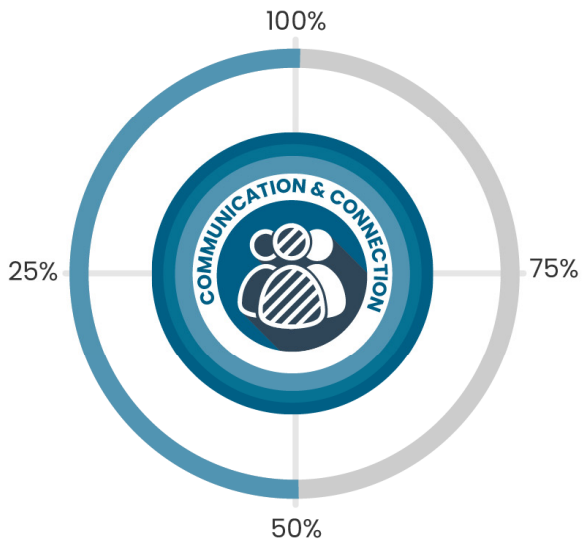


Communication & Connection

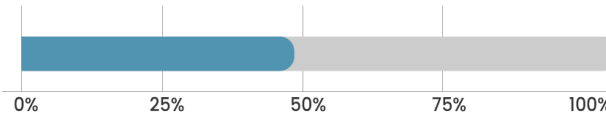
Goal 2-Reimagine Technology Use

Reimagine using technology to support better connection

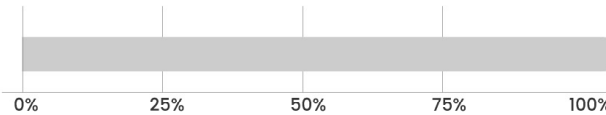


Goal 2 Objectives

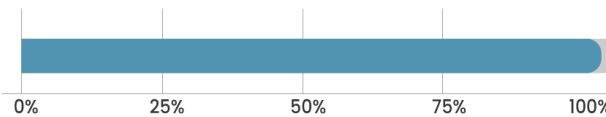
- 1 Pilot groups of family members to enhance understanding and use of technology



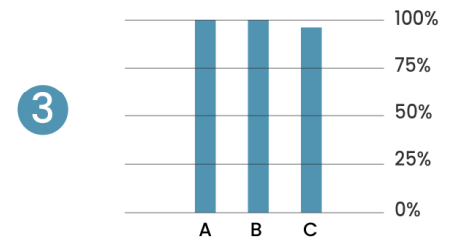
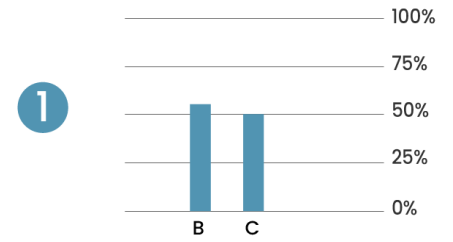
- 2 Pilot groups of people supported to enhance understanding and use of technology



- 3 Enhance employees' understanding/use of technology



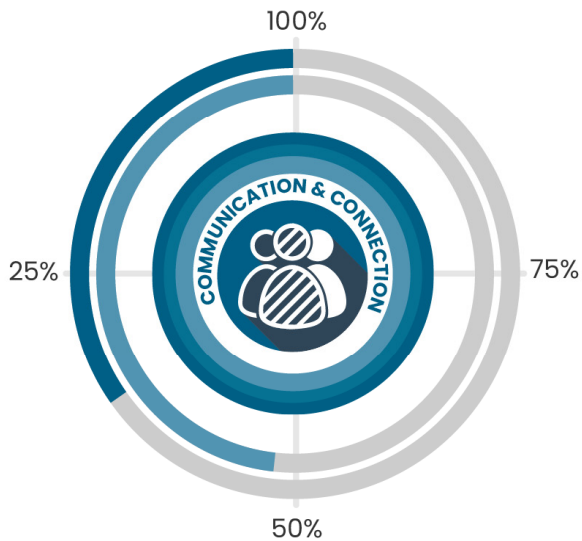
Goal 2 Strategies in Progress



Communication & Connection

Goal 1-Enhance Communication

Enhance communication between and among people supported, their families, and our team

