledge, skill and comfort with tech solutions.

Leadership & Operations

Provide resources and leadership that support our mission.

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