



# "Make way for a brighter future!" 2022 - 2024

## PEOPLE

*Promote a culture that encourages employee development and supports, values & motivates all who are engaged!*

### Board:

Devise board assessment matrix and a regenerative plan to be used for board recruitment and sustainability

### Staff:

Develop and implement staff training modules for job classifications; deploy modules to 50% of staff within 3 years

Develop and offer alternative staffing schedules to support employee growth and opportunities to increase pay rates

### Families:

Collaborate with Board to plan quarterly event for participants and families

Develop and disseminate a satisfaction and needs assessment survey of employees, participants and families

Aggregate data of what is working, wanted and needed to be shared with the Board annually, and build an action plan that leverages strengths and addresses gaps and shortcomings

## PROGRAMS, SERVICES & SUPPORTS

*Continually assess, develop, innovate, and execute to meet the expanding needs of the community we serve!*

### Best Practices:

Evaluate and assess best practices for HCBS programming, including DTA; utilize a community needs assessment to identify gaps in programs, services and supports to create a proposal for management review and adoption

### Business Partners:

Increase the number of business who contract with STARS Handywork business facility, adding 3 new business partners

### Collaborative Partners:

Implement 3 identified collaborative programming partnerships, as determined through an evaluation and needs assessment

### Financial Health:

Increase FY24 net operating revenue by 15% over FY23

## INFRASTRUCTURE

*Ensure that the heartbeat & backbone of STARS are equipped to be the best in class!*

### Information Systems:

Evaluate existing systems to identify areas for improvement; recommend options for improved systems and potential systems integration

### Transportation

Complete investigation of opportunities for improved profitability adopt and activate plan

### Facilities

Conduct feasibility study, then plan and prepare action plan for Capital Campaign as determined by fundraising goal

Commence adopted Capital Campaign

## BRAND RECOGNITION

*Improve visibility throughout the community by sharing our story of a brighter future for STARS!*

### Anniversary:

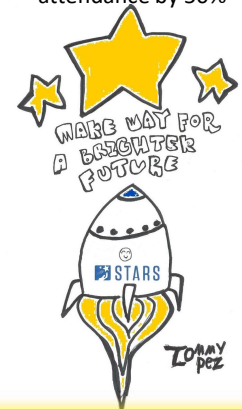
Create rebranded logo that highlights STARS 50<sup>th</sup> anniversary

### Marketing and Outreach:

Add 1 new Board Director who has marketing experience

Increase email contact database by 30%

Increase 2023 Anniversary Fiesta attendance by 50%



*Innovation – Collaboration – Resources to Build a Strong Foundation*