



Ukiah Valley Association for Habilitation

Strategic Planning Years 2021 - 2023

GOAL	OBJECTIVE	PROGRESS	LEAD/S
<p>1. Strengthening Communication Internally & Externally</p>	<p>A. Internal Communications</p> <p>1) Enhance lines of communication between management & direct staff</p> <ul style="list-style-type: none"> • Review & clarify, as needed, the current feedback system throughout agency • Expand 1:1 conversations with staff (onsite & remote) • Conduct regular team meetings within programs <p>B. External Communications</p> <p>1) Develop a Media/PR Plan that includes clients, families & community partners</p> <ul style="list-style-type: none"> • Share UVAH Mission & service accomplishments with the public • Establish a consistent communication with clients & families (individualized); including updates on staffing & program changes. <p>C. Develop & implement an electronic records system for the Agency</p>		<p>ED, Management & Direct Staff</p>



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2. Staffing Recruitment, Retention & Training	<p>A. Recruitment</p> <ol style="list-style-type: none">1) Fill critical vacant positions: ED, Job coaches2) Develop new positions for Media & Employment Specialist <p>B. Maintain & Increase employee retention</p> <ol style="list-style-type: none">1) Develop staff training plan (include diversity training)2) Perform regular updates to agency Co19 Plan<ul style="list-style-type: none">• Address safe measures for onsite & remote staff• Work at home policy <p>C. Maintain Agency morale</p> <ul style="list-style-type: none">• Determine staff events• Performance recognition by management for direct staff in all programs		<p>Executive Director, Program Directors and Board</p> <p>Managers/ED</p>
3. Increase Client & Community Engagement	<p>A. Collaborate with clients & families in the expansion of client activities (individualized)</p> <p>B. Expand employment opportunities</p> <ol style="list-style-type: none">1) Reach out to EDD, Adult Consortium, WIB, etc.2) Develop Customized Employment <p>C. Expand communication among clients</p> <p>D. Perform post CO19 service delivery analysis</p>		<p>Managers/Direct Staff</p>



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<p>4. Board Recruitment & Training</p>	<p>A. Design a structure for board orientation & training on UVAH’s specific programs and finances to strengthen informed decision making.</p> <p>B. Develop Board Recruitment Plan</p>		<p>ED, Board</p>
<p>5. Increase & Sustain Financial Stability</p>	<p>A. Develop a Capital Needs Assessment and implementation plan</p> <p>B. Obtain necessary Grant funding to support agency Financial Plan/Annual Budget</p> <p>C. Develop a Fundraising Plan – Board to take initiative to access additional funding to support agency Financial Plan & Annual Budget</p> <p>D. Develop a Protocol for investing reserves.</p>		<p>ED, Business Office Manager & Board</p> <p>ED</p> <p>Board</p>



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<p>6. Expand & Increase Cultural Awareness within the Agency & in the Community</p>	<ul style="list-style-type: none"> A. Staff Training in Cultural Awareness B. Community Education in Cultural Awareness utilizing Media, collaboration & outreach C. Identify potential businesses and families that would utilize our services <ul style="list-style-type: none"> 1) Outreach to Spanish Speaking businesses 2) Partner with RCRC in outreach to families 		<p>ED, Managers, Direct Staff, Board</p>
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