

2019 Interim Strategic Plan

The following strategic plan was developed by the executive leadership team of Fidelity House CRC based on thorough examination of the separate strategic plans of Fidelity House Human Services (2016) and Career Resources Corporation (2017). The team found considerable overlap in goals of the two organizations and shared values across the newly combined organization. The executive leadership team determined 5 major goals of focus for the interim plan.

The 2019 plan is intended to be an interim plan. Further analysis of the agency's strategic position will take place in 2020; the plan will be adapted as necessary. In addition, the management and board of directors will consider what strategic planning method and process will best fit the combined organization going forward. The five, 2019 strategic goals, each have multiple action items assigned to them in order to ensure the highest level of success across the agency.

Mission: To support people with disabilities and those with significant challenges to pursue their goals and live a fulfilled life.

Values: Individuality, Human Rights, Empowerment, Compassion, Dignity, Quality, Kindness, Adaptability, Integrity

2019 Strategic Goals Overview

Goal #1: Respond to the needs of clientele and the broader community by developing new programs, services and sources of revenue.

Goal #2: Develop a competent, committed, well educated workforce.

Goal #3: Prepare for changes in funding and oversight through the introduction of value-based reimbursement / Accountable Care Organizations (ACOs) to ensure continued viability of the agency.

Goal # 4: Create person-centered planning and outcome-driven environment.

Goal #5: Increase the financial strength of the organization.