



STRATEGIC PLAN

FY 2023-2026

Revised: May 15, 2023, October 7, 2025

Strategic Plan: 2023 – 2026

Introduction

The Board of Directors and Staff of the Disability Resource Connection-Franklin County Senate Bill 40 Resource Board (FCSB40RB) developed this strategic plan to promote the development of new programs and services for Franklin County citizens with intellectual and developmental disabilities. It provides FCSB40RB with a three-year roadmap for supports, services, and organizational development. The Board of Directors and staff will review progress periodically and will update the plan as needed.

This plan was developed with broad involvement and guidance from the Board of Directors and staff. The Administrative Leadership Team includes the Executive Director, Human Resources/Corporate Compliance Officer, Accountant, TCM Directors, Quality Assurance Manager, HIPAA Officer, and Safety Officer. This team meets regularly to reflect on the vision, mission, core operating values, and assumptions underlying the organization’s approach to its work. These meetings set the stage for work sessions of the full Board during which the organization’s strategic direction is managed and defined. The team helps coordinate the planning process and provides important support and analysis to complete this plan.

FCSB40RB has monitored environmental needs and conditions, which includes ongoing internal organizational assessments, interviews with community stakeholders, and reviews of demographic and market data. The environmental and organizational assessments help FCSB40RB assess both the challenges and opportunities it is likely to encounter over the next three years and set the context for the choices reflected in this strategic plan. Based on the strategic issues and goals identified, an action plan will be established that will help focus our efforts during the coming year.

Executive Summary

Background and History

Franklin County SB40 Resource Board was formed under the Senate Bill 40 (SB40) legislation in Franklin County in 1987. Under this legislation, money generated through a county tax is designated to provide services for persons with developmental disabilities. A developmental disability is a condition such as intellectual disabilities, Cerebral Palsy, Epilepsy, Autism, or a similar condition diagnosed before the age of 22.

The agency is a political subdivision authorized by Sections 205.968-205.972 of the Revised Missouri Statutes to provide for the needs of Franklin County citizens with intellectual and/or developmental disabilities in areas of employment, residential, and other related services. FCSB40RB is guided by a nine-member Board of Directors appointed by the Franklin County Commission to serve three-year terms. The Board of Directors consists of a cross-section of

parents and family members of persons with intellectual and/or developmental disabilities, educators, professionals, and other members of the community who act as advocates for our county's citizens with intellectual and/or developmental disabilities.

Missouri Revised Statues Chapter 205

205.968. Facilities authorized — persons to be served, limitations, definitions.

As set forth in section 205.971, when a levy is approved by the voters, the governing body of any county or city not within a county of this state shall establish a board of directors. The board of directors shall be a legal entity empowered to establish and/or operate a sheltered workshop as defined in section 178.900, residence facilities, or related services, for the care or employment, or both, of persons with a disability. The facility may operate at one or more locations in the county or city not within a county. Once established, the board may in its own name engage in and contract for any and all types of services, actions or endeavors, not contrary to the law, necessary to the successful and efficient prosecution and continuation of the business and purposes for which it is created, and may purchase, receive, lease or otherwise acquire, own, hold, improve, use, sell, convey, exchange, transfer, and otherwise dispose of real and personal property, or any interest therein, or other assets wherever situated and may incur liability and may borrow money at rates of interest up to the market rate published by the Missouri division of finance. The board shall be taken and considered as a "political subdivision" as the term is defined in section 70.600 for the purposes of sections 70.600 to 70.755.

205.970 RSMo

205.970. 1. When approved by the voters pursuant to section 205.971, the governing body of the county or city not within a county shall appoint a board of directors consisting of a total of nine members, two of whom shall be related by blood or marriage within the third degree to a handicapped person as defined in section 205.968, and four of whom shall be public members. At least seven of the board members shall be residents of the county or city not within a county where the facility is located. After September 28, 1979, all board members shall be appointed to serve for a term of three years, except that of the first board appointed after September 28, 1979, three members shall be appointed for one-year terms, three members for two-year terms and three members for three-year terms. Board members may be reappointed. The directors shall not receive compensation for their services but may be reimbursed for their actual and necessary expenses.

