

The Arc of Moore County's Strategic Plan

VISION:

All persons living with intellectual and developmental disabilities (I/DD) will find their full potential as respected members of the community throughout their lifetimes while having access to support and services to navigate lifestyle choices.

MISSION:

The Arc of Moore County exists to enhance the quality of life for individuals with I/DD and their families through advocacy, support, and services.

CORE VALUES AND GUIDING PRINCIPALS:

- People First & Human Dignity
- Community
- Self-determination, Equity & Choice
- Diversity
- Visionary Leadership & Advocacy
- Public Interest & Partnership
- Collaboration & Consensus
- Transparency, Integrity, & Excellence in Quality Services

PRIORITIES/GOALS AND ORGANIZATIONAL OUTCOMES:

- To promote the general welfare, positive well-being, and community integration of all citizens with I/DD
- To foster development of programs and services for citizens with I/DD
- To advocate with and for parents in creating solutions to their service needs and offer education/training/support opportunities to families
- To increase public awareness about The Arc, its services and participants
- To cooperate with public and private groups, agencies, and organizations to promote collaboration and partnerships
- To affiliate with The Arc of NC and The Arc of the US to promote its core values and guiding principles
- To serve locally as a clearinghouse for information on I/DD
- To solicit and receive funding to accomplish goals
- To increase opportunities for staff development

TASKS TO ACHIEVE GOALS/ STRATEGIC OBJECTIVES:

OPERATIONAL:

- Regularly observe and prepare for potential risks (see SWOT analysis)
- Review and revise policies and procedures and employee handbook on an annual basis
- Provide annual staff reviews and offer staff training/development hours
- Continue Respite support staff training and offer additional staff development hours
- Offer individuals and families regular education and training experiences
- Further employ technology to improve information management, protect integrity of programs, and confidentiality of those served through The Arc

FINANCIAL PROJECTIONS:

- To maintain or increase state and federal funding contracts with Managed Care Organization
- To continue seeking grant funding opportunities to support current and/or new services
- To continue seeking new fundraising opportunities to support annual budget
- To increase the number of families served for respite services and family support within the 8-county Sandhills region thereby increasing billable services

CAPACITY BUILDING:

- Increase involvement of individuals served
- Use of survey tool to gather input from persons served, staff, board members, volunteers and other stakeholders
- Continue to encourage and provide board development and education
- Continue to provide opportunities for public awareness and education of The Arc's services and supports
- Continue to partner with stakeholders in the community to increase resources and expand public awareness of the mission of The Arc of Moore County

KEY PERFORMANCE INDICATORS AND RESPONSIBLE STAFF:

(how we measure success)

- Maintain or increase financial stability by meeting all requirements of MCO – Ongoing (Executive Director, Respite Coordinator, Respite Support Specialist)
- Improve cash flow by billing Medicaid for Respite services on no less than weekly basis – Ongoing (Respite Coordinator, Office Manager)

- Develop online survey to determine satisfaction of Respite services and utilize on an annual basis (Executive Director)
- Increase by 10% number of new families served with Respite (Respite Coordinator, Respite Support Specialist)
- Upgrade technology system with new Respite software with improved back-up capacity, transparency with families, opportunities for family input, and security (Executive Director)