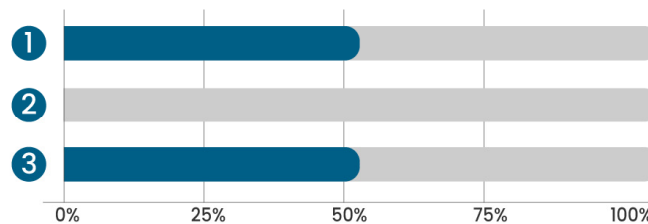


Goal 2-Reimagine Technology Use

Reimagine using technology to support better connection

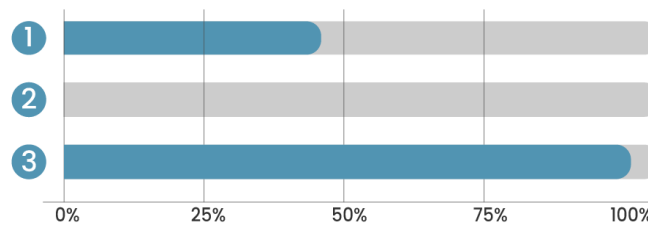
Goal 1 Objectives

- 1 Create a customer service department to address questions and resolve issues
- 2 Improve communication satisfaction
- 3 Create new opportunities for people to connect personally

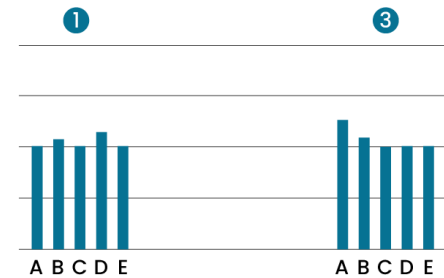


Goal 2 Objectives

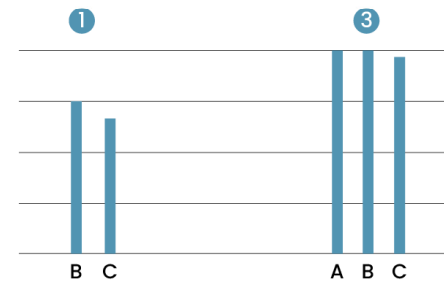
- 1 Pilot groups of family members to enhance understanding and use of technology
- 2 Pilot groups of people supported to enhance understanding and use of technology
- 3 Enhance employees' understanding/use of technology



