



Tazewell County Resource Centers, Inc.

**Three Year
Strategic Plan
2018-2021**

“CHOICE”

Hello Friends;

Welcome to the TCRC Strategic Plan for 2018-2021. This plan is our vision, our future, our commitments, and our planned risks to continue to provide high quality services to individuals with intellectual and developmental disabilities and visual impairments in the Central Illinois area. The developmental disability service arena in the state of Illinois seems to be a moving target but through strong programs and leadership, we continue to thrive in our delivery of these services.

The theme for this plan is “choice”. Throughout the country, choice has become the theme for individuals being served in settings like ours. Choice of where to live, choice of what to learn, choice of what career to choose, choice of travel, etc. Just like you and I, everyone deserves an equal chance to dream big and we will continue to be there for all individuals to assist in whatever ways possible.

We have opened Springboard programs, have continued building community relationships with businesses, expanded learning opportunities in day training, have expanded our mini-enterprises for community opportunities, and have continued to look at ways to move the agency forward. This plan continues to grow these vital services but also looks at different options in areas like residential services. Again, choice is driving the fact that we are looking to expand into things like Host-Homes and Intermittent CILA services for individuals and families because we know that standard group homes may not be the ideal choice for everyone.

Choice of technology is another driving force for this plan. We understand that technology can play a huge impact in the lives of individuals with intellectual and developmental disabilities and visual impairments. We will be expanding on our technology in the next several years to include computer labs, individualized equipment for Springboard classes, Smart TV's in educational classrooms, and tablets or laptops for each program to work on internal or external projects.

This plan is made up of our identity. Created with input from TCRC service recipients, TCRC staff, and stakeholders, it provides us direction and time to plan. Each objective will be analyzed internally by leadership staff and completion dates will be discussed.

On behalf of the Staff and Board of Directors at TCRC, Inc., thank you for your support and dedication to persons with intellectual and developmental disabilities and visual impairments in Central Illinois and we look forward to the challenges ahead.

Jamie Durdel

President & CEO

MISSION STATEMENT

We are committed to supporting a life of choice for individuals with disabilities.

STATEMENT OF BELIEFS

- We believe our first priority is to the individuals we serve.
- We believe in the empowerment of individuals we serve through choice.
- We believe it is our responsibility to ensure the health, welfare, and safety of all individuals at TCRC.
- We are committed to serving each individual while respecting their unique culture and background.
- We promote independence, self-sufficiency, and community integration through quality programs and services.
- We believe in securing funding for all programs and being good stewards of our resources.
- We believe in providing continuous quality training, supervision, and mentoring.
- We strive for excellence through strong work ethic.
- We believe that proactive services provide the best opportunity for successful outcomes.
- We believe in cultivating quality partnerships within the community.
- We are committed to providing an environment that allows individuals to achieve their maximum potential.

Maintain our status as a premier provider of excellent programs that meet current and future needs of individuals served.

Goals:

- *Examine all options and choices for day programming to benefit every individual served.*
- *Increase advocacy options for consumers.*
- *Provide home like choices for residential service recipients.*
- *Increase transparency through effective communication.*

Objectives:

- a. *25 and Under Crew*
- b. *Curriculum choice options*
- c. *Dementia programs*
- d. *Springboard expansion*
- a. *Advocacy groups*
- b. *Consumer run programs*
- c. *Community/business relationships*
- a. *Evaluate current CILA setup*
- b. *Determine use for donated home*
- c. *Sale of unused properties*
- d. *Initiate Host Home program and Intermittent CILA program*
- a. *Site Open House for Community*
- b. *Develop communication modules/platform*

Plan for managed growth while maintaining fiscal responsibility

Goals:

- *Explore alternative funding options for programs and services.*
- *Maximize Medicaid Waiver Program revenue.*
- *Explore financial ramifications of current program needs.*
- *Implement new systems to enhance and mainstream productivity.*
- *Maintain appropriate risks for employees, individuals served, and program.*

Objectives:

- a. *Planned Giving growth*
 - b. *Food truck*
 - c. *Private Pay (ICC & Programs)*
 - d. *Employment Services direction*
 - e. *Increased Corporate giving/partnerships*
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- a. *Review all ICAP's to ensure appropriate funding levels*
 - b. *Obtain BCBA staff*
 - c. *Explore counseling revenue*
 - d. *Increased options in residential*
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- a. *Elimination of sub-minimum wage*
 - b. *IBOT Contract*
 - c. *Employment Services programs and billing.*
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- a. *Paycom*
 - b. *Smart TV's*
 - c. *Tablets*
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- a. *Evaluate positions*
 - Nursing, Computer Labs,*
 - Springboard structure*

Acquire and utilize technology to enhance our services

Goals:

- *Evaluate options for staff and facility technology devices and training.*
- *Evaluate options for consumer technology devices and training.*
- *Explore options for IT infrastructure upgrades and expansion.*

Objectives:

- a. *Increased need for laptops/tablets*
- a. *Initiate computer labs*
- b. *Smart TV's in classrooms*
- c. *Increased opportunity for internet access for consumers*
- d. *Electronic monitoring options*
- a. *Cloud migration completion*

Provide and maintain quality property and equipment tailored to fulfill our Mission and Beliefs

Goals:

- *Investigate current use of facilities.*

- *Identify equipment needs.*

Objectives:

- a. Examine internal needs in Residential*
- b. Remodel Quail Hollow home*
- c. Examine sale and replacement of Miller Home and other unused properties*
- d. Evaluate overhang at Newlun Center*

- a. Update vehicle replacement program*
- b. Identify grant opportunities for capital purchases*
- c. P.A. system agency wide*

Increase private funding opportunities while building community awareness and commitment to the agency's mission

Goals:

- *Gain increased recognition, support, and status for TCRC through fundraising.*
- *Facilitate the use of volunteers*
- *Increase cooperation with local schools*
- *Increase exposure to TCRC through Community partnerships*
- *Enhance communication utilizing social media.*

Objectives:

- a. Increase corporate grants*
- b. Revenue increase through special events*
- c. Increased marketing*
- d. Board giving participation*
- a. Examine current volunteer structure*
- b. Increase volunteers at one-time events and program opportunities*
- c. Increase technology to solicit volunteers*
- a. Volunteer opportunities*
- b. Transition services with ICC*
- c. Educational opportunities for our consumers*
- a. Increase small business partnerships*
- b. Maintain and increase TCRC brand*
- a. Creation of other social media platforms*
- b. Internal agency info*
- c. Volunteer solicitation*

Provide and secure quality transportation services that meet agency needs

Goals:

- *Evaluate current transportation services.*
- *Explore feasibility of agency transportation department.*
- *Create plan for vehicles no longer in use.*

Objectives:

- a. *Fleet requirements*
- b. *Cost analysis*
- a. *Cost analysis*
- b. *Pekin only/ East Peoria only*
- c. *We Care, Inc. Partnership*
- a. *Sale of vans*
- b. *Investigate other uses*
- c. *Box truck*

Provide effective risk and personnel management to ensure excellence in compliance, ratings, and best practice standards

Goals:

- *Maximize the agency quality improvement processes.*
- *Review current evaluation process.*
- *Maintain program integrity through best practice standards and state/federal guidelines.*

Objectives:

- a. *Complete new agency QI plan*
- b. *Excel in all reviews*
- c. *Evaluate agency wide training options*
- a. *Create modern options for evaluation process*
- b. *Implement system for volunteers and subcontractors*
- a. *Identify effectiveness of departments*
- b. *Involve consumers in training and other aspects of agency*
- c. *Keep current on Managed Care guidelines.*