

EXECUTIVE SUMMARY



THREE YEAR STRATEGIC PLAN July 1, 2022 through June 30, 2025

The Arc of Greater Brockton Strategic Plan is designed to guide the future direction of the organization for the period of July 1, 2022 through June 30, 2025. The Strategic Planning process was guided by the Leadership Team of the organization, consisting of the Executive Director, Board of Directors and the individual Department Directors.

The development of the Strategic Plan document began in January, 2022, and over a six month period the Leadership Team compiled a list of priorities based on the input of various stakeholders.

Strategic Plan priorities include:

- Guide the overall growth and expansion of the organization through partnerships and additional locations.
- Continue improvements to the existing facility.
- Strengthen and expand supportive program and service offerings.
- Advance quality events, proactive advocacy, and sustainable fundraising.
- Encourage and foster the growth and development of the AGB Team.
- Ensure all policies and procedures meet industry accepted accreditation standards.

Methods Used to Generate Input and Ideas

The Arc of Greater Brockton (AGB) Leadership Team conducted extensive outreach over a six month period which included:

- **20 Question Survey** sent to **525 families, caregivers and partners** that utilize the services and resources of The Arc of Greater Brockton.
- **15 Question Survey** sent to **90 full and part-time staff** of The Arc of Greater Brockton.
- **Participants** in our **Day Habilitation, Employment Services, and Community Based Day Programs** were asked their opinions and ideas via an individualized survey completed with the assistance of AGB staff.
- **The AGB Board of Directors** held several **Strategic Planning discussions**, which included the sharing of their individual ideas and priorities, as well as a thorough review of the input received from stakeholders.

Compile & analyze data



The Arc of The US National Strategic Priorities

The Arc of Greater Brockton will remain mindful of The Arc National Strategic Priorities, and will incorporate these principles whenever possible as it implements the goals and objectives identified in the AGB Strategic Plan.



1. Build The Movement
2. Speak Truth To Anyone Who Will Listen, And Those Who Will Not
3. Advocate
4. Extend Our Reach
5. Innovate

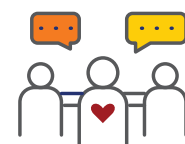


Strategic Plan Accomplishments in the first six months of FY23:

The work has begun!



Completed a **\$350,000** exterior parking, circulation, infrastructure and landscaping improvement project, and **\$150,000** investments to enhance interior program and operation space.



Established an inhouse **Positive Behavioral Supports (PBS) Coordinator** position to enhance and coordinate the organizations efforts to support positive behaviors and communication initiatives.



Awarded an **Economic Impact Award** by the Metro South Chamber of Commerce for the recent building and property improvements.



Reconfigured interior program space, purchased new furniture and added staff to increase the organization's capacity to welcome new participants and families.



Opened **IdentoGo** fingerprinting business to provide employment opportunities for participants.



Secured financing to undertake a \$350,000 investment to renovate and expand the Day Hab programming space and Medical Resource Area.



Retained the services of **speech therapy** assessment and service providers to enhance the organization's communication resources, services and tools.



Secured **new employment opportunities** in the community for 5 participants.

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Proudly Serving the Following Communities: Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, Whitman

A Solid Foundation will Support a Bright Future

Over the past two years The Arc of Greater Brockton has undertaken a variety of investments to effectively address the growing needs of individuals and families. These new investments and initiatives create the platform to support the successful implementation of the Strategic Plan.

2021-2022 Investments Include:

- **IMPROVEMENTS** to the interior and exterior of the facility.
- **NEW** furniture and furnishings.
- Staff and team **DEVELOPMENT**.
- **EXPANSION** of organization leadership.
- **NEW** branding, messaging and marketing.
- **EXPANSION** of programs, activities and services.

These investments, coupled with a strong and vibrant history, has positioned the organization very well as it embarks on fulfilling the goals and objectives outlined in the Strategic Plan.

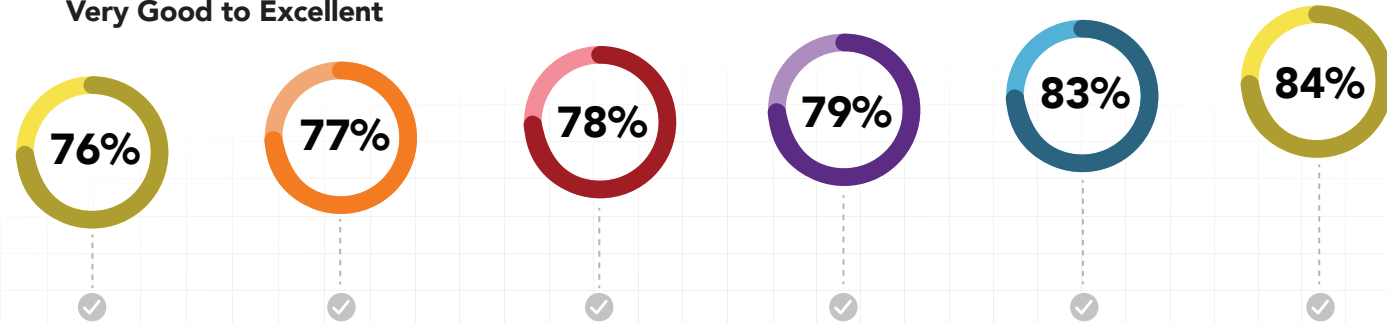


Survey responses reinforce that the organization is moving in the right direction:

The Arc of Greater Brockton is a respected, strong, and vital organization – supporting individuals of all ages, and their families. The 2022-2025 Strategic Plan is designed to maintain a high level of excellence, ensuring that anyone who needs services and resources is able to easily access and utilize them to their fullest potential.

Moving in the right direction!

Survey respondents rated the following: Very Good to Excellent



Programs and Activities

The Organization should establish another service location/facility within our 11-community region.

The Experience at The Arc of Greater Brockton

The quality of support services and resources available to family members and/or guardians

Their Perspective on the staff at The Arc of Greater Brockton

Their Perspective on The Arc of Greater Brockton as a whole

Overall Theme

The overall theme of the 2022-2025 Strategic Plan is to grow and expand the organization to effectively meet the ever-increasing needs of participants and families in the region. We will accomplish this by leveraging investments in all elements of the organization, and by strengthening and enhancing existing programs and services.

Grow and expand the organization!

Strategic Plan Highlights



Establishment of at least one additional location, expanding the organizations program and service offerings within our 11-community region.



Increase the size and expertise of the AGB Team, including the enhancement of communication, emotional and behavioral resource tools and services.



Prioritize outreach, collaboration and communication to effectively reach and connect with individuals, families, partners, sponsors and providers.



Provide diverse and relevant programs, services and activities to meet the needs and expectations of participants – supporting choice, independency and growth.

Incorporate the following Skill Development Programs and Services, which was a common theme throughout the Survey responses by Families and Guardians.



Social Skills Development



Employment, Career and Job Development Training



Life Skills such as Cooking, Cleaning, Shopping, Personal Finances



Motor and Communication Skills



Learning to Drive Training



Sign Language and other communication aides

A complete copy of the Strategic Plan is available on our website in the "About Us" tab.