Goal 1 Strategies in Progress



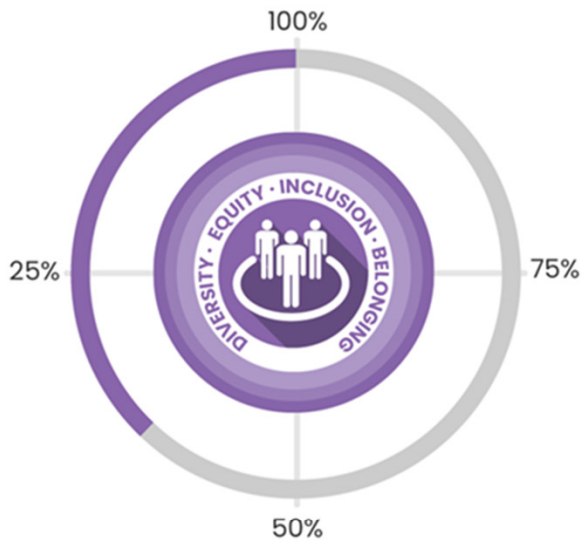
Goal 2 Strategies in Progress



Diversity, Equity, Inclusion & Belonging

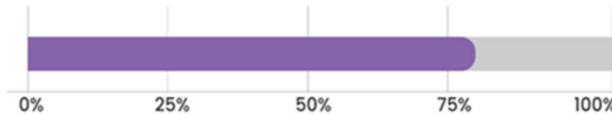
Goal 1-Dynamic & Diverse Workforce

Cultivate, sustain, celebrate and appreciate a dynamic and diverse workforce

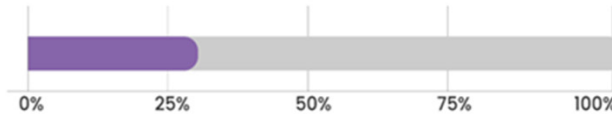


Goal 1 Objectives

- 1 Launch a diverse and comprehensive DEIB work group, guided by a consultant



- 2 Provide employees with opportunities designed to facilitate belonging



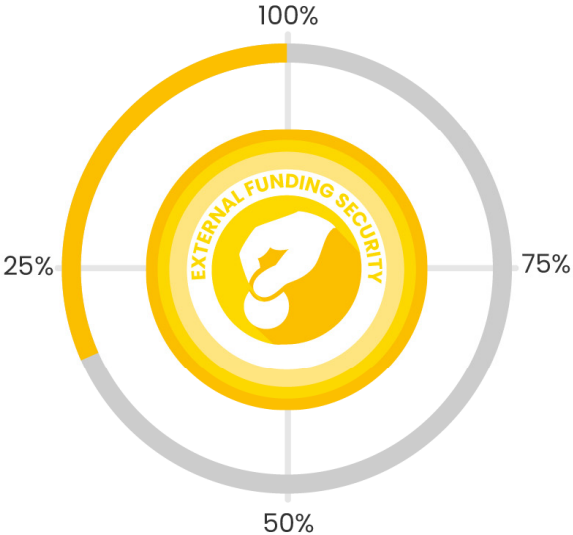
Goal 1 Strategies in Progress



External Funding Security

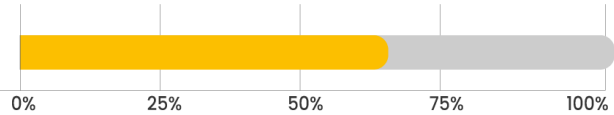
Goal 1-Social Entrepreneurship

Leverage a social entrepreneurial mindset to create new funding streams

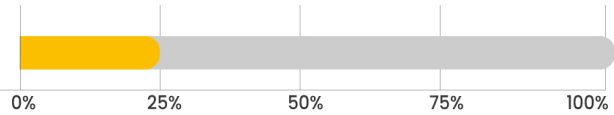


Goal 1 Objectives

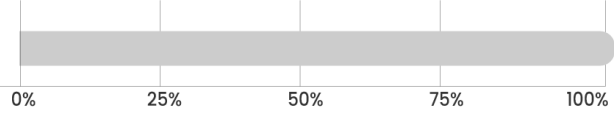
1 Develop new pathways to generate revenue



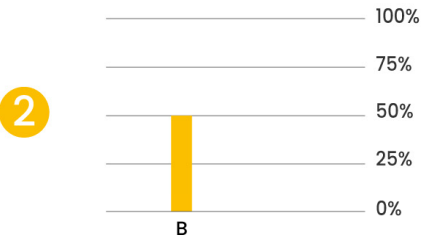
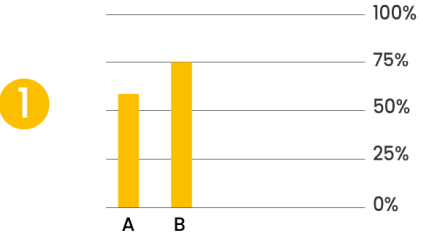
2 Identify two new profitable business opportunities



