

**I-Reach 2 INC.**  
**STRATEGIC PLAN 2012-2014**

***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***

Our Mission:

“Our mission is to provide high quality, innovative, individualized, therapeutic services to adults with developmental disabilities and brain injuries.”

Our Vision:

“Providing premier services that promote quality of life, independence, and ability.”

At I-Reach it is about PRIDE!

- **Passion:** Leaders who do all that we do from the heart
- **Respect:** Through our actions, we respect ourselves, our participants, our stakeholders, and our company.
- **Integrity :** Being honest and truthful ,following through on commitments and matching actions to your word
- **Dignity:** The unwavering commitment to uphold self-worth and respect
- **Education:** Providing the highest quality services through dynamic curriculum and real life experiences to develop competency and independence

90% 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. The remaining 10% are on the waiting list for waiver services and are considered private pay. Rates are adjusted significantly to allow the participants to receive services and support as waiver clients do.

The individual’s team, including the guardian, individual served, Individual Case Manager, Direct Care Employees and other professionals or stakeholders decide which services the person is most in need of and also evaluates the progress and needs of the person served at least (2) times per year.

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 are looking forward to our re-accreditation survey in June of 2012.

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

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- a) Preserve existing sources
- b) Explore new sources
2. Recruit and retain professional and dedicated employees and volunteers
  - a) Recruiting efforts
  - b) Retention plans
  - c) Personnel development and succession efforts
  - d) Develop and Sustain the I-Reach-2 Culture through our core values
  - e)
3. Develop and implement a public awareness campaign with identified stakeholders
  - a) Social media
  - b) Event Participation
  - c) Partnerships with Business
  - d) Government Leaders and Agency engagement
4. Provide the best possible services to our participants
  - a) Residential Care
  - b) Curriculum
  - c) Life skills – Independence development
5. Maintain safe, efficient, and functional facilities
  - a) Maintenance Plan
  - b) Replacement Schedule
  - c) Ownership Plan

The administrative team and the board of directors will be using this plan as a roadmap to work towards fulfilling our mission, maintaining our vision, and from the top down and bottom living our core values. Along with our top goal of ensuring stable and reliable funding the following table represents a three (3) year resource development matrix that will allow us to work towards fulfillment of our mission, vision, and values.

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**STRATEGIC GOAL #1—ENSURE STABLE AND RELIABLE FUNDING**

<b>Objectives</b>	<b>Person(s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status and Next Steps</b>
<b>Secure CDBG grant for the purchase of Harmony house</b>	Executive Director Board of Directors	Town of Evansville Wyoming Business Council	Next application period ends 3/1/12	<p>Update: 2/1/12 CDBG no longer funding these projects. Begin researching other opportunities. Jaime and Tina to attend Wyoming Business Council training July, 2012 to learn of other funding options</p> <p>Update 10/24/12— Information from a July 2012 training indicated grant is available. Met with Natrona County who has agreed to sponsor the grant application. Will be applying for 300,000 in January 2013.</p> <p>2013 Update: Grant was not selected for funding, will reapply in 2014.</p> <p>Update 1/12/14</p> <p>Due to uncertainty in waiver service funding for residential habilitation services this goal is on hold until Medicaid restructure is</p>

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				completed. <b>FINAL: Goal moved forward for next 3 year cycle.</b>
<b>Explore options to increase in-house piecework opportunity for participants.</b>	Executive Director Service Coordinator	NISH	Programming Specialist to attend NISH training Dec. 2011	Piecework options are limited. Will explore the opportunity to take over a small sanitation route from Rolling Hills Services in 2013.  2013 Update: Rolling Hills Services not a viable option. Agency undertook a weekly delivery route for the Casper journal but this was discontinued due to lack of participant interest/participation.  <b>FINAL: Due to waiver redesign and a public policy shift away from piecework/organizational employment this goal was discontinued.</b>
<b>Objectives</b> <b>STRATEGIC GOAL #1—ENSURE STABLE</b>	<b>Person(s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status and Next Steps</b>

