

**Opportunity House, Inc  
Strategic Plan  
Executive Summary**

**MISSION**

To help people with disabilities work, live in homes of their choice and enjoy community life.

**VISION**

All persons with disabilities are valued members of the community with opportunities available to meet their needs for housing, jobs and social interaction.

**VALUES**

***Excellence*** – Upholding the highest standards in all we do and continually seeking ways to improve.

***Integrity*** – Being fair, honest and respectful

***Accountability*** – Being responsive to the needs of the people we serve while being good stewards of financial resources.

***Compassion*** – Showing care, understanding and empathy in the provision of services.

***Resourcefulness*** – Being creative and innovative.

**STRATEGIC GOALS**

**GOAL #1 – FACILITIES:** All facilities are inviting and meet the needs of the population served.

**Tactics/Objectives:**

- Major repair/maintenance, replacement and upgrade needs for all locations are identified, prioritized and budgeted for.
- Cleaning schedules are maintained for each location and include daily, weekly, monthly, quarterly and annual tasks.
- A maintenance position is created

**GOAL #2 – CULTURE:** All staff are engaged in a positive team culture.

**Tactics/Objectives:**

- Turnover in frontline residential staff is reduced by 10% each year for 3 years.
- Training Coordinator position is created
- Staff training and development program is enhanced
- Succession plan is developed for all department head positions

**GOAL #3 – GOVERNANCE:** The Board is fully engaged and committed to the organizations mission.

**Tactics/Objectives:**

- Enhance communication and involvement between board and staff.
- Develop board assessment tool and evaluate board member engagement annually.
- Maintain a diverse and engaged board of directors representative of all stakeholders.

**GOAL #4 – PROGRAM:** The programs we offer are innovative and meet the needs of the community.

**Tactics/Objectives:**

- Maximize off-site day programming
- Enhance on-site day program through increased partnerships with other organizations and community resources.
- Increase the number of unfunded individuals served in day program
- Provide staff education and training on best practice.

**Goal #5 – PHILANTHROPY:** The community is engaged and supporting our mission.

**Tactics/Objectives:**

- Educate community on OH programs/services.
- Maximize volunteer opportunities for community
- Increase amount of annual fundraising