



# Strategic Plan

2020-2025

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- Direction 1**      **We will provide services and supports that are second to none in their level of quality**
- Direction 2**      **We will value our employees; recognize effort and achievement, and seek out and cultivate potential leaders**
- Direction 3**      **We will pay close attention to helping people and families who are on the margins of the service system; who want to manage their supports independently, or who are “waitlisted”**
- Direction 4**      **We will improve and modernize our business and administrative processes/tools so as to operate more economically and professionally**