

# 2010 – 2012 STRATEGIC PLAN OVERVIEW



**Mission:** Unity House’s mission is to empower and enrich the lives of people in recovery, coping with a mental illness, and/or diagnosed with a developmental disability. This is accomplished by offering supports and services in an inclusive, person-centered environment.

**Vision:** All individuals are respected and lead lives of personal fulfillment and acceptance within our community.

**Values:** Honesty ♦ Integrity ♦ Respect

## PLAN ELEMENTS (in no particular order)

### STAFFING

[Champion: Amy Carioggia]

**Goal:** To ensure a healthy and positive work environment that will attract and retain the best talent for the benefit of our consumers.

- Conduct leadership training and development for supervisors
- Expand staff appreciation activities
- Create available-training database, enhance communication regarding availability

### VOLUNTEERISM

[Champion: Susan Sloan]

**Goal:** To offer meaningful volunteer opportunities in our community to improve and develop the operations of our departments and the experience of our consumers.

- Determine agency needs
- Develop volunteer and internship programs, inclusive of training
- Establish recruitment and management processes

### TECHNOLOGY

[Champion: Amber Amidon]

**Goal:** To maximize technology to support the highest levels of efficiency for our agency and consumers.

- Identify resources available (internal/external) to assist in the area of IT
- Prepare inventory of current IT infrastructure
- Identify training needs and provide learning opportunities

## WELLNESS

[Champion: Sara Glauberman]

**Goal:** To offer employees and consumers information, education, opportunity and access to programs that support health and wellness.

- *Collect data to assist Wellness Committee and staff to identify wellness initiatives and opportunities*
- *Develop and implement wellness initiatives*
- *Create communication tools to share information agency-wide*

## CONSUMER ADVISORY PANEL

[Champion: Darlene Podolak]

**Goal:** To further refine and grow advocacy services to meet the needs of all consumers and their families.

- *Identify committee and chairperson to explore structure and composition of panel*
- *Identify and secure training needs for panel*
- *Determine what future services are needed*

## INFRASTRUCTURE

[Champions: Gary Fellows and Mary Mancinelli]

**Goal:** To analyze existing processes and identify improvement and efficiencies for the agency.

- *Improve internal communications*
- *Pursue “green” initiatives*
- *Assess existing administrative support systems and operations for efficiency*
  - *Human Resources*
  - *Administrative support department*
  - *Transportation/fleet management*
  - *Property/physical plant*

## FISCAL HEALTH

[Champions: Kelly Buck and Christine Farrell-LaPage]

**Goals:** To ensure a fluid, comprehensible and efficient fiscal process; to implement a dynamic fundraising program that will assist the agency in meeting unfunded mandates.

- *Review completed policies & procedures from user perspective*
- *Continue to develop an active fundraising/development program*
- *Finalize in-house fiscal code of conduct and business ethics policies*
- *Provide education and training in various financial areas*
- *Expand Director/Manager involvement in the budgeting and fiscal reporting process*
- *Audit preparedness*