

Strategic Plan
Independent Living Services, Inc.
January 2016 – December 2016
Mission Statement

ILS is a private non-profit service agency whose purpose is to assist in making a better life possible for people with developmental disabilities in their own home and/or residences owned by the corporation within the communities of Faulkner County, Arkansas. ILS will provide an array of services to meet individual needs and maximize choice. The corporation will strive:

To provide services in an atmosphere of dignity and respect while assisting people to work toward reaching their life goals while living in the community;

To provide a safe, healthy, caring home environment in the community where people can live a good quality of life;

To provide training and assistance that will enable the person to perform well within the community.

To assist in establishing a network of friends and family connections that will assist the individual through the adventures of daily living.

Guiding Principles

The board, employees and volunteers of ILS/CL will be guided by the following principles:

- Each person has value
- Each person is capable of growth and development
- Each person is unique and deserves services that are tailor made
- Each person has the right to live in the community and participate in services of their choice
- Each person needs access to opportunities and information in order to make choices and exercise basic rights
- Each person deserves access to supports and services that enhance development, independence, and productivity
- Each person deserves access to a decent and appropriate place to live and the opportunity to work and retire from work when health and/or age make it desirable.
- Each person deserves the right to an explanation of services, including the right to refuse treatment, provided by ILS/CL or any other service entity
- Each person has a right to participate in their individual plan of care/services
- Each person is a citizen of the United States of America and has the right to fully exercise those rights guaranteed by the Constitution.

Development

In the development of the strategic plan the organization considers expectations of persons served and other stakeholders. The competitive environment, financial opportunities, financial threats, and the organizations' capabilities are considered. The services area needs, demographics of the service area, the organization's relationships with external stakeholders, the regulatory environment, and the legislative environment are all considered as part of the process. The uses of technology to support efficient operations, effective service delivery and performance improvement, information for the analysis of performance are considered.

Markets

ILS has many stakeholders who look to them for assistance. They include persons with developmental disabilities and other handicapping conditions, the families of the individuals with disabilities, referral and funding sources, donors, vendors, business partners, the board of directors, staff, and the community at large. When developing our strategic plan we must consider all of these stakeholders.

Strengths and Weaknesses

ILS' many strengths include such items as: long term knowledgeable staff, a professional well respected board of directors, a good reputation in the community, well maintained facilities, good relations with individuals served and their families, a large fleet of vehicles, a well developed foundation, numerous work opportunities for individuals served, and CARF accreditation.

ILS also has weaknesses that include such items as: need for more space for service provision, lack of cafeteria for preparing meals on site, limited contract opportunities at the work center, volume of staff paperwork that is required, lack of integrated computer systems and overall organizational database, lack of competitive pay for staff (state agencies pay higher wages for same jobs), lack of readily available mental health services, and lack of clear regulatory body requirements.

Opportunities and Threats

ILS' opportunities include such items as: new space to combine and enlarge programs, potential for new partnerships, changes in technology, opportunities for new programs/services, potential for increased work opportunities, and potential to enhance public image and knowledge of ILS.

ILS' threats include such items as: potential funding cuts, ongoing changes in regulatory body requirements, technology advances, and the general down turn in the economy, new health care reform, and increased competition from for profit providers. ILS is also dealing with the transition to a new Executive Director who begins January 1, 2016.

Financial

Independent Living Services budget for the previous fiscal year was \$8,052,500.00 with the current budget for this fiscal year to be \$8,983,000.00. Independent Living Services has assessed the organization capabilities both financially and organizationally to ensure we have the capacity to meet the established objectives stated herein.

Independent Living Services annual audit was free of any material finding and questioned costs. Continuing to improve financial polices is the most important and inherent responsibility to be good stewards of the funds received. The financial strength is a valuable asset in continuing to serve individuals with disabilities and employees.

Goals and Objectives

Following are the goals and objectives or action steps that ILS will be working on during the next 2 years. Our goals are the outcomes we hope to achieve and our objectives/actions steps are the strategies that we will take to accomplish our goals.

ILS will review the goals and objectives at six months and again at the end of the year to see what progress is being made. At the yearly review, progress or the lack of progress will be noted at the end of each goal so an overall status can be obtained and considered as we continue our journey to improve upon service delivery.

Independent Living Services, Inc. & Creative Living Inc. Demographics January 2016

Total Number Served: 216

Numbers Served in our Programs – Individuals may be enrolled in more than one service

Residential / Waiver: 149	Creative Living: 10
Profiles/Productions: 142	Supported Employment: 30

Statistical Breakdown

Male: 124	Female: 92
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African American: 36	Asian: 1
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Caucasian: 178	Hispanic: 1
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0 – 5 years old: 0	6 – 17 years old: 8
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18 – 40 years old: 113	41 – 65 years old: 86
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66 – 85 years old: 9	86 + years old: 0
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Areas Served

Independent Living Services is licensed to provide services in eight counties in Arkansas

Cleburne County	Conway County	Faulkner County	Lonoke County
Perry County	Pulaski County	Van Buren County	White County

Independent Living Services is licensed to provide Medicaid Waiver, Case Management, DDTCS, Work Program, Supported Employment, Supported Apartments, Group Homes, ICF/IDD, Personal Care and Transportation along with administrative offices located in Faulkner County.

