

2013 – 2015 STRATEGIC PLAN



- 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)

DEVELOPMENT [Champion: Kelly Buck]

Goal: *To implement a dynamic development/fundraising program that will assist the agency in meeting unfunded mandates.*

- Identify and build corporate and community partnerships
- Increase marketing efforts to heighten community awareness
- Develop planned giving and major gifts programs

SERVICES [Champion: Amber Amidon]

Goal: *To continue to design person-centered services that meet the needs of the community and evolving regulatory infrastructure.*

- Conduct current needs assessment of individuals (i.e. MICA, ID/MH, elderly) and ensure program offerings are meeting identified needs
- Establish a metrics system which improves reporting on service delivery quality measures
- Review current utilization and analyze efficiencies to ensure fiscal stability

TECHNOLOGY [Champion: Gary Fellows]

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

- Continue the expansion of technology use throughout Unity House
- Create a staff training initiative specific to our technology
- Research the possibility of technological collaboration with like agencies

CONSUMER ADVISORY PANEL [Champion: Pam O'Conner]

Goal: To engage consumers of all programs in advocating for services that will meet their needs.

- Ensure that the panel structure allows for input from all consumer stakeholder groups
- Assure consumer-driven activities, teaching and enabling to broaden the scope of self-advocacy
- Create a vehicle to communicate the actions and successes of the panel

VOLUNTEERISM [Champion: Sue Morley]

Goal: To advance the mission and vision of Unity House through community resources that benefit internal and external stakeholders.

- Conduct an agency-wide needs assessment for volunteer opportunities with emphasis on support departments and projects to enhance organizational processes
- Establish a formal volunteer program to heighten capacity and meet identified needs
- Develop new partnership programs to tap college and BOCES students, as well as local retirees

WELLNESS [Champion: Sara Glauber]

Goal: To foster a culture that promotes health and wellness through education, programs, and initiatives that focus on intrinsic motivation.

- Explore programs to further motivate employees toward establishing and sustaining a healthy lifestyle
- Ensure variety and options in wellness offerings to reach all employees
- Develop and institute a set of wellness metrics to track the continued success of the program

STAFF DEVELOPMENT & RECOGNITION [Champions: Amy Santobianco and Darlene Podolak]

Goal: To cultivate and recognize talent and contribution throughout the organization.

- Maintain a sustainable leadership development and mentoring program
- Discuss and propose a planning process for leaders within the organization to identify talent, assess current and future positions, and provide advancement opportunities toward succession planning
- Explore, identify and execute strategies that will foster our core values by rewarding and recognizing demonstration of these values throughout the organization