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AND RELIABLE FUNDING				
<p><b>Explore funding options to expand Felgoodies into a mobile vending operation.</b></p>	<p>Executive Director, Service Coordinator, Programming Specialist</p>	<p>Wyoming Business Council  Small Business Association  GSA  Daniels Fund  Wyoming Governor’s Council on Developmental Disabilities.</p>	<p>Research business ready development grants. Daniels Fund appears to be a funding source to assist with this.  Executive Director to enroll in an online training course to develop successful restaurants businesses. February 2013.</p>	<p>United Way partner agency application submitted to assist in funding salaries for FG participant employees and 50% staff salaries. This will assist in using other resources to look at business expansion.  Partner Application not accepted by UWNC  Pilot mobile vending beginning early 2013 to determine viability and then proceed with accessing grant funding to purchase an actual catering truck.  2013 Update: Mobile vending trials have not proved to be a viable option for the program at this time.  Update 1/12/14</p>

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				<p>Felgoodies revenue was 20.3 % higher than original 2013 budget projections.</p> <p><b>Final: Felgoodies revenue increased 32% in 2014. Mobile vending goal not moved forward.</b></p>
<p><b>Objectives</b></p> <p><b>STRATEGIC GOAL #1—ENSURE STABLE AND RELIABLE FUNDING</b></p>	<p><b>Person(s) Responsible</b></p>	<p><b>Resources</b></p>	<p><b>Target Date</b></p>	<p><b>Status and Next Steps</b></p>
<p><b>Create a scholarship fund that will assist in serving non-waiver participants</b></p>	<p>Service Coordinator, Executive Director, Board of Directors</p>	<p>McMurray Foundation, Daniels Fund, Wyoming Community Foundation, United Way of Natrona County</p>	<p>Develop, sliding fee scale, enhance current program policies to address fees for non-waiver participants,</p> <p>Develop waiting list criteria/ranking</p>	<p>Waiting List approved May 2012.</p> <p>On hold</p> <p><b>FINAL—goal not moved forward to create scholarship fund. The leadership has passed policy to allow for (4) unfunded individuals to</b></p>

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			system. Fall 2012	receive services if there are no other waiver funded clients with the same needs.
<b>Increase enrollment at the residential sites by 2-3 waiver funded participants</b>	Service Coordinator	Case Mangers DDD Community providers	Continue to inform case managers and other community agencies that openings exist	Case mgr lunch 2/10/12. ABLE tours in February.  One new part time (30%) individual added spring 2012.  One new full-time individual to be added November 11, 2012.  Update 1/12/14  Two residents transitioned out of service. 1 in 9/13 and the other 12/13. One additional full-time resident was placed 12/13. Current needs are for more respite placements as opposed to full time residential services which are not being

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				<p>funded except in emergency cases.</p> <p>Final: In 2014, IR2 transitioned 4 residential participants into services. By January of 2015, two more individuals have been accepted into services. Residential sites are now at 12 funded slots and 2 non-funded slots. Goal carried over to maintain 12 funded placements.</p>
<p style="text-align: center;"><b>Objectives</b></p> <p><b>STRATEGIC GOAL #1—ENSURE STABLE</b></p>	<p style="text-align: center;"><b>Person(s) Responsible</b></p>	<p style="text-align: center;"><b>Resources</b></p>	<p style="text-align: center;"><b>Target Date</b></p>	<p style="text-align: center;"><b>Status and Next Steps</b></p>

