

Hope Haven, Inc.
Strategic Plan
2014-2018

1. Strategic Direction: Mental Health Services

Outcome: Hope Haven will have an IT system in place that allows all aspects of documentation, billing, tracking, OMS, training, intra-agency sharing, and service delivery.

Outcome: Provide a comprehensive and accessible recovery system to meet the needs of consumers and the community throughout the redesign process.

Outcome: Hope Haven's full mental health service array will be available to all persons appropriate for the services.

Outcome: Hope Haven will be recognized as a state of the art training facility for mental health recovery to staff, the community, providers, consumers, and families.

2. Strategic Direction: Employment Services; Employment in the general workforce is the first consideration and preferred outcome for all.

Outcome: One hundred percent of individuals served in facility based employment services are working in group supported or individual integrated employment

Outcome: 75% of individuals enrolled in My Choice Employment will be placed in integrated individual supported employment earning minimum wage or above.

Outcome: Students with disabilities will transition from school to employment having similar job experiences as students without disabilities.

3. Strategic Direction: Day Habilitation is a fully integrated service that is available in multiple communities.

Outcome: Day Habilitation services will provide meaningful activities chosen by people served. Develop a client led peer council by September 30, 2014.

Outcome: Day Habilitation services will be accessible and provided in the communities of their choice. December 2016, all Day Hab services will be fully integrated into each community we serve.

Outcome: Day Habilitation services will be tailored to meet the needs and skills of all persons served, to include options for those retiring from workforce.

4. Strategic Direction Community Living: Supporting People to live in the Community in the way they choose.

Outcome: All communities are welcoming, integrated and inviting

Outcome: Employment opportunities are available in all communities

Outcome: Accessible and affordable transportation is available for all persons in all communities. Identify transportation options for people served.

Outcome: Accessible and affordable housing is available in the community of each person's choice. Develop a plan/process to present to consumers and families of how they can own their own home.

Outcome: Develop and implement the host home model.

Outcome: Services support children to live in their family homes and adults to live in their own homes. Provide supports so that persons can live independently in their own home with the use of technology.

Outcome: Hope Haven, Inc. will review the current RB-SCL Service Plan process. By January 1, 2018, all children receiving RB-SCL Services, will have the required documentation developed and stated in their Service Plan.

5. Strategic Direction: Hope Haven International Ministries

Outcome: Refine Guatemala Model and Replicate in 3 regions.

Outcome: Add at least \$1 million in partner and donation income per year.

Outcome: Expand National & International Advocacy.

Outcome: Streamline Key Work/Staff Processes.

6. Strategic Direction: Finance, facilities and technology. To provide a 5 year strategic plan in financial resources, facility management, and technology functions of Hope Haven.

Outcome: Hope Haven will secure money to obtain and sustain technology upgrades.

Outcome: Hope Haven has office facilities available to meet current and expanding staff/service needs.

Outcome: Establish a plan for financial stability (cash/flow-60 days)

Outcome: Identify investors to purchase homes currently owned by HH to be leased to persons served.

7. STRATEGIC DIRECTION: Human Resources and Leadership Development; "We are discovering, nurturing, and sustaining leaders to meet the current and emerging needs of persons served."

Outcome: Leadership Training is expanded to more employees.

Outcome: Volunteer community service by staff and persons served is recognized and celebrated.

Outcome: The region, the state, the country, and the world are invited into the Hope Haven Vision through trainings done by Hope Haven staff.

Outcome: Agency goals and activities are communicated to all staff.

Outcome: Succession planning is in place for select management and administrative staff.

Outcome: Skill needed to assure excellence in services is identified and educational advancement promoted for employees. Skill advancement process (with wage advancement) is extended to additional staff positions.

8. Strategic Direction: Compliance Risk Management: To assure compliance with all pertinent rules, regulations and Hope Haven policies.

Outcome: Written service delivery expectations/standards that are operationalized in the culture of the organization.

Outcome: A single electronic Client record for all services, that is accessible to all providers and compatible with other systems: i.e.: billing, state auditors, and other service providers.

Outcome: Hope Haven's compliance system assures that Hope Haven meets Medicaid billing/service standards.

Outcome: Hope Haven will develop a managed care readiness assessment and resulting plan to fully and effectively implement Iowa's High Quality Health Care Initiative.

9. Strategic Direction: Foundation and Public Relations; to magnify Hope Haven's mission and vision, the agency is expanding its image awareness and increasing fund raising capacity.

Outcome: Hope Haven is marketing clear messages towards targeted audiences.

Outcome: Fundraising capacity and donor base are increased.

10. Strategic Direction: Public Policy, partnership and service development: Hope Haven will convey information to and engage its partners with the opportunities and challenges that impact service delivery for those we serve and their communities.

Outcome: Hope Haven staff development will focus upon opportunities and challenges in the field at regional, state, and federal levels.

Outcome: Hope Haven will (co) sponsor annual forums in its service regions that convey information to partners with the opportunities and challenges that impact service delivery for those we serve & their communities.

Outcome: Hope Haven will communicate, promote, and enhance opportunities to convey information to its partners through multiple media platforms (at least quarterly).

Outcome: Hope Haven and its partners will operate as a collaborative network to address the opportunities and challenges that impact service delivery for persons served and their communities.

Outcome: Self advocacy: Consumer and family advocacy groups will be established in all regions served by Hope Haven.