Targeted Case Management (TCM)

Targeted Case Management (TCM) has been a Medicaid service in Missouri since 1991. FCSB40RB began the development and implementation of a TCM program in conjunction with the recognition of a rising population of eligible individuals residing in Franklin County and a growing need for localization of state provided TCM services. After development, FCSB40RB was successful in procuring a TCM contract with the Missouri Department of Mental Health, Division of Developmental Disabilities, and became the recognized local provider of TCM

services. Only staff specified by the division director are eligible to provide TCM services. This is to ensure that eligible individuals receive supportive services from case managers who have the appropriate education and specialized experience. Here at FCSB40RB, we refer to our case managers at Service Coordinators.

Service Coordinators

- Service Coordinators are professionals trained in the area of developmental disabilities and/or other closely related fields. When an individual is found eligible for services with the Department of Mental Health, they are assigned a Service Coordinator. The Service Coordinator assists the individual and/or their families with accessing medical, social, educational, and other specialized services. Several counties in Missouri now offer service coordination locally through the county Senate Bill 40 (SB 40). If a county does not have a local SB40 a Service Coordinator is available through the state's area Regional Office. Disability Resource Connection-Franklin County SB40 Resource Board Service Coordinators work closely with the Rolla Regional Office (RRO).
- To be eligible for Service Coordination services, an individual must have a developmental disability. The onset must be before the age of twenty-two and continue indefinitely. As a result of the DD, there must be issues in at least two of the following areas: living and working independently; written or verbal communication; self-direction; learning; mobility; and/or self-care.
- RRO determines the eligibility of applicants for Service Coordination. Once an individual is found eligible for services, a Service Coordinator is assigned to work closely with the individual and family to identify needs, develop an individual plan, link to services, and advocate for services and needs.
- To obtain or inquire about Service Coordination services, an individual may contact the Rolla Regional Office or the FCSB40RB office between the hours 8:00am-4:30pm, Monday through Friday. Service Coordination also maintains an on-call phone number to ensure consumers, guardians, and service providers are able to reach out in case of an emergency.

Connect: Service Coordinators work with families to determine what is working and not working. Goals and needs are identified so the correct service can be matched to specific needs. Person-Centered strategies are at the core of our Service Coordination Department.

Plan: Service Coordinators will use a team effort to develop a Person-Centered Service Plan (PCSP) to meet identified needs and maintain current levels of success and independence.

Link: Service Coordinators will link consumers to available resources, both community and governmental, which may serve as a potential funding or service sources. By gaining this knowledge and making connections many doors may be opened that may have once been closed.

Advocate: Service Coordinators advocate to assist in obtaining needed services, resources, funding or other items that are found helpful or necessary for independence, growth, and success. Services provided by the Disability Resource Connection-Franklin County SB40 Resource Board or Rolla Regional Office are monitored to ensure that persons served are satisfied, being heard

and understood, and that progress is being made to reach or exceed goals.

VISION

Vision: The vision has been for Disability Resource Connection-Franklin County SB40 Resource Board to see a future where individuals with developmental disabilities can freely access the community as they choose because effective and timely treatment and services have lessened barriers to communication, building friendships, and participating in a personally meaningful life. We see a community that is informed, active and supportive of all its citizens.

MISSION

Mission Statement: Disability Resource Connection-Franklin County SB40 Resource Board is committed to enhancing educational and developmental programs and services, family support programs, social growth, and opportunity, job readiness, and community living options for individuals from birth through adulthood. We will promote public awareness and community collaboration in order to achieve our mission to serve individuals with developmental disabilities.