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AND RELIABLE FUNDING				
<b>Revamp the I-Reach web site to market the program and allow for online giving.</b>	Administrative Specialist	Charity Advantage Website, other DD providers web sites,	Set up Paypal account Fall 2012	Complete August 2012.
<b>Develop an annual fundraising campaign that runs during the last quarter of the year</b>	Executive Director, Service Coordinator, Board of Directors.	Fundraising websites, Other NPO's for information.	Create a campaign committee in 1 <sup>st</sup> quarter of 2012	<p>First large scale event (I-REACH for Art) scheduled for November 9<sup>th</sup> 2012</p> <p>Annual Event moved to August of 2013, event earned approximately 14% more from 2012.</p> <p>Update 1/12/14</p> <p>2014 Event planning is underway. To be held 8.8.14. 2014 event raised 13% more revenue than 2013. Goal not moved forward but fundraiser revenue is still projected in our resource development</p>

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				matrix.
<b>Create a database to track donors</b>	Administrative Specialist, Executive Director	Agency Records, Tech soup	Begin in January 2012	<p>In process, utilizing a grants and donations tracker. Update: October 24, 2012 Excel spread created to develop a 400+ mailing list for fundraising purposes. Next step is to segment out actual donors. Target date: Feb 2013.</p> <p>2013 UPDATE: Cash donors are being tracked through Quickbooks. Other donors are being tracked through Access database. Mailing list continues to be revised and segmented.</p> <p><b>FINAL: Goal completed.</b></p>

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<b>Capture 95% of allowable Medicaid Billing</b>	Programming Specialist, Executive Director, Service Coordinator	Agency Records, Billing audits	Begin January 2012	Update October 24, 2012: Currently capturing 90% of allowable Medicaid billing.  Update 1/12/14  Captured approximately 92.7% of allowable billing for 2013.  <b>2014—90%. Goal moved forward.</b>
<b>Maintain and grow contributions</b>	Executive Director	Federal Employees	October 2013	First year of CFC

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<p><b>through the CFC campaign</b></p>		<p>IR2 website</p>		<p>generated \$1000.00</p> <p>2013 Update: IR2 was renewed as a CFC charity. Will know the 2014 amount in 3/14.</p> <p>2014 amounts similar to 2013.</p> <p><b>Final: Goal completed</b></p>
<p><b>Increase number of clients accessing DVR resources</b></p>	<p>Supported Employment Coordinator</p>	<p>ABLE Case Managers Currently enrolled participants</p>	<p>Spring 2013</p>	<p>Update: DVR has been slower in 2013 due to the high percentage of participants already working. As of October 1, 2013 we are working on 5 open DVR cases.</p> <p>Update 1/12/14</p> <p>Service Coordinator working with job development staff to ensure DVR services are occurring as</p>

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				authorized. <b>Final: goal completed</b>
<b>Increase enrollment by 10% a year</b>	Service Coordinator	ABLE Newsletters Social Media	2013 and ongoing	2013 Update: 2 new day hab participants this year. 2 new supported living/companion services participants.  <b>Final: Goal completed. We are now serving 48 waiver funded individuals. When this plan was written we were serving 34 waiver funded individuals.</b>

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**STRATEGIC GOAL #2-- Recruit and retain professional and dedicated employees and volunteers**

<b>Objectives</b>	<b>Person(s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status &amp; Next Steps</b>
<b>Increase training opportunities for all Staff.</b>	Executive Director Service Coordinator	NISH, UPLIFT, Casper Women's Roundtable, CARF, DDD, CTAT, Workforce grants	2012 and ongoing	Adding in-house training in cpi, med monitoring and cpr. Explore options with Peregrine Leadership.  Res. Mgr—leadership training April 2012  ED and Service Coord. Attend Philanthropy Days  ED, Service Coord, SE Coord attend NISH training in August.  Job Coach and RSP staff attended MEGA.  2013 update:  ED and Service coordinator attending

