



STRATEGIC PLAN - 2021

Rights, Protection and Promotion

- Investigate crisis management plans and choose a training path and program that will support the individuals we serve
 - Crisis Prevention Intervention
- Explore options for an effective grievance/complaint/concern guidelines for the agency including all individuals and people affiliated with the agency

Dignity and Respect

- Include clubs for social media and newsletter in day programming curriculum to involve individuals that are supported by the agency
- Investigate other options of clubs and activities that are warranted due to survey results from stakeholders
- Investigate on-line course options for individuals supported by the agency
- Continue to discuss collaborative options with other local providers to provide the best possible solutions in supporting people

Natural Supports

- Expand volunteer opportunities
 - Evaluate We Care merger to determine if their volunteer group can transition to various services within TCRC, Inc.
 - Monitor regulations pertaining to utilization of volunteers and community natural supports.

- Enhance communication throughout the agency to benefit all stakeholders.
 - Investigate communication system between programs.
 - Create Annual Report that provides a holistic view of the agencies programs, services, progress for the previous year and have it presented to all stakeholders
 - Implement leadership videos completed by CEO for transparency through social media.
 - Implement social media and newsletter committees that include various individuals from different programs and services.

Protection from Abuse and Neglect

- Increase individual hours and support staff in the behavioral health program to enhance supports to the individuals supported by the agency

Best Possible Health

- Investigate opportunities of physical fitness and development through curriculum development and individual implementation plans
 - Workout clubs
 - Special Olympic involvement
 - Continued partnership with special recreational associations
 - Community activities and facilities

- Analyze the need for increased positions that may enhance health of individuals supported by the agency
 - Nursing
 - Consulting

Safe Environments

- Continue to address staffing needs to keep the individuals supported by the agency safe
 - Bonus structures
 - Utilization of temporary staff
- Investigate and plan the use of cameras for safety in each facility.
- Continue to replace vehicles that meet the threshold.

Staff Resources and Supports

- Analyze the use of technology for staff trainings
 - Zoom site specific medication administration CBTAs
 - Online DSP training
 - Video training presented by individuals supported by the agency

- Address the staff shortage situation
 - Investigate under age 18 staff regulations and use
 - Investigate use of cameras to assist staff and individuals' independence
 - Investigate cultivation of current staff
 - Investigate bonus structure, utilization of temporary staff, and ease of hiring

- Analyze the creation of an online store to sell goods and items

- Analyze marketing and advertising opportunities to increase community visibility
 - Billboards
 - Commercials
 - Social Media

- Continue to address staffing trends and deficiencies
 - Ease of hiring/investigation of smoother hiring processes

- Develop satisfaction surveys for all stakeholders that not only rate satisfaction but assists with determining individuals' desires for change to improve agency services

Positive Services and Supports

- Investigate the use of interns/volunteers/natural supports to enhance programs that will benefit the agency and the individuals supported by the agency
- Implement communication system through THERAP software to enhance better communication throughout the agency staff about the needs of the individuals supported

Continuity and Personal Security

- Continue to ensure individuals supported by the agency are actively involved in the decision making processes of the agency.
 - Strategic planning process, development, implementation, and monitoring.
 - Changes to the Mission Statement and/or Statement of Beliefs
 - Updates to agency policies, as they pertain

- Continue to include self-advocacy groups like the “friendship league” in decisions made that affects individuals we support

Basic Assurances System

- Explore QI Committees for each factor of the Basic Assurances
 - Establish a set agenda
 - Appoint knowledgeable staff and include individuals supported
 - Ensure information flows through all pertinent committees regarding the situation
 - Provide information to all involved and communicated as needed to stakeholders of the agency