CORE OPERATING VALUES

Core Operating Values: We are dedicated to the following core values that form the foundation for all that we are and do:

- **We Value the People We Serve:** We are committed to promoting the dignity and rights of persons with developmental and similar disabilities and their families. Therefore, we will treat all persons we serve with courtesy and respect, responding to their individual preferences and needs through the provision of lifelong learning experiences and opportunities. We will respect their choices and their family's involvement in their life goals and activities.
- **We Value Our Employees:** We are committed to promoting professional and ethical conduct in our employees. We value the role of each employee in accomplishing the organization's mission. Therefore, we will treat each other with courtesy and respect. We will provide for job satisfaction and accomplishment through personal growth and development. We will acknowledge ideas, creativity and pride in quality work and services to our customer and the community.
- **We Value Our Services:** We are committed to providing the highest quality person-centered services that meet the preferences and needs of the people with disabilities and other customers we serve. Therefore, we will provide for the training and development of our staff. We will create an environment that fosters cooperation and communication between staff, persons served, family, funding agencies and the community. We will encourage continuous improvement of all our services and the contribution of innovative and creative solutions to service delivery.

- **We Value Our Community:** We are committed to providing a positive image of our organization, our staff, and the people we serve. Therefore, we will be responsive to the community by providing services that meet community needs and standards and by operating all our programs within available resources. We will involve community organizations, employers, and schools in giving us guidance and in supporting our services.

CODE OF ETHICS

The Disability Resource Connection-Franklin County SB40 Resource Board shall be guided by the following standards of conduct. The Board of Directors and staff members shall:

- Provide supports and services as a public trust that requires integrity, compassion, and respect for individual differences and choices.
- Provide supports and services designed to meet the needs of the individual with emphasis on promoting choice, inclusion, growth, and development.
- Respect the privacy of persons served and protect the rights of confidentiality.
- Give preference to professional responsibility over any personal interests.
- Advocate for standards that promote outcomes of quality for people.
- Contribute ideas, findings concepts, understanding, knowledge, and practice to the body of community supports, and develop continuing education and expanded knowledge of the best practice services in the field of disabilities.
- Encourage and advocate for the protection of the individual and the community against unethical and/or illegal practices or actions by other individuals or organizations engaged in providing supports.
- Not discriminate because of race, color, religion, age, sex, sexual orientation, handicap, or national ancestry, and shall work to eliminate or prevent such discrimination in providing supports.
- Promote inclusion and equitable treatment of all people including those receiving supports; staff friends, families, and the public.
- Serve as a responsible steward for public and private funds.
- Objectively solicit, honor, and respect the unique needs, values and choices of the persons being served.
- Communicate fully and honestly in the performance of his/her responsibilities and provide sufficient information to enable individuals being supported and others to make their own informed decisions to the best of their ability.
- Protect the dignity, privacy and confidentiality of individuals being supported, and makes full disclosure about any limitations on his/her ability to guarantee full confidentiality.
- Be alert to situations that may cause a conflict of interest or have the appearance of a conflict in the delivery of services to the clients. When a real or potential conflict of interest arises that is a situation that could be advantageous or disadvantageous to the staff or to the agency, the staff member not only acts in the best interest of individuals being supported but provides full disclosure.
- Seek to prevent, and promptly responds to signs of abuse and/or exploitation, and does not engage in sexual, physical or mental abuse.
- Assume responsibility and accountability for personal competence in practice based on the professional standards of his/her respective field, continually striving to increase professional knowledge and skills

and to apply them in practice.

- Exercise professional judgment within the limits of his/her qualifications and collaborates with others, seeks counsel, or makes referrals as appropriate. If any situation of ethical question arises, the staff member addressed the issue with their supervisor.
- Fulfill commitments in good faith and in a timely manner.
- Conduct themselves with honesty, integrity, and fairness. They will not accept gifts, money, or gratuities in exchange for services for our clients.
- Not engage in personal fund raising with individuals we serve
- Set boundaries in serving the needs of the clients and will maintain a professional relationship at all times.
- Provide services in a manner that is sensitive to cultural differences and does not discriminate against individuals on the basis of race, ethnicity, creed, religion, sex, age, sexual orientation, nation origin, or mental or physical disability.
- All business conduct, marketing, contractual relationships, social media, and human resources shall be conducted ethically and honestly.

Disability Resource Connection-Franklin County SB40 Resource Board and the Board of Directors shall be guided by the following principles. These principles are provided in more detail in the Policies and Procedures manual and the By- Laws.