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				<p>NISH Disability Awareness Training, ED attended Document Conversion boot camp through NISH.</p> <p>Day Services Mgr and SE team lead attending SE training sponsored by NISH</p> <p>Peregrine Leadership Institute contracted to provide Leadership training over a 6 month timeline. Offered to all staff; all 8 admin team members participated along with 12 line staff.</p> <p>2 Day Services staff to attend Ipad bootcamp sponsored by WIND/UW in Nov 2013.</p> <p><b>FINAL: Training</b></p>
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				opportunities for all staff have increased. Goal completed.
<b>Objectives</b>	<b>Person(s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status &amp; Next Steps</b>
<b>STRATEGIC GOAL #2-- Recruit and retain professional and dedicated employees and volunteers</b>				
<b>Develop and strengthen employee training plan</b>	Executive Director Service Coordinator	Agency Records, annual training calendar,	Fall 2012	New employee orientation has been expanded into 2 sessions. 1 <sup>st</sup> session is 4 hrs with ED, 2 <sup>nd</sup> session is 8 hours with program coordinators, These two sessions are scheduled within the first 60 days of employment. Also line managers will be spending a minimum of 16 hours one on



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				<p>one working with new staff.</p> <p><b>FINAL: Goal completed. Will continue to refine staff training to meet waiver requirements.</b></p>
<b>Implement a structured employee recognition program.</b>	Executive Director Business Manager	Survey employees and other employers.	April 2012  Revised Target Summer 2013	<p>Tabled until 2013.</p> <p>No progress implemented on this goal as of Oct 2013.</p> <p>Update 1/12/14</p> <p>Will revisit this goal in 2014.</p> <p><b>FINAL: Goal moved to next plan cycle.</b></p>
<b>Objectives</b>	<b>Person(s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status &amp; Next Steps</b>
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<p><b>Develop a plan for cross training, succession planning, and tiered movement within IR2.</b></p>	<p>Executive Director Service Coordinator</p>	<p>Peregrine Institute</p>	<p>Fall 2013 and ongoing</p>	<p>Update 1/12/14  No official plan has been adopted. However, with the changes in the admin team in 2013 cross training has had to occur due to not replacing positions.  <b>FINAL: Goal carried to new cycle.</b></p>
<p><b>Develop a process to research insurance options on a regular basis, exploring all possibilities through partnerships and collaborations.</b></p>	<p>Executive Director</p>	<p>Chamber of Commerce Health plans, Board members</p>	<p>January 2013 and ongoing</p>	<p>Update: Business Manager is providing information on the Healthcare Exchange that opened 10/1/13.  <b>FINAL: Partially completed, moved forward in next cycle.</b></p>
<p><b>Explore options for allowing employees to utilize comp time opposed to overtime</b></p>	<p>Business Manager</p>	<p>Department of Labor will dictate the viability of this goal</p>	<p>Spring 2013</p>	<p>This goal is not viable.</p>

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<p><b>Explore a variety of incentives such as tuition reimbursement, additional paid time off, retirements plans, number of paid holidays as measure to increase employee longevity.</b></p>	<p>Executive Director</p>	<p>Business Manager Executive Director</p>	<p>2012 and ongoing</p>	<p>Anniversary 2012, PTO policy revised in Jan 2012, Christmas bonus in 2011. 2013 Employees provided with a Birthday holiday.</p> <p>Update 1/12/14</p> <p>Will look at other incentives when developing a structured employee recognition program.</p> <p>FINAL: goal addressed in a different way in next planning cycle.</p>
<p style="text-align: center;"><b>Objectives</b></p> <p><b>STRATEGIC GOAL #2-- Recruit and retain professional and dedicated employees and volunteers</b></p>	<p style="text-align: center;"><b>Person(s) Responsible</b></p>	<p style="text-align: center;"><b>Resources</b></p>	<p style="text-align: center;"><b>Target Date</b></p>	<p style="text-align: center;"><b>Status &amp; Next Steps</b></p>