3 Connect with a social entrepreneurship expert to build support strategies



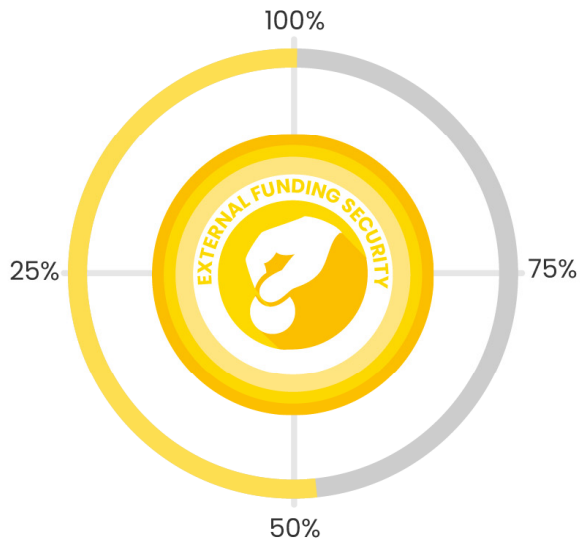
Goal 1 Strategies in Progress



External Funding Security

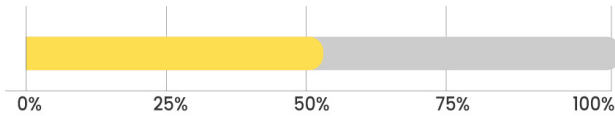
Goal 2—\$1M Annual Financial Support

Increase overall financial support to a sustained level of \$1 million annually.

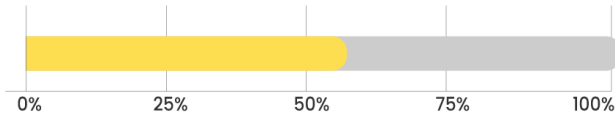


Goal 2 Objectives

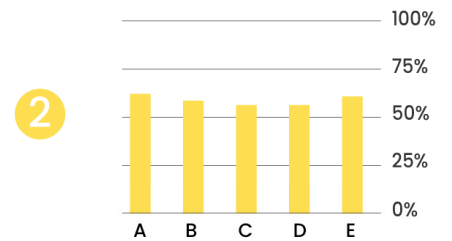
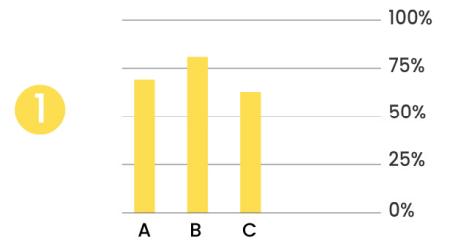
- 1 Increase corporate/grant/other fundraising to \$650,000 annually



- 2 Increase member/family/ employee/board fundraising to \$350,000 annually



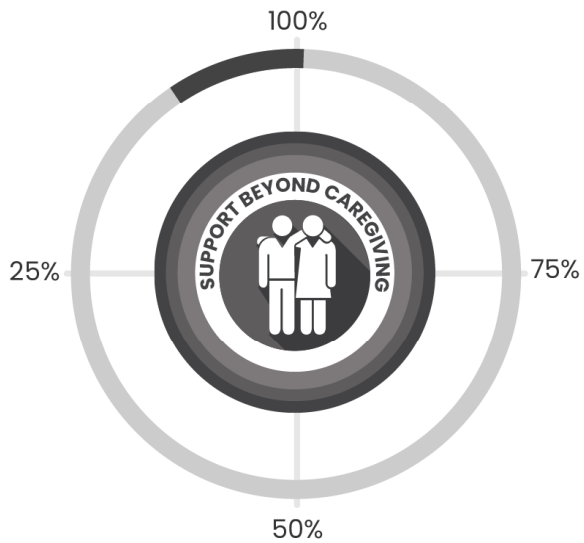
Goal 2 Strategies in Progress



Support Beyond Caregiving

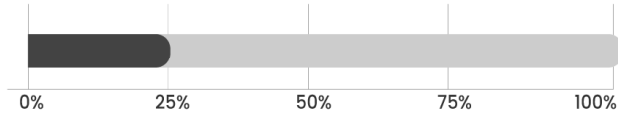
Goal 1-People Instead of Programs

Intentionally focus on people instead of programs, expanding opportunities and lives

