

“We are committed to supporting a life of choice for individuals with disabilities.”

Strategic Plan

2025-2028

Tazewell County Resource Centers Inc.
33 S. Fourth Street
Pekin, IL 61554

MISSION STATEMENT

We are committed to supporting a life of choice for individuals with disabilities.

STATEMENT OF BELIEFS

- We believe our first priority is to the individuals we serve.
- We believe in the empowerment of individuals we serve through choice.
- We believe it is our responsibility to ensure the health, welfare, and safety of all individuals at TCRC.
- We are committed to serving each individual while respecting their unique culture and background.
- We promote independence, self-sufficiency, and community integration through quality programs and services.
- We believe in securing funding for all programs and being good stewards of our resources.
- We believe in providing continuous quality training, supervision, and mentoring.
- We strive for excellence through strong work ethic.
- We believe that proactive services provide the best opportunity for successful outcomes.
- We believe in cultivating quality partnerships within the community.
- We are committed to providing an environment that allows individuals to achieve their maximum potential.

CQL FOCUS AREA: Rights, Protection & Promotion

Outcome: To implement Policies & Procedures that promote people’s rights. To support people to exercise their rights and to honor those rights as an agency.

Objective/Action Statement	2025-26	2026-27	2027-28
Enhance leadership involvement with staff & individuals.			
Detail: CEO & COO to have new staff meetings at a time frame to be determined after start date			
Detail: Leadership to have front line supervisor meetings at a time frame to be determined			
Detail: Investigate the opportunity to begin advocacy groups			
Expand Social Media opportunities to benefit agency.			
Detail: Develop social media training for the safety of individuals supported			
Detail: Investigate the formation of a social media committee			
Detail: Investigate idea of individuals supported being involved in marketing and advertising			
Revie & make changes to any resources regarding rights, etc. – including grievance process.			
Detail: COO and VP of QI will analyze process			
Detail:			

S=started, IP=In process, CM=continuous monitoring, C=completed

CQL FOCUS AREA: Dignity & Respect

Outcome: To treat everyone as people first. To respect people's concerns and privacy and ensure people have meaningful opportunities.

Objective/Action Statement	2025-26	2026-27	2027-28
Investigate program expansion opportunities.			
Detail: Look at expanding food trailer events to reach more consumers			
Detail: Investigate janitorial services expanding to residential cleaning services			
Detail: Investigate CILA expansion for specific CILA programs or new 60D opportunities			
Detail: Investigate CDS expansion through new site opportunities			
Detail: Investigate new business opportunities through Taste of TCRC			
Review ever-changing Community Day Services opportunities.			
Detail: Changes to Springboard program/curriculum			
Detail:			

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CQL FOCUS AREA: Natural Supports Network

Outcome: To promote natural supports for the betterment of all individuals to facilitate unlimited communication among individual's and their support network.

Objective/Action Statement	2025-26	2026-27	2027-28
Explore options for more natural supports.			
Detail: Explore option of high school liaison to ensure TCRC is a viable agency to high schools and families			
Detail: Explore option of community liaison to continue enhancing community opportunities			
Detail: Explore option of natural supports/community coordinator			
Detail: Create a list of volunteer opportunities agency-wide to build volunteer outcomes			

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CQL FOCUS AREA: Protection from Abuse, Neglect, Mistreatment & Exploitation

Outcome: To ensure that all people are free from abuse, neglect, mistreatment, and exploitation. To support staff in preventing abuse and neglect and any mistreatment of individuals supported.

Objective/Action Statement	2025-26	2026-27	2027-28
Explore risks of social media & technology to keep individuals safe.			
Detail: Investigate sexuality curriculum			
Detail: Investigate “safe” computer classes			

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CQL FOCUS AREA: Best Possible Health

Outcome: People have supports to manage and choose their own healthcare. People's health needs are managed timely, safely, and documented appropriately.

Objective/Action Statement	2025-26	2026-27	2027-28
Explore better health options for individuals supported.			
Detail: Station MD implementation			
Detail: Expand on nursing consulting options			

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CQL FOCUS AREA: Safe Environments

Outcome: To provide safety supports and an environment that promotes health and safety.

Objective/Action Statement	2025-26	2026-27	2027-28
Evaluate the use of space agency-wide for programs and safety.			
Detail: Investigate idea of a "Recreation Center"			
Detail: Investigate idea of CDS licensing at downtown facility or other opportunities for CDS.			
Increase the use of technology for TCRC services.			
Detail: Expand Paycom opportunities to assist HR functionality			
Detail: Investigate technology for maintenance systems			

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CQL FOCUS AREA: Staff Resources and Supports

Outcome: To provide systems for staff retention and development. To show the support needs of individuals that shape the hiring and training of employees. To treat employees with dignity and respect.

Objective/Action Statement	2025-26	2026-27	2027-28
Expand technology opportunities agency-wide.			
Detail: Use Quantum in CDS to improve communication to all parties			
Detail: Use and/or train Quantum and Community Programs			
Investigate employee growth opportunities.			
Detail: Create DSP tier program to empower staff for growth			
Detail:			
Enhancing staff knowledge through training and opportunities.			
Detail: Investigate peer to peer mentor program			
Detail: Creation of new staff expectations checklist			
Detail: Investigate the possibility of discipline committee			
Explore opportunities for staff activities.			
Detail: Create agency-wide activities committee to look at opportunities like ball games, shopping trips, picnics, etc.			

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CQL FOCUS AREA: Positive Services and Supports

Outcome: To support person-centered services and supports for all. To support people’s choice through positive behavior supports. To treat people with psychoactive medications for mental health needs consistent with natural standards of care.

Objective/Action Statement	2025-26	2026-27	2027-28
Expand the use of technology in areas to help individuals supported.			
Detail: Look at the use of Quantum in other programs			
Detail:			
Expand the Behavioral Health Program.			
Detail: Investigate segregation of duties or hiring a position for data analysis.			
Detail: Expand Behavioral Health through trainings in other programs.			
Detail: Investigate the role of the Quality Improvement department in Behavioral Health.			
Detail: To balance workload and administrative duties, investigate possibility of CDS modification of hours/times.			
Detail: Explore partnership with Salvation Army, and add position as appropriate.			

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CQL FOCUS AREA: Continuity and Personal Security

Outcome: To maintain fiscal responsibility, a positive mission, and administrative practices to support personal outcomes.

Objective/Action Statement	2025-26	2026-27	2027-28
Expand technology to continue “paperless” path and efficiency of record keeping.			
Detail: Opening up Paycom modules for HR/training			
Define and implement staff expectation transparency.			
Detail: Creating an HR guide			
Detail: Creating trainings on personnel policies and culture refreshers			
Detail: Creating expectations from direct supervisor at 30 day mark			
Expand Development Department to enhance fundraising revenue.			
Detail: Investigate new roles within department			
Detail: Investigate raffle ideas/auctions/small events			
Detail: Evaluate and enhance current fundraisers			
Develop plan for vehicle replacement.			
Detail:			

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CQL FOCUS AREA: Basic Assurances System

Outcome: To monitor all basic assurances agency wide.

Objective/Action Statement	2025-26	2026-27	2027-28
Investigate technology for reports.			
Detail: Using more in Quantum, Trip Master and Paycom			

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