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<p><b>Strengthen training and implementation of the Reflective Supervision and Supervision process.</b></p>	<p>Executive Director</p>	<p>Peregrine Leadership Institute</p>	<p>Fall 2012</p>	<p>Ongoing—program coordinators and line managers need to become more consistent in implementing reflective supervision. Peregrine Leadership Institute to be utilized for further training in 2014</p> <p><b>FINAL: completed</b></p>
<p><b>Develop a plan to revamp web site to update the look and add job listings, current information, application for services, etc.</b></p>	<p>Administrative Specialist</p>	<p>Research other programs websites.</p>	<p>Fall 2012</p>	<p>Updates completed Jan 2012</p>

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**STRATEGIC GOAL#3-- Develop and implement a public awareness campaign with identified stakeholders**

<b>Objectives</b>	<b>Person(s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status &amp; Next Steps</b>
<b>Attend local chamber of commerce events to raise awareness of IR2 program</b>	Executive Director Board of Directors Service Coordinator Programming Specialist	Natrona County Chamber of Commerce	Summer 2012	Membership purchased Jan,12. No significant progress yet in achieving this goal.  <b>FINAL: IR2 has increased our presence in the community via a variety of activities. Goal completed.</b>
<b>Participate in local job fairs.</b>	Supported Employment Manager	Wyoming Workforce Development Casper College	Fall 2012—New Target Date Fall 2013	We were scheduled to participate in a job fair in the spring of 2013 but it was cancelled due to weather.  <b>FINAL: Goal discontinued</b>
<b>Highlight employers via program website and Facebook highlighting current employers who are providing employment</b>	Administrative Specialist	Social Networking training attended by	Summer 2012	Letter to Editor published in Feb. 2012.

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<p><b>opportunities for individuals with disabilities.</b></p>		<p>admin. specialist</p>		<p>April newsletter articles</p> <p>October Disability Employment Awareness Employer appreciation breakfast held Oct 23. 2012</p> <p>Update 1/12/14</p> <p>This goal will be re-focused on in 2014.</p> <p><b>FINAL: Goal moved forward to new cycle.</b></p>
<p><b>Attend all local functions in March in recognition of Disability awareness month.</b></p>	<p>All Staff</p>	<p>ARC, other DD providers, case managers</p>	<p>March of 2012,2013, 2014</p>	<p>Completed. Felgoodies catered the 2013 Disability Awareness Walk.</p> <p>Update 1/12/14</p> <p>Felgoodies will be catering 2014 walk.</p> <p><b>FINAL: Goal Completed.</b></p>

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<p style="text-align: center;"><b>STRATEGIC GOAL#3-- Develop and implement a public awareness campaign with identified stakeholders</b></p> <p><b>Develop and distribute literature that demonstrates the benefits to the employer for hiring an individual with a disability.</b></p>	<p>Supported Employment Manager</p>	<p>Current Employers, IRS information Disability.gov web site Wyoming Governor's Council on Developmental Disabilities</p>	<p>Fall 2012</p>	<p>Target date moved to June 2013. As we become more involved in the local chamber of commerce we will have this literature available.</p> <p>UPDATE: restructuring on the Admin team has not produced movement on this goal.</p> <p>Update 1/12/14</p> <p>Supported Employment staff have been delegated this task under the direction of the Service Coordinator.</p> <p><b>FINAL: Goal completed.</b></p>

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<b>Explore options for conducting an open house to highlight our program and increase stakeholder engagement</b>	Executive Director	Social Media, company newsletter, Federal staff	Summer 2013	Open house held March 2013. Not well attended but it was covered by the media and attended by Senator Barrasso and a rep from Senator Enzi.  <b>FINAL: Complete</b>
<b>Reach out to neighboring communities in terms of providing information on the services we provide</b>	Executive Director, Programming Specialist	School district in Converse County, Converse County Chambers	Summer 2013	No progress noted on this goal.  <b>FINAL: Not moved forward.</b>
<b>Explore options for joining local civic groups; Kiwanis, Rotary, etc.</b>	Executive Director	Board of Directors	Fall 2013	Update 1/12/14  Will explore this goal in 2014.  <b>FINAL: moved forward.</b>
<b>Implement a structured volunteer program both in the community and recruiting volunteers for our program</b>	Programming Specialist	Board of Directors	January 2014	Staff turnover in the last quarter of 2013 has delayed this goal. Will be placed on hold for 2014.  <b>FINAL: Not moved forward. IR2 lacks the</b>

