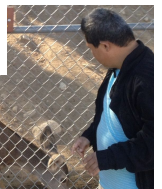
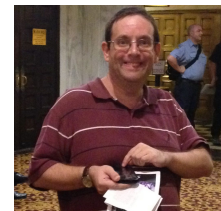
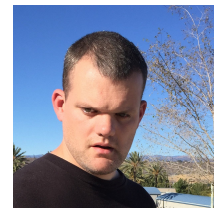


Jay Nolan Community Services

Strategic Plan

2014 - 2019

(Short Version)



What is a Strategic Plan?

Ideas to Action Planning



A strategic plan is something an agency uses to help make it better in the future.

It has things like:

- Ways to serve people better
- New ideas we want to try
- Skills we want to get better at
- Things to help us work together better
- Ways to communicate better
- Ways to help the agency serve more people and more areas
- Things that will make us stronger

How Do We Use the Strategic Plan?



We use the plan to help us figure out what to do to be a good agency. The senior management staff make up the Strategic Plan Team. Each goal is assigned to one or two senior staff who put together a smaller team to work on that goal.

The teams meet regularly to decide how to make the goal successful. They work with other parts of the agency to set up new ways of providing services so we can meet our goals.

The big Strategic Plan Team meets once a quarter (every three months) to see how the smaller teams are doing on their goals. After this meeting, we present our report to the Board of Directors about the progress on our goals.

At the beginning of each year, we look at the plan to see if we need to make changes in it. We present the plan to the people we serve and other people who care about what we do. We listen to them to get their input on the plan.

How Was Our Strategic Plan Developed?



We asked some people outside our agency to help us figure out what we wanted in our plan. They asked a lot of people questions such as:

- What does Jay Nolan Community Services (JNCS) do well?
- What could JNCS do better?
- What do we want to be as an agency?
- What do the people we serve need?
- What do we want the future to be for the people we serve and our agency?
- Are we doing what we said we would do for our mission and values?



From the answers we got, we picked the most important things for us to work on in the next five years (2014-2019.)

The goals fell in four categories:

1. Strengthening our Organizational Infrastructure

(which means making sure we have the tools and processes that allow us to run the agency well.)

2. Improving our Organizational Culture

(which means making sure we are running the agency in ways that support what we want to do.)

3. Sustaining our Mission, Vision, and Values

(which means we are doing what we said we would do to help people have better lives)



4. Expanding our Services and Revenue Sources

(which means serving people in more areas and getting money from more places to run our agency)

Our Strategic Plan Goals

1. Strengthening our Organizational Infrastructure

- 1A: Have a plan for using computers and other technology in the best way.



- 1B: Make sure we are abiding by all the new labor laws that are changing how we provide services.

- 1C: Have a plan for raising more money for the organization other than what we get from the government.



- 1D: Create an annual report and an annual budget for the agency.

2. Improving our Organizational Culture

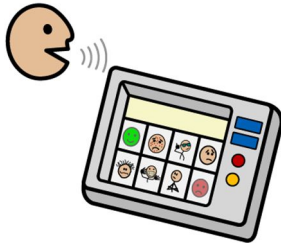
- 2A: Have specific plans for how we will run the agency and stick to them.
- 2B: Set up our Board of Directors to have enough people on it, including people who receive services from us.



- 2C: Have ways to make our staff feel appreciated, professional, and valued.
- 2D: Make sure the community knows the good things we do and supports our agency and the people we serve.

3. Sustaining our Mission, Vision, and Values

- 3A: Use a good way of planning that helps each person we support to have a meaningful life.



- 3B: Make sure everyone we serve has an effective way to communicate and make sure people are listening to them.

- 3C: Support people to have opportunities to have meaningful jobs.



- 3D: Help people to plan what they want to happen as they and their parents get older.

4. Expanding our Services and Revenue Sources

- 4A: Get the agency ready to be a part of the self-determination way of providing services.
- 4B: Find ways to provide services in more areas, especially in the Antelope Valley.
- 4C: Find new ways to bring in different kinds of funding by adding on some new services.

