

# Arc of Onondaga

## Strategic Plan

### 2024-2026



A chapter of



# Arc of Onondaga Strategic Plan

Governance and  
Organizational Identify

Fiscal Sustainability

Workforce

Person-Centered  
Service Delivery

Partnerships &  
Collaborations

Growth &  
Innovation

# Goal for Each Strategic Priority

## **Governance and Organizational Identity**

Ensure that Arc identity supports vision and mission, with strong Leadership

## **Fiscal Sustainability**

Maintain a strong, sustainable fiscal base

## **Workforce**

Attract and retain an invested, supported, caring, skilled workforce

## **Person-Centered Service Delivery**

Provide a range of high quality, individualized services and supports that meet the current and future needs and interests of the people we support, within the community as much as possible

## **Partnerships & Collaborations**

Increase our collaboration with the people we support, families, schools, other organizations and community groups

## **Growth & Innovation**

Diversify revenue streams, expand service delivery to meet community need and interest and utilize methods that maximize resources

# Governance & Organizational Identity –

Ensure that Arc identity supports vision and mission, with strong leadership

- Build a diverse, qualified, informed Board
- Ensure agency identity reflects current and future vision
- Ensure people receiving supports are involved in agency decision & activities
- Ensure all employees have opportunities to provide input and express concerns
- Strive to become an organization that is diverse, equitable and inclusive
- Establish Advocacy as a key priority for all stakeholders
- Elevate Board involvement to benefit board members, staff and people supported and their families

# Fiscal Sustainability –

## Maintain a strong sustainable fiscal base

- Continue policy of careful oversight of revenue and expenses
- Identify potential funding sources that are new to Arc and assess fit
- Supplement agency operations through strategic use of Foundation dollars
- Advocacy to reform rate rebasement
- Minimize expenses and ensure a strong balance sheet

# Workforce –

Attract and retain an invested, supported,  
caring, skilled workforce

- Ensure the organization has ample numbers of qualified applicants for all positions
- Improve retention of staff through strengthening connection to agency, promoting advancement, offering resources and services to employees
- Evaluate and continuously improve employee satisfaction and sense of appreciation

# Person-Centered Service Delivery –

Provide a range of high quality, individualized services and supports that meet current & future needs & interests of the people we support

- Ensures services offered satisfy and are of interest to people supported
- Expand/develop services and supports geared toward older adults
- Improve ability to support people with complex needs
- Ensure staff have the resources & support needed to meet regulatory requirements and provide high quality services
- Ensure people have regular access to their community

# Partnerships & Collaborations –

Increase our collaboration with people we support, families, schools, other organizations & community groups

- Increase opportunities to provide services, expand opportunities for people we support and deepen relationships to increase community awareness
- Increase awareness and educate community/business community about Arc's services and role in the community
- Increase family involvement and connection to the agency
- Increase connection and collaboration between agency and foundation boards to create more cohesiveness



# Growth & Innovation –

Diversify revenue streams, expand service delivery to meet community need & interest, and utilize methods that maximize resources

- Explore and adopt technological innovations that bring efficiencies to the work and provide opportunities for increased independence
- Evaluate existing and expand housing opportunities for people with I/DD
- Grow contract services and diversify work opportunities
- Explore family care
- Identify gaps in service delivery/community need and assess ability/benefit in developing and providing service
- Expand opportunities for youth and young adults