- Board members shall make known any potential conflict of interest and shall not use membership on the Board for their own advantage.
- Board members shall respect the confidentiality of information they receive regarding the persons served by Disability Resource Connection-Franklin County SB40 Resource Board.
- All business will be conducted honestly-Disability Resource Connection-Franklin County SB40 Resource Board will only bill for services actually provided and shall pay fully all debt it owes.
- Persons served by Disability Resource Connection-Franklin County SB40 Resource Board, its Board and staff members, and members of the public shall be treated fairly-they have the right to make known their concerns.
- Disability Resource Connection-Franklin County SB40 Resource Board will publicize its activities accurately and will not denigrate other service providers.
- Disability Resource Connection-Franklin County SB40 Resource Board, Board of Directors and staff members shall be accountable for statements made with respect to individuals with disabilities and shall distinguish clearly, where appropriate, statements and actions made as an individual, and those made as a representative of the agency.
- All business conduct, marketing, contractual relationships, social media, and human resources shall be conducted ethically and honestly.

EXECUTIVE, MANAGEMENT, AND EMPLOYEES

Board of Directors

Ms. Linda Sentivany. - *Chairperson*

Mr. Larry Sikes. - *Vice-Chairperson*

Ms. Katherine Chambers - *Secretary*

Mr. Paul LaVigne - *Treasurer*

Mr. Walter Murray Jr.

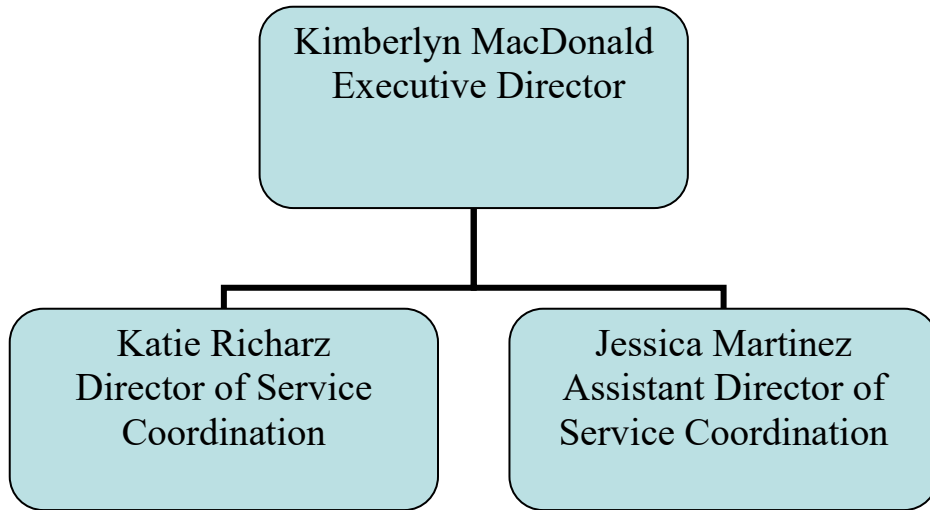
Ms. Colleen Kuenzel

Ms. Laura Conley

Mr. Mark Hagen

Mr. Steve Wilmesherr

MANAGEMENT TEAM



EMPLOYEES

Rebecca Sinklear
Executive Assistant
Human Resources

Diane White
Case Management
Benefits Coordinator

Amanda Sammet
Accountant

Lynn Roetemeyer
Information Records
Specialist

Tammy Durham
Clerical Support

Casey Reid
Clerical/Technical
Support

Anna Bivens
Quality Assurance
Manager

Allison Treu
Service
Coordinator/Mentor I

Ashley Holt
Service Coordinator

Dylan Vogel
Service Coordinator

Elizabeth Turner
Service Coordinator

Julia Unnerstall
Service Coordinator

Lisa Huff
Service Coordinator

Lori Posey
Service Coordinator

Mason Witte
Service Coordinator

Makoce Thomas
Service Coordinator

Sandy Strausbaugh
Service Coordinator

Shelby Miller
Service
Coordinator/Mentor I

Susan Dozier
Service Coordinator/
Advocacy Facilitator

Tiffany Adams
Service Coordinator

Organization of the Strategic Plan

This strategic plan is intended to be a management tool for Disability Resource Connection-Franklin County SB40 Resource Board. This plan has two purposes. First, it presents the most comprehensive compilation of the plan and its component parts, which serves as a record of the strategic planning process and the decisions reached by the Board of Directors and staff. Second, it is a reference guide for strategic planning.