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				admin capacity to move this goal forward for the foreseeable future.
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**STRATEGIC GOAL #4 Provide best possible services to our participants**

<b>Objectives</b>	<b>Person (s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status and Next Steps</b>
<b>Increase accessibility and utilization of Policy and Procedure Manual for training &amp; reference.</b>	Executive Director Service Coordinator Administrative Specialist	PnP posted on website for guardians, case managers, staff	Spring 2012	Updated PNP completed June 2012.  Staff training on a variety of PNP topics conducted Feb. 2012, April, 2012 May 2012  Employee handbook evaluated by ALIGN and re-designed to allow for easier reading and a more simplified format. Oct, 2012  <b>FINAL: Completed</b>
<b>Increase individual program percentages</b>	Administrative Specialist Service Coordinator	Monthly schedules  IPC meetings	Quarterly starting April 2012	Percentages reviewed at monthly staff meetings,  <b>FINAL: Completed</b>

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<b>Increase consistency of collecting exit surveys on participants leaving the program.</b>	Service Coordinator	Exit survey data	January 2012	FINAL: Completed
<p style="text-align: center;"><b>Objectives</b></p> <p style="text-align: center;">STRATEGIC GOAL #4 Provide best possible services to our participants</p>	<p style="text-align: center;"><b>Person (s) Responsible</b></p>	<p style="text-align: center;"><b>Resources</b></p>	<p style="text-align: center;"><b>Target Date</b></p>	<p style="text-align: center;"><b>Status and Next Steps</b></p>

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<p><b>Develop strategies for carrying out and implementing any new DDD and CARF requirements/recommendations</b></p>	<p>Executive Director Service Coordinator</p>	<p>DDD program specialist  CARF resources</p>	<p>DDD survey Feb. 2012  CARF survey June 2012</p>	<p>DDD survey completed, 3 minor improvements noted.  CARF survey in June resulted in 15 areas of partial compliance. Target date for completion of all areas is 1<sup>st</sup> quarter of 2013.  DDD staffing policy developed and implemented August 2012.  Continue to refer to CARF standards in all PnP materials.  FINAL: Executive Director is now a CARF surveyor which will assist IR2 in carrying out an implementing best practice and mandated requirements. Goal completed.</p>
<p><b>Employ job coaches who have a brain injury certification</b></p>	<p>Executives Director</p>	<p>Workforce Development CTAT—Denver Options</p>	<p>Jan 2014</p>	<p>FINAL: Moved to next planning cycle.</p>

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<b>Objectives</b>	<b>Person (s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status and Next Steps</b>
<b>STRATEGIC GOAL #4</b> Provide best possible services to our participants				
<b>Become CARF accredited in our Employment Program</b>	Supported Employment Coordinator Executive Director	CARF	Attend CARF employment training in late 2013 or early 2014 to be ready for a survey in 2015.	<b>FINAL:</b> Goal not moved forward. We will use the CARF standards as a tool but will not be spending organizational funds to become accredited until the State of Wyoming requires us to.
<b>Increase the percentage of consumers/businesses satisfied with the quality of services they receive</b>	Service Coordinator  Executive Director	Surveys	Bi-annual in April and October	Online Surveys completed April and May 2012—See Survey Report of June 2012  <b>FINAL:</b> Goal complete.

