



COMMUNITY HOMES FOR ADULTS, INC.

Strategic Plan Detail - 2015-2020

September 2015

Goals	Activities	Updated 12.7.16	Timeline	Person Responsible
	Green- completed			
	yellow- in progress			
	red - not started yet			
<u>Continually strive to improve quality care and service</u>				
Develop training plan for staff	Create new onboarding packet and orientation	completed	30-60 days	Quality Assurance Specialist
	Develop training outline	completed	3-6 months	Quality Assurance Specialist
	Develop test guidelines (based on state requirements)	completed	1 year	Quality Assurance Specialist
	Create expectations for staff- "Doing it the CHAI Way"	started	1 year	Quality Assurance Specialist
	Create system/process to review and update state requirements	completed	1 year	Quality Assurance Specialist
	Develop training manual	completed	1-2 years	Quality Assurance Specialist
	Develop train the trainer plan for each department		24-36 months	Quality Assurance Specialist
	Create training department		24-36 months	Quality Assurance Specialist
	Offer continuing education options		ongoing	Quality Assurance Specialist
Refine and update process to evaluate staff	Re evaluate current evaluation form and make adjustments/ add self eval opp	completed	0-3 months	Quality Assurance Specialist
	Train supervisors to evaluate employees and create goals	completed	0-3 months	Quality Assurance Specialist
	Create system to review goals after 6 months	completed	ongoing	Quality Assurance Specialist
	Evaluate employees 1 month before anniversary date	completed	0-6 months	Quality Assurance Specialist
	Develop system for rewarding staff	started	0-6 months	Quality Assurance Specialist
Develop a process and tool to measure and define quality care and service	Create quality committee to oversee process and develop tool (staff and board)		0-12 months	Quality Assurance Specialist
	Create audit tool for each program department/ with input from each dept.	in progress	0-12 months	Quality Assurance Specialist
	Develop a culture of "the CHAI Way" (measuring excellence in care)	started	0-12 months	Quality Assurance Specialist
	Continue refining satisfaction survey	completed	ongoing	Quality Assurance Specialist
	Measure resident/client success by meeting IPC goals	ongoing	ongoing	Quality Assurance Specialist
	Decrease incident reports by 20%	tool	ongoing	Quality Assurance Specialist
<u>Develop housing options beyond group homes</u>				
	Research and develop plan to move forward on renting homes	completed	0-12 months	Director of Programs and Services
	Work with apartment owners to make it easier for clients to rent		1-3 years	Director of Programs and Services
	Establish Host Home Contract/Training	completed	0-2 months	Director of Programs and Services



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<i>Expand programs and services in order to serve more people</i>				
Expand Wolens Program Services Grow Supportive Employment Program	Develop task force to focus on building relationships in the business community to employ our clients	completed	0-12 months	Wolens Manager
	Hire staff to develop and implement program	completed	0-6 months	Wolens Manager
	Develop marketing plan	completed	0-6 months	Wolens Manager
	Attend transitional and job fairs	ongoing	0-12 months	Wolens Manager
	Develop job assessment evaluation for prospective clients	completed	0-12 months	Wolens Manager
	Provide long term support for clients		0-5 years	Wolens Manager
Increase number of clients receiving life skills training	Develop Wolens brochure that illustrates and describes program	completed	0-12 months	Wolens Manager
	Use social media, word of mouth and transitional fairs to get word out	ongoing	0-12 months	Wolens Manager
Offer socialization activities for adults in the community with IDD	Develop membership fee structure to join socialization group	completed	0-6 months	Wolens Manager
	Provide monthly social activities to participants	ongoing	ongoing	Wolens Manager
	Provide "training" on socialization skills to participants	completed	0-12 months	Wolens Manager
Expand Day Hab services	Develop budget and fundrasing strategies to serve more people	on hold	0-6 months	CEO/Director of Programs/Development
	Partner with Temple Shalom to occupy space	on hold	completed	CEO/Director of Programs
	Develop program plan	on hold	0-6 months	Director of Programs
	Hire manager	on hold	1 year	Director of Programs
	Begin fundraising	on hold	8 months	Director of Development



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<u>Continue to strive to maintain good financial health</u>	Create realistic, accurate and balanced budget and be fiscally responsible	completed	ongoing	Director of Finance/CEO
	Establish operating reserve	completed	completed	CEO/Director of Development
	Establish maintenance and repair fund for group homes	comp;eted	compeleted	Director of Development
	Forecast hiring and space needs as programs expand	started	ongoing	Director of Finance/CEO
Implement Development Plan	Create quarterly e newsletter	completed	0-3 months	Director of Development
	Identify new sources of funding for general operations as well as special projects	ongoing	0-12 months	Director of Development
	Annual Campaign focus on Major Gifts solicitation (Recruit Solicitors and Assign Prospects)		0-12 months	Director of Development
	Develop Gift Acceptance Policies	started	3-6 months	Director of Development
	Cultivate relationships with volunteers- plan volunteer event	completed	0-12 months	Director of Development
	Design comprehensive annual report for all stakeholders	completed	0-12 months	Director of Development
	Create menu of funding needs		6-12 months	Director of Development
	Support CHAEF's <i>Create a Jewish Legacy</i> effort		3-24 months	Director of Development
<u>Expand outreach into the community</u>	Develop task force to create ideas and implement		1-3 years	CEO
Increase Community Outreach/Build relationships in the Jewish community	Develop agency brochure	starting	1-2 years	all staff
	Develop volunteer program	completed	completed	Volunteer Manager
	Life Skills/ mentoring courses for young adults living in the community		24 months	Director of Programs and Services
	Provide transitional programs for adults leaving high school		2-4 years	Wolens Program Manager
	Provide learning workshops for families	CLUBCHAI	2-4 years	Program staff
	Reach out to current and new professionals (drs, dentist, OT, PT) to tell the story		2-4 years	Program staff
	Build resource list		1-3 years	Program staff
	Develop outreach plan for synagogues and Jewish organizations		2-4 years	CEO and Board
	Build navigator program to help families / train ambassadors		2-4 years	Director of Programs and Services
	Encourage staff involvement in networking	starting	0-2 years	CEO
	Partner with Jewish Family Services special needs department	starting	0-2 years	CEO and Director of Programs
Become the "go to " experts in the community on IDD	Attend conferences to further education	4 staff in Nov	0-5 years	all staff
	Participate in speaking engagements		2-4 years	all staff
	In the weekly program meeting have a hot topic report on IDD	ongoing	0-12 months	Director of Programs and Services
Increase Social Media presence	Research and implement all social media options available to CHAI	completed	0-6 months	Volunteer Manager
	Conduct a social media audit	completed	completed	Volunteer Manager
	Keep monthly stats using various social media genres like google analytics		0-6 months	Volunteer Manager



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	<div style="background-color: red; color: white; padding: 2px;">Create a general Content Calendar with weekly themes to serve as a guide for posting on social media</div> <div style="background-color: red; color: white; padding: 2px;">Train staff to post and be comfortable with social media (create policy around this)</div> <div style="background-color: green; color: white; padding: 2px;">Stay current on social media best practices</div>		0-12 months 1-24 months ongoing	Volunteer Manager Volunteer Manager Volunteer Manager