

I-REACH 2 Inc.



2018-2020 Strategic Plan

Adopted

Mission Statement: Our mission is to provide high quality, innovative, individualized, therapeutic services to adults with developmental disabilities or brain injuries.

Vision: Providing premier services that promote quality of life, independence, and ability.

Executive Summary

I. INTRODUCTION AND HISTORICAL INFORMATION

I-REACH Inc. was founded in 1999 and the non-profit I-REACH 2 Inc. Residential/Respite Program was started in 2002. By January 2006, the board of directors of I-REACH 2 Inc. contracted to merge with the original for profit I-REACH Inc. This merger took many years to accomplish and included all the original I-REACH Inc. pre-vocational, community employment, day habilitation services, including a Career site deli called Felgoodies and Reach 4A Star therapeutic riding center. Reach 4 A Star Riding Academy applied for and received its own 501c3 in 2009. Our participants continue to receive services from the arena. On January 1st, 2013 all accounting, recording keeping, and organizational systems were fully under the I-REACH 2 Inc. umbrella.

I-REACH 2 Inc. has been on the forefront in our implementation of new federal regulations and standards that dictate the types of settings in which Medicaid Waiver services may be delivered in. In addition, these regulations call for increased choice and decision making on the part of the individual receiving supports. We have revamped, redesigned and restructured our entire program to meet these standards and to continue our mission focused work. But there is much more work to do and this strategic plan will lay the groundwork and provide a roadmap for further innovations in the disability services industry. The majority of participants served by I-REACH 2 Inc. are funded through the State Division of Developmental Disabilities via what is known as the Medicaid Waiver program. We do provide supports for individuals who elect to private pay.

I-REACH 2 is one of several internationally certified and accredited CARF recognized (Commission for Accreditation of Rehabilitation Facilities) service providers in the State of Wyoming and across the world. Many of our services have been accredited since June of 2000 when I-REACH Inc. first received a three-year accreditation. We had our strongest survey to date in June of 2015.

This Strategic Plan is structured around 5 major goal areas with several objectives for each goal. Input was received through a variety of sources such as:

- Our participants
- Stakeholders, including case managers, guardians, business's etc.
- I-REACH 2 Employees and board members.

Our 5 major goal areas are:

1. Ensure stable and reliable funding
2. Recruit and retain professional and dedicated employees and volunteers
3. Maintain and strengthen our presence in the community with identified stakeholders
4. Provide the best possible services to our participants
5. Maintain safe, efficient, and functional facilities, company vehicles, and technology

Making the Mission Matter:

Goal One: Ensuring stable and reliable funding

Objective 1:

The state of Wyoming is currently in a budget crisis. We will continue to work in collaboration with the Wyoming Community Service Providers, the Behavioral Health Division, and elected officials to educate and advocate for the legislative body to adopt and fund the proposed rate structure as part of the rate rebasing process conducted in 2017

Person Responsible: ED and BOD
Target Date: First quarter of 2018
Status:

Objective 2:

Monitor the development of resources noted in the resource development matrix to ensure stability of all revenue sources.

Person Responsible: ED and BOD
Target Date: 2018 and ongoing.
Status:

Objective 3:

By the end of 2018, increase to 8 full-time waiver funded beds in the Curtis Street homes.

Person Responsible: Community Housing Coordinator and ED
Target Date: 2018
Status:

Objective 4:

Collaborate with Natrona County School district and DVR to expand our services to more students transitioning into post-secondary life in turn increasing our private pay and DVR revenue.

Person Responsible: ED and Community Employment/Living Coordinator
Target Date: May of 2018 and ongoing
Status:

Objective 5:

Develop and implement as needed contingency plans to secure public and private support in the event of a majority cut to Medicaid reimbursement.

Person Responsible: ED and BOD

Target date: 2018 and ongoing

Status:

Making the Mission Matter:

Goal Two: Take care of the people who take care of the people.

