

STRATEGIC OBJECTIVES *These objectives and components theme focus areas and outline direction to address change, improvement, ensure long-term success, and accomplish our mission, vision, values, while allowing us to build on our core competencies. Each year, PCBDD will develop an Annual Action Plan that will identify specific strategies to support and achieve the identified goals, based on these strategic objectives.*

SERVICES & PROGRAMMING

Services and programming outline focus areas that relate to people and families served and supported by PCBDD.

A. Self-Advocacy

PCBDD will promote self-advocacy giving people more choice and personal control. The goals for people being supported by PCBDD include, but are not limited to:

- Knowing and understanding the resources and services available to them
- Feeling empowered to make person decisions through self-determination
- Being fully valued and included in their community

B. Community Integration & Connections

PCBDD will ensure people receive services in the most integrated settings. PCBDDs current emphasis for community integration includes housing and transportation. PCBDD will ensure people receive services in the most integrated settings and will support and identify ways for people to connect within their community. It is the hope and goal that through the efforts of community connections, people will not only become more supported, connected, and included; but the outcomes may also result in a reduction in the number of people waiting for services through the connections of natural supports. PCBDDs current emphasis for community integration includes housing and transportation.

C. Community Employment

PCBDD will increase the number of people of working age engaged in community employment by expanding employment opportunities in local communities.

D. Provider Relations

PCBDD will take measures to build competency and capacity with local providers. The goals for PCBDD to be an essential resource for providers includes, but are not limited to:

- Recruiting sufficient providers to meet the needs of people being supported by PCBDD
- Supporting provider collaboration efforts and enhance relationships
- Meeting each newly certified independent provider within 60 days

E. Community Connections

PCBDD will support and identify ways for people to connect within their community. The goal of PCBDD is that through the efforts of community connections, people will not only become more supported,

connected, and included; but the outcomes would also result in a reduction in the number of people waiting for services through natural supports.

OPERATIONAL EFFECTIVENESS

Operational Effectiveness relates to how PCBDD designs, manages and improves services and supports through work and operational processes.

F. Fiscal Responsibility

PCBDD will be responsible to balance economic stewardship and fiscal sustainability. PCBDD will develop a transparent budget and planning process. The process shall include but is not limited to:

- Ensuring long-term sustainability of funding by improving efficiency and effectiveness
- Developing innovative ways to fund supports
- Considering the procurement of additional waivers as determined fiscally responsible and supported by local, state and federal resources to reduce the number of people waiting for services and balancing those efforts with budgeted resources

G. Process Management

PCBDD will be transparent and consistent with managing and improving all PCBDD processes while balancing the efforts of serving and supporting people.

H. Innovation Management

PCBDD will identify strategic opportunities to effectively support people. PCBDD balance innovation and intelligent risk of growth opportunities, while continuing to provide quality services and supports.

I. Transition of Operations

As PCBDD transitions out of direct services, PCBDD will continue to outline planning and communication efforts, and provide details as those efforts approach deployment. The privatization process includes, but it not limited to:

- Educating and informing the community
- Maintaining current services and programming
- Developing rebranding strategies and other opportunities to create new brand identity

J. Safety and Emergency Preparedness

PCBDD will develop routine protocol to ensure a comprehensive safe and secure operating environment. PCBDD will supply training and resources, and focus efforts on prevention, continuity of operations, and recovery.

WORKFORCE ENVIRONMENT

Workforce environment identifies a framework for PCBDD to focus concepts and efforts to successfully build and maintain an effective and supportive workforce.

K. Capability and Capacity

PCBDD will identify and deploy improved approaches to support staff and volunteers including, but not limited to:

- Developing a renewed onboarding and retention process
- Improving and consistently monitoring goals, performance measurement, systematic accountability processes
- Utilizing the most efficient and effective technology and balancing utilization with available resources
- Maximizing opportunities for health, security and accessibility

L. Engagement and Performance

PCBDD will continue efforts to enhance and more effectively communicate to the Workforce. These efforts include, but are not limited to:

- Providing ongoing interpersonal and workplace support
- Developing mentorships and team building initiatives
- Sharing successes and inviting celebrations
- Supporting the efforts of uniquely collaborating and connecting with the community
- Ongoing succession planning and future leader development