

## Draft: FY17-19 Strategic Plan Outcomes

1. Jubilee will have a strong leadership team.
  - a. Jubilee will have high functioning Boards and Committees.
  - b. Jubilee will engage in succession planning for the Executive Director.
  - c. Jubilee will invest in strengthening its Directors and Managers.
2. Jubilee will have innovative program services which separate housing from services.
  - a. Jubilee will develop new innovative services in line with Jubilee values and the new CMS rules.
  - b. Jubilee will partner with other organizations to create affordable accessible housing.
  - c. Jubilee will separate the ownership of its existing housing from its services.
3. Jubilee will have a strong infrastructure to deliver high quality services.
  - a. Jubilee will have an excellent quality assurance/quality enhancement system.
    - i. This system will measure success.
    - ii. This system will monitor compliance with established policies and procedures.
    - iii. This system will comply with State regulatory requirements.
  - b. Jubilee will have high quality computers systems and supports for its employees.
  - c. Jubilee will have a high quality electronic communications system.
    - i. A Comprehensive web site with useful information for families, board members, employees and clients.
    - ii. Other complimentary communication tools such as a listserv, skype.
    - iii. Fully utilize Office 365, MITC, and Therap.
4. Jubilee will do an excellent job of selecting, developing and supporting its employees.
  - a. Jubilee will develop mentoring programs for its employees.
  - b. Jubilee will pay competitive salaries to its employees.
  - c. Jubilee will strengthen benefits for its employees.
5. Jubilee will enrich the lives of the people that it serves.
  - a. Jubilee will offer special interest classes for the people it serves.
  - b. Jubilee will have strong board representation from individuals served.
  - c. Jubilee will support individuals aging in place.