Direction and Results

The strategic direction and goals included in this plan are FCSB40RB's response to its understanding of what its consumers value most about the organization and current opportunities or challenges for offering a high-quality system of support in the community for individuals with intellectual and/or developmental disabilities. The three-year period of this strategic plan will be a time of assessing and deepening FCSB40RB's approaches to its work. Concurrently, FCSB40RB will take more of a leadership role in working with a broader array of community resources, and it will seek to actively engage with more service provider agencies; collaborate with community members, volunteers, and leaders; establish partnerships with local non-profits, municipalities, county government, and businesses; educate the community about its purpose and mission; and promote the development of new programs and services.

SWOT Analysis

The following is a summary of strengths, weaknesses, opportunities, and threats highlighted by the Board and staff of Disability Resource Connection-Franklin County SB40 Resource Board. They represent a small portion of the ongoing environmental and organizational assessments by the Administrative Team.

Program Purpose Statements

To provide support to all Franklin County SB40 Resource Board programs, giving staff the opportunity to provide services to the clients served. Service Coordination helps people with developmental disability in Franklin County connect the pieces for a successful future through planning, linking with services, monitoring and advocacy.

SB40 and TCM Strengths

- Dedicated, loyal staff members who are flexible, supportive, adaptable, and capable of managing constant change
- Staff are self-motivated, detail-oriented and have a high sense of accountability for quality work
- Excellent management from ED, she provides a supportive/open-door and passionate work culture

- Fiscal management and oversight (Certificate deposits for cash reserves; participates in the IntraFi Network to ensure deposit insurance coverage for large deposits)
- Supportive Board of Directors
- Employees demonstrate analytical skills to problem solve and display initiative. Meet challenges head-on, strong team ethics
- Strong Executive Management team with diverse areas of expertise, knowledge, and accountability
- Efficient technology support
- Benefit package, vacation, sick, retirement
- Flexible work environment, opportunity for remote work
- Nice work space
- Reimbursement from travel, mileage rate mirrors IRS rate
- Strong TCM Leadership Team
- All staff being cross-trained
- Well defined job duties with creation of task binders and succession planning
- Infrastructure includes a cloud base system for all work. This generates efficiency in giving employees the ability to work from any location if needed and minimizes risk by having a multitude of back-ups and third-party administrators.
- Management values employees and has systems in place to keep employees engaged.
- Membership to professional organizations on state and local level
- Definition in the community/awareness
- Community memberships and partnerships
- Competitive salary ranges to meet market value and retain quality staff
- Stability in providers serving Franklin County area
- Opportunity for outside resources and networking
- ED community networking and collaborations (Service providers, MACDDS board member/membership, Rotary, Chamber of Commerce, Transition Fairs, CIT presenter)
- High percentage of service authorizations and funding
- Host events for consumers in the new building (Accessible Easter Egg Hunt/Accessible Halloween event)
- Generate media via agency website to keep consumers, families, providers, and taxpayers updated on upcoming events, progress, changes, ect.
- Seamless Masterfile/Records Management
- Electronic filing systems
- Peer monitorship program
- Advocacy Facilitator-Social Hours/Project Stir

Additional TCM strengths:

- Employees demonstrate compassion for consumers and take the organization's mission seriously.
- Experienced staff with a variety of backgrounds and education

- Cross trained to meet all consumer needs
- Resource library
- Coordination with service providers
- Level of dedication/advocacy for consumer needs – responsive in crisis/teamwork
- Hot spots reviews continue to identify behavior and medical issues at an early stage
- Membership in Systems of Care
- Competitive salary ranges to meet market value and retain quality staff
- Efficient auditing practices and strong clerical organization
- Opportunities for outside resources
- Training-SCs go through extensive training at hire and ongoing training to ensure that they are up to date with polices and directives.
- Service Coordination Process Guide
- Effective teaming with directors, QA Managers, and sc staff
- Teaming and communication with service providers and RRO
- Opportunity for outside resources and networking
- Efficient records support/SetWorks database

Weaknesses:

- Community transportation
- Staffing crisis with provider agencies-providers are having difficulty hiring and retaining quality staff which causes issues when attempting to secure services for consumers
- Lack of Behavioral and respite support providers in the county
- Lack of home and community based activities for children and teens

Opportunities:

- Service Coordination stability
- Increase team building opportunities
- More in-person professional growth and development trainings
- Host informational sharing/educational events for consumer, guardians, and shareholders (benefits, eligibility, etc.)
- Expanding respite services
- Expanding services for youth transitioning to adulthood
- Expanding the utilization of MO ABLE accounts
- Expanding collaborations for dual-diagnosis individual

Threats:

- SB40: Recent high Service Coordination turnover rates and an increasingly competitive labor market pool will likely continue adding stress to FCSB40RB's service delivery model and day-to-day operations
- Lack of a TCM rate increase from the State of Missouri in over 10 years

- Service Providers: Continued shortages in the available labor market and increased difficulties in attracting and retain employees will further strain direct support provider resources
- Elimination of 14C: Relocating work opportunities for Sheltered Workshop Consumers
- Aging population: An increased number of aging caregivers and individuals with intellectual and/or developmental disabilities
- Without readily available transportation, educational, and direct support services, employment for persons with disabilities will remain difficult
- Dual Diagnoses (increase of individuals with high behavioral challenges and limited-service providers in the area)

Strategic Direction

Based on the Board of Directors’ understanding of Disability Resource Connection-Franklin County SB40 Resource Board’s mission, core operating values, and the S.W.O.T. analysis, the next three years will be a time of assessing and deepening its approaches to its work. Concurrently, FCSB40RB will take more of a leadership role in working with a broader array of community resources.

Service Delivery & Community Engagement

Disability Resource Connection-Franklin County SB40 Resource Board’s goals and objectives will provide a roadmap for fulfilling the strategic direction and provide model supports for individuals with intellectual and/or developmental disabilities and their families, either directly or through partnerships with or referrals to other service providers.

Programming Goals and Objectives

To pursue the strategic direction described above, Disability Resource Connection-Franklin County SB40 Resource Board will fulfill the following goals and objectives:

- Transportation opportunities
- Community and Recreational opportunities
- Family and Community Support and Education network
- Children and Teen Direct Support Services

Objectives:

Transportation

- FCSB40RB will utilize public entities, transportation providers, direct support providers, community residents, volunteer networks, and other partnering agencies to assess, develop, and implement additional public transit services for its consumers and their families.

Community and Recreational opportunities

- FCSB40RB will provide partial funding for summer camps and recreational programs to promote and enhance community involvement and inclusion. (qualified consumers)
- FCSB40RB will partner with non-profit agencies, community businesses, schools, and direct support providers for its consumers to participate in scheduled community activities.

Family and Community Support and Education:

- The internal operating structure will be enhanced to increase available time to support individuals and their families as well as maximize efficiencies in using the organization's resources.
- Consumer and community needs will be reviewed and assessed to identify gaps or opportunities for shifts in service delivery.
- National, state, and local trends and model practice information will be reviewed and assessed to identify gaps or opportunities for shifts in service delivery.
- FCSB40RB will advocate for, partner with, host, and/or co-host community support organizations designed to create social capital networks for individuals and their families.

Children and Teen Direct Support Services

- FCSB40RB will seek out and collaborate with new and existing support providers to establish and expand a comprehensive network with a diverse array of services and/or supports.

Administrative

Operational Goal and Objectives

Disability Resource Connection-Franklin County SB40 Resource Board will be a highly visible, well-respected organization that attracts increased numbers of community partners and higher levels of contributions to service and support operations.

Objectives:

Human Resources

- FCSB40RB will develop a stable, highly qualified, and motivated workforce that actively delivers the organization's mission.
- FCSB40RB will improve its capacity to attract and retain qualified staff.
- All staff will thoroughly understand the meaning of the mission and how their job contributes to achieving it.
- FCSB40RB's professional development program will continue to strengthen and expand administrative, supervisory, service coordination, and community engagement capacities.

Community Resource Development

- FCSB40RB's community resource program will continue to strengthen and expand community partnerships and its consumer's social capital.
- FCSB40RB staff and Board members will actively engage in civic, professional, and other non-profit organization activities, meetings, and functions.
- FCSB40RB will use strategic communication to promote community partnerships and enhance program development.
- FCSB40RB will utilize public service announcements, social media, Web site, and community engagement activities to educate the community and promote participation or support for new programs.
- FCSB40RB will expand its presence to include local, statewide, and nationwide participation in stakeholder conversations, new program initiatives, regulatory guidance, and service delivery methods.
- FCSB40RB will expand its awareness and community partnership development program, which will include education, training, response, and recognition.
- FCSB40RB will continue to partner with community agencies, businesses, and individuals, which will enhance existing services and supports and help create new services and supports.

Financial Management

- FCSB40RB will analyze annual salary adjustments based upon available funding/budget.
- FCSB40RB will develop and maintain sufficient reserve deposits for the TCM and SB40 programs to meet unplanned, short-term financial emergencies or obligations.
- FCSB40RB will ensure continuous tax stewardship and financial fluency.
- FCSB40RB will monitor compliance with financial regulations and standards (external audits)
- FCSB40RB will secure and monitor workplace technological devices and applications are in working order with efficient systems backups, data recovery measures, and IT supports.
- FCSB40RB will analyze business insurance/maintenance needs to ensure financial health of the organization and that ample protection and coverage amounts are in place on an annual basis.

Physical Resources Perspective

- FCSB40RB will develop and implement Pandemic Plan and adapt accordingly.
- FCSB40RB will utilize workplace health/safety, accessibility, and accommodations planning and development.

Consumer Satisfaction and Engagement

1. FCSB40RB will gather consumer feedback and incorporate responses into decision-making processes.

2. FCSB40RB will implement ongoing quality assurance procedures to track Service Coordinators' effectiveness in providing consumer services and meeting productivity billing goals.
3. FCSB40RB will utilize monthly Service Coordination team meetings to educate/reeducate staff on new and/or existing DMH required processes to ensure consumer's service choices and needs are met.
4. FCSB40RB will expand the duties/responsibilities of the Mentor II position whenever the TCM program stabilizes.

Strategic Action Plan Focus by Year

The following is a summary of the anticipated major focus of activities by goal (in addition to ongoing operations) for the Board of Directors and staff in each year of the strategic plan.

Method	Goal	2023	2024	2025	2026
Service Delivery & Community Engagement	Expand Transportation opportunities	Expand Capacity	Ongoing	Ongoing	Ongoing
Service Delivery & Community Engagement	Increase Community and Recreational opportunities	Expand Capacity	Ongoing	Ongoing	Ongoing
Service Delivery & Community Engagement	Family and Community Support and Education network	Expand Capacity	Ongoing	Ongoing	Ongoing
Service Delivery & Community Engagement	Increase Children and Teen Direct Support Services	Expand Capacity	Ongoing	Ongoing	Ongoing
Administrative	Human Resources	Expand Capacity	Ongoing	Ongoing	Ongoing
Administrative	Community Resource Development	Expand Capacity	Ongoing	Ongoing	Ongoing
Administrative	Financial Management	Expand Capacity	Ongoing	Ongoing	Ongoing
Administrative	Physical Resources Perspective	Expand Capacity	Ongoing	Ongoing	Ongoing
Administrative	Consumer Satisfaction and Engagement	Expand Capacity	Ongoing	Ongoing	Ongoing