

**STRATEGIC PLAN 2018 – 2021**

**The Arc of Riverside County**  
**THREE-YEAR AGENCY GOALS**

<b>GOAL #</b>	<b>ACTION STEPS</b>	<b>TIMELINE</b>	<b>FACILITATOR</b>	<b>STAFF / BOARD MANAGER</b>
<p>1. To improve our internal and external communication with employees, families, members, and stakeholder groups by informing them about relevant events and issues that affect their involvement with our agency and with the service system.</p>	<p>A. Produce and circulate internal communications and external newsletters.                      B. Maintain and update agency website as a source of news and information about the important issues, our agency and the service system.                      C. Continue the Committee composed mostly of line staff to build company rapport.                      D. Involve our direct support workers, consumers, families and friends in web-based and internet surveys and other communications that provide pertinent information, and link them to resources and people similarly situated in the state.</p>	<p>A. On-Going                      B. On-Going                      C. On-Going                      D. On-Going</p>	<p>A.                      B.                      C.                      D.</p>	<p>A. Fred Robinson                      B. Fred Robinson                      C. Fred Robinson                      D. Fred Robinson</p>
<p>2. To identify and access all possible options for increasing revenue, to diversify Arc's funding base as revenue from the State of California diminishes.</p>	<p>A. Increase grant-writing education and resources, to allow grant submissions for multiple aspects of the agency mission.                      B. Explore and implement online options for donations and revenue generation.                      C. Appeal to all constituencies to participate in a donor development program that has both long and short term giving options.                      D. Continue to develop annual fundraising events that showcase our agency and add net revenue to the bottom line.                      E. Maintain and increase agency PR presence in the community to maximize donations from businesses, public agencies and service clubs.</p>	<p>A. On-Going                      B. On-Going                      C. On-Going                      D. On-Going                      E. On-Going</p>	<p>A.                      B.                      C.                      D.                      E.</p>	<p>A. Fred Robinson                      B. Fred Robinson                      C. Fred Robinson                      D. Fred Robinson                      E. Fred Robinson</p>
<p>3. To increase community inclusion opportunities for our consumers to meet the CMS guidelines by 2021.</p>	<p>A. Consult funding sources for available grants for expansion of services.                      B. Conduct fundraising and write grant proposals to enhance funding, improve technology, and operations.</p>	<p>A. On-Going                      B. On-Going</p>	<p>A. All Program Managers                      B. All Program Managers</p>	<p>A. Barbara Vincent                      B. Barbara Vincent</p>

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GOAL #3 . . . Continued . . .	C. Continue community outreach to educate our community about the type of services we provide. D. Revise program designs to reflect a whole person advocacy curriculum that emphasizes community involvement. E. Monthly Program Meetings to monitor progress.	C. On-Going D. On-Going E. Monthly	C. D. E. All Program Managers	C. D. E. Barbara Vincent
4. To increase job development and competitive integrated employment opportunities for those individuals who have expressed an interest in competitive integrated employment.	A. Consult funding sources for available grants for expansion of services. B. Write job development and marketing strategy plan. C. Review new business listings in the Press Enterprise, County Records, and Business Press, and contact any that apply. D. Attendance at the Business in Action, Workforce Development Center, Job Share Workshop and Chamber of Commerce Division Meetings to enhance our business contacts. E. Continue community outreach to educate our community about the type of work we do. F. Utilize Outcome Measurement System. G. Incorporate outcome information into budget planning. H. Develop new program designs and a “whole person” advocacy curriculum that emphasize: vocational planning and exploration; volunteering and community involvement; self-advocacy for life situations including work, social and community settings; skills building for work setting (hygiene, attendance, transportation, communication); wellness (handling stress at work, healthy social life, healthy diet, exercise for stamina, etc.).	A. On-Going B. On-Going C. On-Going D. On-Going E. On-Going F. On-Going G. On-Going H. On-Going	A. Barbara Vincent B. Frank Pefley C. Frank Pefley & Taylor Lowell D. Frank Pefley & Taylor Lowell E. Frank Pefley & Taylor Lowell F. Barbara Vincent G. H. Barbara Vincent	A. Fred Robinson B. Fred Robinson C. Fred Robinson D. Barbara Vincent E. Fred Robinson F. Fred Robinson G. Fred Robinson H. Fred Robinson