Objective 1:

Turnover continues to plague our industry. IR2 has experienced the consequences of increased turnover. Although employee survey results indicate high levels of satisfaction, individuals continue to leave due to low wages. The leadership team and the board of directors shall develop and execute specific strategies to increase employee retention some examples are: increase employee benefits such as retirement, cafeteria plans for child-care expenses, explore options for health insurance.

Person Responsible: ED and BOD
Target Date: First quarter of 2018
Status:

Objective 2:

Maintain the practice of annual longevity bonuses.

Person Responsible: ED and BOD
Target Date: 2018 and ongoing.
Status:

Objective 3:

Develop an annual training program for ongoing refresher trainings that do not require a competency-based assessment and provide an annual training bonus for timely completion of the training packet.

Person Responsible: ED and program coordinators
Target Date: December of 2018.
Status:

Objective 4:

Many of our positions are part time in nature and services are provided around the clock. To increase employee retention we will attend job fairs in various community college locations to recruit new employees.

Person Responsible: Program Coordinators
Target Date: May of 2018 and ongoing

Status:

Objective 5:

Left blank for expansion of the plan

Person Responsible:

Target date:

Status:

Making the Mission Matter:

Goal Three: Engage a variety of stakeholders and groups to expand our advocacy efforts, donor retention, and name recognition throughout the state.

Objective 1:

In collaboration with the Wyoming Community Service providers, establish relationships with all state elected officials in Natrona County.

Person Responsible: ED and BOD

Target Date: 2018 and ongoing

Status:

Objective 2:

By July 2019 host an after-hours event in partnership with the Natrona County Chamber of Commerce.

Person Responsible: ED

Target Date: July 2019

Status:

Objective 3:

As funding allows explore options for membership of one person of the leadership team to join a local service organization such as rotary or kiwanis.

Person Responsible: BOD and ED

Target Date: 2020

Status:

Objective 4:

Hire and contract with a marketing firm to undergo a "rebranding" campaign that will update all company marketing materials, web site and social media outlets.

Person Responsible: ED

Target Date: December 2019

Objective 5: Left blank for expansion of the plan

Making the Mission Matter:

Goal Four: The “heart” of what matters.... Providing high quality, innovative, individualized, therapeutic services.

Objective 1:

By 2019 work with individuals, their teams and the Behavioral Health Division to implement remote monitoring in sites where data demonstrates that the individuals is able to safely be in their own home without overnight staff. Data collection for the needs for supports began 11/6/2017.

Person Responsible: ED and program coordinators

Target Date: 1st quarter of 2019.

Status:

Objective 2:

Expand volunteer work placement for groups of 2-3 individuals to cost-effectively reduce time individuals are served in facility-based settings.

Person Responsible: Community Employment/Community Integration Coordinator

Target date: 4th quarter of 2018.

Status:

Objective 3:

By the end of 2018 implement a non-cash system of individual and house spending money in all homes to reduce the risk of theft, co-mingling of individuals' personal funds, lost receipts etc.

Person Responsible: Program Coordinators, Business manager, and ED

Target date: 2018

Status:

Objective 4:

Continue to increase the total number of hours all individuals participating in day services are served in non-facility based settings. For individuals in residential services continue to increase the amount of alone-time allowable in the Plan of Care to maximize independence and reduce some personnel costs.

Person Responsible: All program Coordinators

Target date: Ongoing

Status:



Making the Mission Matter:

Goal Five: Maintain safe and functional equipment, facilities, vehicles, and technology.

Objective 1:

Dur 2018 implement 2 paperless processes in the business office with the goal of having a paperless accounting/fiscal system in the coming years.

Person Responsible: Business manager and ED

Target Date: 2018

Status:

Objective 2:

Continue to develop the Lennox Street facility as a state of the art Community Integration and Supported Employment program by enhancing access to a variety of assistive technology.

Person Responsible: Community Integration Coordinator and Supported Employment

Target date: 4th quarter of 2018.

Status:

Objective 3: Left blank for expansion of this goal

Person Responsible:

Target date:

Status:

Objective 4: Left blank for expansion of this goal

Person Responsible:

