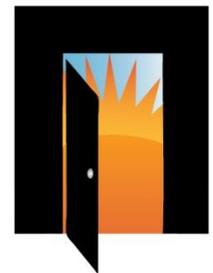


**Strategic Plan  
2017 – 2020**

# CHOICE, unlimited

[www.choiceunlimited.org](http://www.choiceunlimited.org)



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## Strategic Plan 2017 to 2020

### Goal 1: Develop and enrich services to persons served utilizing a Person Centered approach:

#### Objective A: Overall Service Satisfaction

- 1) Assess the current level of service satisfaction by conducting surveys and focus group sessions with persons served.
- 2) Create a Customized Person Centered Planning model
- 3) Implement Person Centered Plan for each person served
- 4) Evaluate the impact of Person Centered Plans through surveys and focus group sessions involving persons served and their support networks.
- 5) Report Out: Update the Board of Directors regarding progress in meeting this objective.

#### Objective B: Career Satisfaction

- 1) Assess the current level of consumer satisfaction regarding career direction/ employment path by conducting surveys specific to employment experiences through CHOICE, unlimited.
- 2) Create a standard process/tool of Job Development which will insure successful placement of persons served in a timely manner.
- 3) Implement the Job Development process with all individuals desiring employment or increased employment.
- 4) Evaluate the impact of the Job Development process/tool by maintaining records of employment, and through satisfaction expressed by persons served.
- 5) Report Out: Update the Board of Directors regarding progress in meeting this objective.

#### Objective C: Program Satisfaction

- 1) Assess the current level of program satisfaction regarding community activities, classes, art program offerings, health and wellness offerings, etc. by conducting surveys or focus groups specific to experiences through CHOICE, unlimited.
- 2) Create measurable outcomes that address the unique goals of individual served expressed through their Person Centered Plans.
- 3) Implement outcome plans that focus on the unique goals of persons served.
- 4) Evaluate the impact of the Person Centered outcomes through satisfaction expressed by persons served, their support networks, and through satisfaction surveys.
- 5) Report Out: Update the Board of Directors regarding progress in meeting this objective.

## Strategic Plan 2017 to 2020

### Goal 2: Improve our ability to recruit and retain quality employees.

#### Objective A: Recruit quality employees

- 1) Assess current recruitment practices.
- 2) Create a recruitment practice that meets the changing needs of our agency
- 3) Implement the recruitment practice
- 4) Evaluate the impact of this practice
- 5) Report Out: Update the Board of Directors regarding progress in meeting this objective.

#### Objective B: Retain quality employees

- 1) Assess employee retention
- 2) Create a plan to increase retention and decrease agency wide turnover.
- 3) Implement a plan to increase retention and decrease agency wide turnover.
- 4) Evaluate the impact of this plan.
- 5) Report Out: Update the Board of Directors regarding progress in meeting this objective.

## Strategic Plan 2017 to 2020

### Goal 3: Increase overall agency revenue.

#### Objective A: Maximize current revenue streams:

- 1) Assess all services to determine if consumers are served maximum number of hours/days, etc.
- 2) Create an ongoing plan to review and assess consumer service use
- 3) Implement Plan
- 4) Evaluate effectiveness of the plan
- 5) Report Out: Update the Board of Directors regarding progress in meeting this objective.

#### Objective B: Review grant opportunities

- 1) Assess current grant opportunities
- 2) Create a grant schedule for each year of the strategic plan
- 3) Implement the schedule and apply for grants
- 4) Evaluate all grants – what was awarded, what was not, and why.
- 5) Report: Update the Board of Directors at each meeting regarding the progress of this objective.

#### Objective C: Review fundraising opportunities

- 1) Assess current fundraising opportunities
- 2) Create a fundraising schedule for each year of the strategic plan
- 3) Implement the fundraising schedule
- 4) Evaluate all fundraising projects to determine if they are viable for future years.
- 5) Report: Update the Board of Directors at each meeting regarding the progress of this objective.