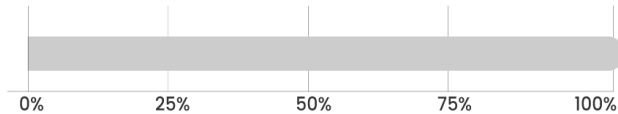


Goal 1 Objectives

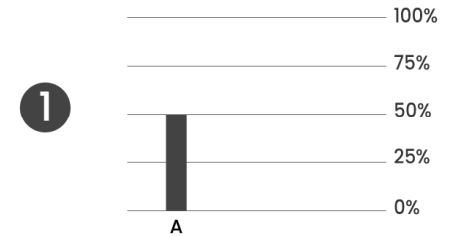
- 1 All people supported will transition back into the community



- 2 All people supported will experience a new community-based activity



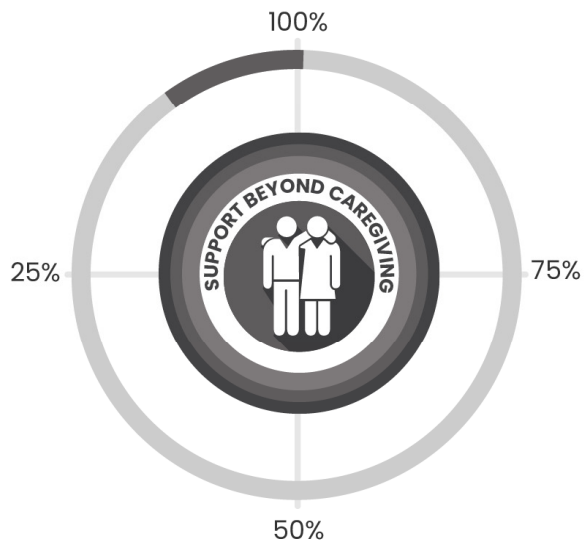
Goal 1 Strategies in Progress



Support Beyond Caregiving

Goal 2-Change the Way we View and Interact with People

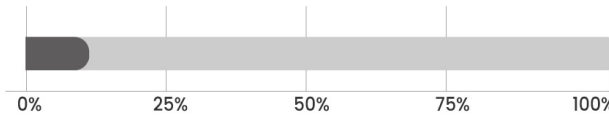
Push ourselves and our communities to change the way we view and interact with people



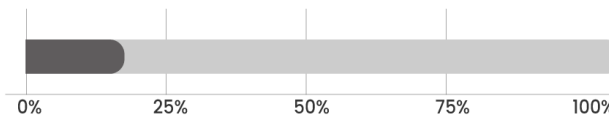
Updated September 2024

Goal 2 Objectives

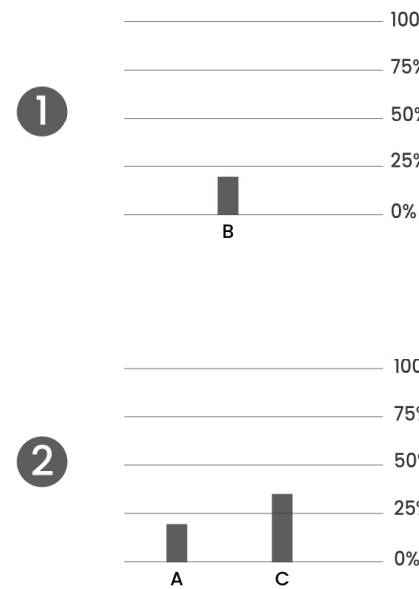
- 1 Build relationships with five new community organizations each year