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<b>Increase the independence and maintenance of participant workers in the community.</b>	Supported Employment Manger	Job Coaches, Employers	January 2012 and ongoing	5 participants placed are receiving minimal job coaching support via quick site visits and check-ins.
<b>Objectives</b>  <b>STRATEGIC GOAL #4</b> Provide best possible services to our participants	<b>Person (s) Responsible</b>	<b>Resources</b>	<b>Target Date</b>	<b>Status and Next Steps</b>
<b>Increase the # of successful placements of individuals seeking supported employment</b>	Supported Employment Manager	Job Coaches, reverse job fair, current employers	January 2013 and ongoing	8 new individuals were placed in paid or volunteer employment in 2012.  <b>FINAL:IR2 successfully placed individuals every year of the planning cycle. Goal completed and will be monitored via other mechanisms.</b>

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<p><b>Decrease frequency of medication errors from 2011 where the agency has 23 med errors.</b></p>	<p>All Staff</p>	<p>Med Monitoring Training, agency record reviews</p>	<p>January 2012 and ongoing</p>	<p>Update: October 24, 2012—IR2 has had 13 med errors to date.</p> <p>Visual med schedules posted in residential sites in 1<sup>st</sup> quarter of the year.</p> <p>Med sheets have been updated to meet DDD recommendations.</p> <p>Med errors for 2012 are down approximately 19%</p> <p><b>FINAL: 2014 had a sharp increase in med-errors. This is now being monitored through our risk management plan.</b></p>
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<p style="text-align: center;"><b>Objectives</b></p> <p style="text-align: center;">STRATEGIC GOAL #4 Provide best possible services to our participants</p>	<p style="text-align: center;"><b>Person (s) Responsible</b></p>	<p style="text-align: center;"><b>Resources</b></p>	<p style="text-align: center;"><b>Target Date</b></p>	<p style="text-align: center;"><b>Status and Next Steps</b></p>
<p><b>Expand current programming at the Day site to include opportunities to participate in sewing, cooking, and other classes to increase independence and functional skills.</b></p>	<p>Executive Director and PSD team leads</p>	<p>Programming Specialist to seek out sewing piece work opportunities, Service Coordinator to assist in goal development</p>	<p>Summer 2012 and ongoing</p>	<p>Sewing starting March 12. Cooking ongoing, Serenity House completed Centsible Nutrition March 2012.</p> <p>8 iPads purchased in May 2012 to increase access to technology</p> <p><b>FINAL: Due to the waiver redesign, this goal is being moved forward.</b></p>



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<p><b>Enhance the educational/vocational component of the PSD program by researching new curriculums and updated assessments.</b></p>	<p>Service Coordinator</p>	<p>ABLE program, University of Wyoming, internet resources</p>	<p>Fall 2012— updated target date of Summer 2013</p>	<p>Purchased a Life Skills curriculum in January. CATC assessment developed. Money Instructor.</p> <p>Day Habilitation Supervisor will work with Service Coordinator to develop an assessment system to for incoming clients and continuing clients</p> <p>FINAL: We will continue this goal in a different version in the next planning cycle. Much progress has been noted but remains an important strategic goal for the organization.</p>
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**STRATEGIC GOAL #5—MAINTAIN SAFE, FUNCTIONAL, AND EFFICIENT FACILITIES**

Objectives	Person (s) Responsible	Resources	Target Date	Status and Next Steps
Continue Work on Group Home Yard (BBQ area, basketball hoop, fencing, and storage)	Executive Director	Serve Wyoming, various funding sources	Summer 2012— Revised to Summer 2013	Applied to Home Depot for grant funding which was denied. Will continue to explore options for completion of this goal.  FINAL: Removed from Strategic Plan. Will renovate as funds become available.
Develop an ongoing maintenance schedule, appliance replacement plan for each residential facility	Executive Director	Group home staff, agency records	Summer 2013	FINAL: Moved forward
Explore options for re-location of the PSD facility that will be more accessible to the general community and provide better access for program participants.	Executive Director, Board of Directors	Community Development	Spring 2014	FINAL: Moved forward

Original draft: 12/11. Updates: 12/12, 10/13, 1/14, 12/14

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