

Our Focus Areas for 2008-2011

For the three-year period 2008-2011, RHA Howell has identified four strategic focus areas where our programs are already leading the way, and where we intend to make an even more profound difference in people's lives.

Improving Quality through innovative practices . . .



- We Will:**
- ▶▶ **Achieve** national accreditation for our community-based programs.
 - ▶▶ **Develop** support plans that help people achieve measurable real life outcomes.
 - ▶▶ **Foster** relationships with communities to increase the person's social capital and ensure RHA Howell is a viable, integral part of the communities in which it serves.
 - ▶▶ **Recruit** the best and brightest people to become employees while reducing staff turnover.
 - ▶▶ **Promote** a rewards program that recognizes our most talented employees.
 - ▶▶ **Expand** community-based services to offer people a greater variety of options for achieving their goals and dreams.
 - ▶▶ **Extend** the reach of our program beyond North Carolina to address the needs of people who have intellectual and developmental disabilities.

- Target:**
- Operationalize Webfoot & the College of Direct Support by 12/2008
 - Achieve first round national accreditation by 12/2010
 - Establish framework for a points system/points redemption catalog by 12/2008
 - Place catalog on-line by 12/2012

"Quality is never an accident...It is always the result of high intention, sincere effort, intelligent direction, and skillful execution. It represents the wise choice of many alternatives."
-- Will Foster

Ensuring Compliance through RCT (Regulatory Compliance Team) . . .



- We Will:**
- ▶▶ **Develop** an effective Regulatory Compliance program with well-publicized protocols based on regulation and policy .
 - ▶▶ **Require** ethics and compliance training and adherence to standards by all.
 - ▶▶ **Promote** effective lines of communication through participation in focus groups, clear communication of core values and goals, parent/guardian and employee satisfaction surveys, grievance reviews, and compliance helpline.
 - ▶▶ **Conduct** peer review audits of individual programs and specialized disciplines (eg. medical, educational, vocational services) and review and evaluate findings through the corporate quality assurance process.
 - ▶▶ **Benchmark** progress and identify trends through analysis of quality indicators reported in our *event tracking system*.
 - ▶▶ **Ensure** the preparation and proper maintenance of records that document financial integrity, effectiveness of services, and staff qualifications.

- Target:**
- Full implementation of Ethics and Compliance program by 7/2008.
 - Protocols developed for QA audits of all specialty programs & specialized disciplines by 5/2008

"Action indeed is the sole medium of expression for ethics."
-- Jane Addams

Promoting Workforce Excellence through WIN . . .



- We Will:**
- ▶▶ **Pilot** the Web-Foot program ("intelligent" on-line application system for new DSP hires to improve retention through identification of "best potential hires")
 - ▶▶ **Enrich** the Discover Life training program to strengthen core competence of all employees
 - ▶▶ **Develop** Career Ladders and an "Individual Career Plan" for each staff participant who enters the WIN program
 - ▶▶ **Firmly Establish** partnerships with Community College system and East Carolina University to provide educational growth opportunities for workforce
 - ▶▶ **Continue** to seek private and state funding to support the Workforce initiative
 - ▶▶ **Collaborate** with NC Commission on Volunteerism and Community Service to place AmeriCorps workers and Vista Volunteers in our organization to introduce them to opportunities and the rewards of working in the Allied Health field.

- Target:**
- Introduce expanded Discover Life program in combination with College of Direct Support by 1/2008
 - Create 300 new jobs & upgrade the skills of at least 500 existing staff to strengthen career and life opportunities through WIN by 1/2011

" . . . Live the questions now. Perhaps you will then gradually, without noticing it, live your way into the answers."
-- Rainer Maria Rilke

Building An Inclusive Community through Advocacy...



- We Will:**
- ▶▶ **Continue** to communicate our organizational commitment to dignity, independence, equitable treatment of people, and inclusion within the community.
 - ▶▶ **Designate** and train key staff to act as catalysts for networking and on-going dialogue relating to inclusion, emphasizing equal access and full participation.
 - ▶▶ **Develop** baseline assessment and evaluation data collected to measure actual participation in the community.
 - ▶▶ **Become** a recognized leader in raising *Disability Awareness* in our communities.
 - ▶▶ **Empower** people to choose where they want to work and live, based on their own strengths, preferences, interests and abilities
 - ▶▶ **Provide** individualized services and supports to meet individual needs, which includes earning a fair and appropriate wage and benefits
 - ▶▶ **Afford** opportunities to participate in the political process and, where possible, to vote.

- Target:**
- Set baseline & begin collecting inclusion data by 5/2008
 - Build a constituency within designated churches, civic organizations & local leaders to include people with disabilities in social, political, & cultural discussion & practices by 1/2009
 - Create trainings for staff & parents on the topic of community inclusion and full participation in the community by 5/2009

"Injustice anywhere is a threat to justice everywhere."
-- Martin Luther King