- 2 Generate excitement about The Arc's work



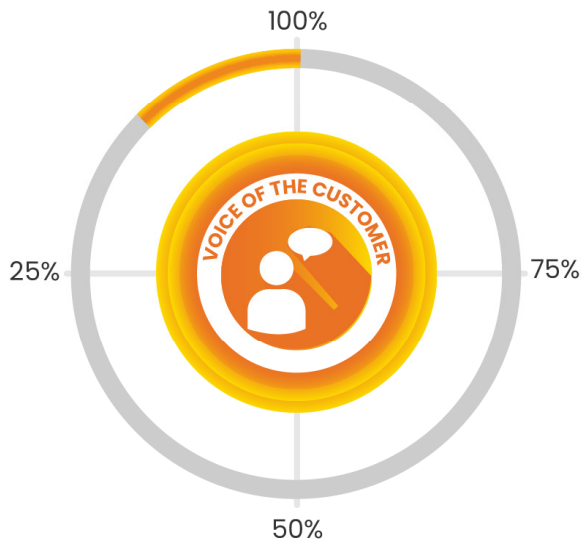
Goal 1 Strategies in Progress



Voice of the Customer

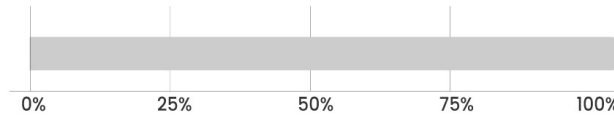
Goal 1-Empowering People

Empower people to have more input into and influence of making their own decisions

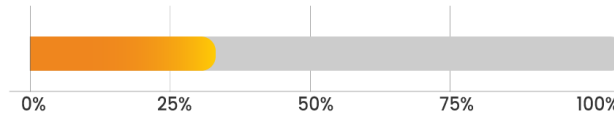


Goal 1 Objectives

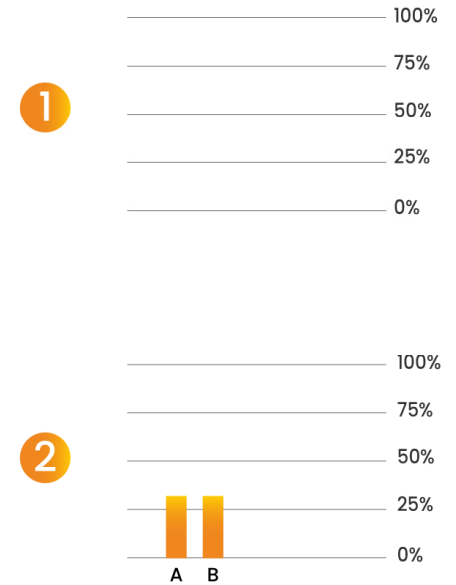
- 1 Employees are educated on person-centered approach and offering choices



- 2 People supported have opportunities to participate in advocacy training



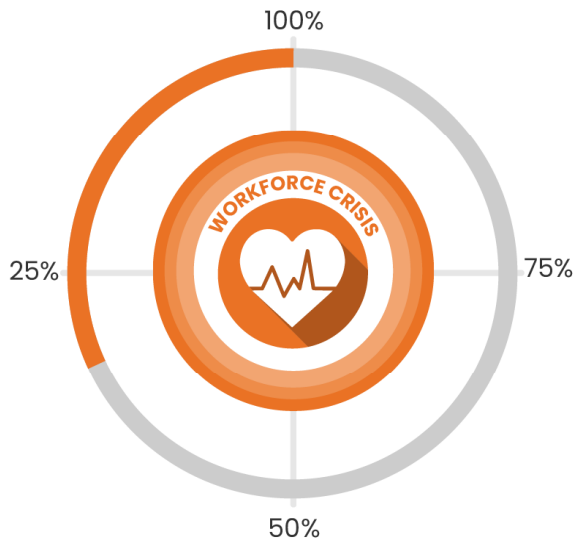
Goal 1 Strategies in Progress



Workforce Crisis

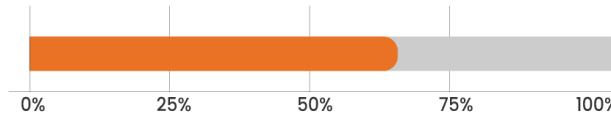
Goal 1—Sustained Pipeline of Passionate People

Create and sustain a pipeline of people interested in working with people who have IDD

