

Parents and Friends, Inc.

2010 Strategic Plan July Update

Parents & Friends, Inc's mission statement is to provide opportunities for persons with developmental challenges and similar needs to participate fully in our community. With this mission firmly in mind, Parents and Friends, Inc. will focus on and plan and budget for the following objectives in 2010:

1. Increase the people we serves' participation in the community through both work and non-work venues.
2. Maintain financial stability and predictability.
3. Attract and keep dedicated, talented, caring and experienced staff.
4. Maintain open and honest two way communications with the community, stakeholders, people served and employees.

Tactics planned for accomplishing these goals are:

People served participation in the community

1. Reduce the consumer population in work activity programs by 10% by increasing the group community work program, community job placements and L.I.F.E. services.

Status: Not accomplished. There were 16 people enrolled in work activity on January 1, 2010 and there continues to be 16 people enrolled on June 30, 2010.

2. Begin at least one new program based upon healthy lifestyles including nutrition, exercise and sexual education, safety and appropriateness. Include community interaction and participation as well as self advocacy training in these regimens.

Status: Continued. There is no funding available through RCRC for any new services.

3. Restart the *Places To Go!* program when authorized by the State. (scheduled for April 2010).

Status: Continued. DDS has missed it's targeted deadline of April 1, 2010 to institute self directed services and therefore has not yet allowed consumers to select Places to Go.

Maintain financial stability and predictability.

1. Budget for profitability, stressing quality of services and products offered and organizational efficiency.

Status: Ongoing. Budgeting continues to occur semi-annually. The current budget (passed by the Board and effective July 1, 2010) is projected for profitability for the entire year of 2010. The first half budget (Jan. 1 – Jun, 30, 2010) was met and exceeded in profitability and efficiency.

2. Discuss contingency planning with the Board of Directors in case of continued state funding cuts.

Status: Ongoing. Contingency planning is discussed with Board with budgets and contingencies planned as alternative budgets if contingencies materialize.

3. Attempt to secure a line of credit for \$250,000 from a local financial institution.

Status. Partially accomplished. Credit line for \$150,000 established. Bank said additional line not needed.

Attract and keep dedicated, talented, caring and experienced staff.

1. Conduct a wage and salary survey annually which establishes prevailing wages for management, supervisors and direct service personnel.

Status: accomplished. Participated in and received 2010 wage and salary survey.

2. Conduct performance reviews for all personnel at least annually on their anniversary date.

Status: In progress. All departments doing current employee ranking and performance/salary reviews.

3. Bring all departments into compliance with the wage and salary survey as soon as financially possible.

Status: Continuing as finances allow.

4. Base all performance reviews, wage reviews and promotions on demonstrated, not potential, performance.

Status: In process. Ranking system in effect and completed by all departments. Reviews in process.

5. Keep job descriptions updated and communicate clearly what expectations are and how performance will be measured.

Status: In process. All reviews include a review and revision, if necessary, of job description.

6. Listen, respect, discuss and implement if feasible all suggestions/observations from staff, stakeholders and consumers.

Status: In progress. Consumers are asked for satisfaction rating of services in every ISP. Suggestion/communication link on website, annual survey of consumers, stake holders and employees (December). The results of surveys are reported to the Board with analysis for discussion and possible action.

7. Maintain an open door non-recriminatory policy.

Status: Ongoing. The open door policy continues and is taken advantage of routinely by employees, consumers and stakeholders.

8. Recognize good and outstanding performance when it occurs and point out and discuss poor or unacceptable performance when it occurs. Do not avoid or delay recognition or problems.

Status: Ongoing. Performance or non-compliance issues are investigated and resolved in a timely manner after identification. Employee of the quarter award continues for outstanding performance.

9. Refine the in house training program stressing both universal training subjects for all employees and job / task specific training topics within each department and discipline utilizing the College of Direct Services on line educational courses.

Status: Ongoing. Core curriculum is in place and being administered by all depts. Specific discipline curriculums are being administered by some departments and still being implemented by some.

Create and maintain open and honest two way communications

1. Begin quarterly newsletter mailings.

Status: Continuing. There have been two newsletter mailings in the first two quarters of 2010.

2. Conduct surveys of all stakeholders, employees and consumers annually.

Status: Continued. Surveys are scheduled for December 2010.

3. Sponsor, through the board of directors, four fund raising events annually.

Status: Continuing. So far in 2010 fundraisers completed are the Hoity Toity Tea, Spaghetti Dinner and Second Chance Prom. A Brats and Beer BBQ is scheduled for July, a Rock n' Bowl-athon is scheduled for August and a Golf Tournament for October.

4. Routinely release press releases and Public Service Announcements for news worthy events and public notification of PFI events, at least seven times annually.

Status: There have been four news releases about PFI in the media so far this year.

