

LIVE

GOALS

Increase accessible housing options by 10%.



Alternative Day and Limited HPC Support Providers.



Research and identify transportation options across the state.



Expand opportunities for outreach using both traditional and digital platforms.



STRATEGIES

Increase number of accessible homes by 3% of units/year. Complete renovations to improve accessibility by 8% of units/year. Increase number of 1 bedroom units by 8 through development.



Lobby at the state and federal level for changes in funding sources for transportation.



Track growth of social media. Formation of a public relations team.



MEASURES

Partnerships for Housing to report progress semi-annually.



Number of options identified across the state. Number of interactions with local, state and federal officials.



Measure number of opportunities and number of participates reached.



WORK

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Adapt employee work environment to remote model"



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Increase electronic workflow processes.



Track Y a d ' c m a Y b h i Z c f] b X]] X i U g % Z "



Track implementation of new software systems"



LEARN

Promote culture supportive of diversity and inclusivity.



Increase input from customers on satisfaction with service delivery.



Build caregivers' competence and confidence to support their loved one's learning and growth.



Enhance employee engagement and positive culture through learning and leadership development.



Educate; Foster Trust; Review/ Adjust Internal Practices.



F Y ! X Y g] [b ' g ' f j Y m d ' U h z c f a ' z c f Y U g y ' c Z W c a d ' Y h c b ' U b X ' X] f i h c b "



I h] n y ' g] X Y b W W ' 6 U g y X ' D f U W H W g] b ' h Y \ c a Y ' U b X ' W c a a i b] m z c f 9 U f m e h Y f j Y b h c b ' U b X ' : U a] m : c W g "



Equip stakeholders throughout the agency to practice exemplary leadership and customer service.



e W f Y U g y ' satisfaction survey responses by 10%.



7 U f Y [] Y f g f y d c f h] b W Y U g y X ' _ b c k Y X [Y ' U b X ' i b X Y f g U b X b [' c Z [c h c ' V Y H Y / f a Y Y h h Y] f ' c j Y X ' c b Y f g b Y Y X g ' .



Track leadership training, assessments, coaching, team exercises, satisfaction surveys, employee turnover.