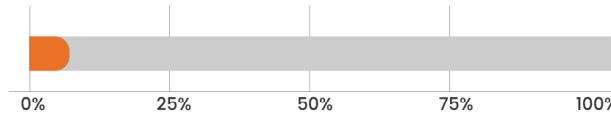


Goal 1 Objectives

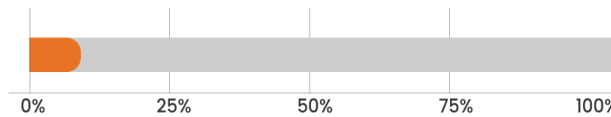
- 1 Increase applications from people with the skillset to succeed as DSPs



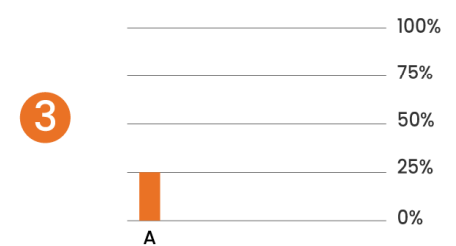
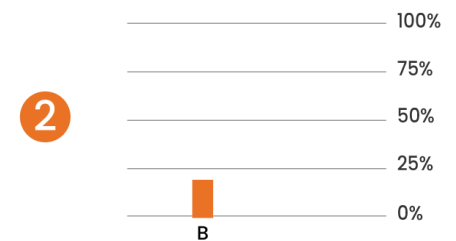
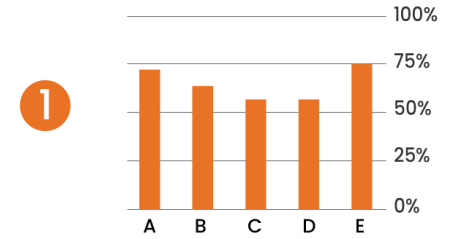
- 2 Broaden outreach efforts to target new groups of potential employees



- 3 Create new ways for people to be employed



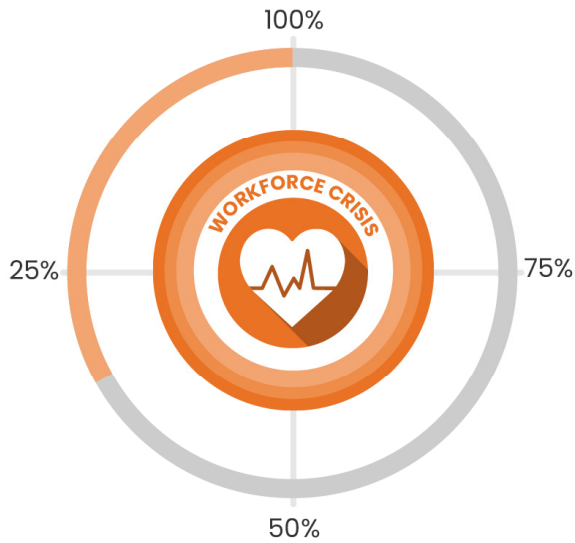
Goal 1 Strategies in Progress



Workforce Crisis

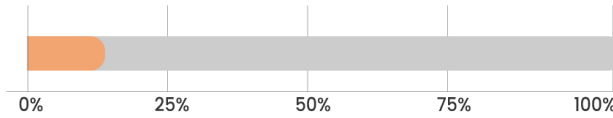
Goal 2-Intentionally Foster a Thriving Workforce

Reimagine behaviors, practices, and policies to intentionally foster a thriving workforce

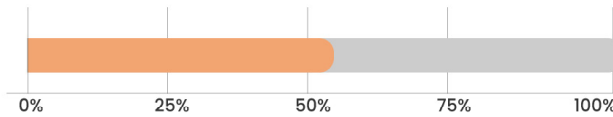


Goal 2 Objectives

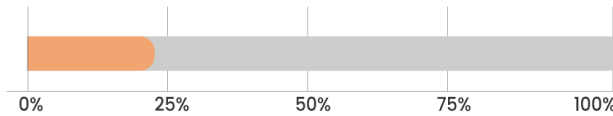
- 1 Decrease unintended employee turnover



- 2 Implement new flexibilities valued by employees



- 3 Implement two new training programs for supervisors and employees



Goal 2 Strategies in Progress

