

# 2016 – 2018 STRATEGIC PLAN



**Our Mission:** Unity House’s mission is to empower and enrich the lives of people in recovery, coping with a mental illness, and/or diagnosed with a developmental disability. This is accomplished by offering supports and services in an inclusive, person-centered environment.

**Our Vision:** All individuals are respected and lead lives of personal fulfillment and acceptance within our community.

**Our Values:** Honesty ♦ Integrity ♦ Respect

## PRIORITY AREAS

### **#1 – PREPARE AND POSITION UNITY HOUSE FOR NYS SERVICE-DELIVERY SYSTEM TRANSFORMATION**

Champion: Sue Morley

#### **Expected Outcomes:**

- All applicable Unity House systems will be prepared for Medicaid managed care (MMC).
- Unity House staff and board members will be knowledgeable of Medicaid funding mechanisms.
- Unity House program participants will have an understanding of Medicaid programs and services, and how to access them as needed.
- Explore and pursue opportunities for collaboration, affiliations, and/or mergers with other organizations to respond to community need.
- Unity House programs will better identify and respond to its service recipients’ needs.

### **#2 – DEVELOP A ROBUST PERFORMANCE MANAGEMENT INFRASTRUCTURE TO SUPPORT HIGH QUALITY PROGRAMMING AND SOUND FINANCIAL HEALTH**

Champion: Darlene Podolak

#### **Expected Outcomes:**

- Systems will be developed to support data-driven decision making for program modifications, expansions, and/or improvements
- Create a culture of continuous quality improvement

### **#3 – STRENGTHEN STAKEHOLDER RELATIONSHIPS AND ENHANCE THE COMMUNITY’S UNDERSTANDING OF UNITY HOUSE’S MISSION AND IMPACT**

Champion: Kelly Buck

#### **Expected Outcomes:**

- Build reputation and name recognition in the counties we serve, positioning Unity House as a professional, innovative, and collaborative community resource
- Build and implement a dynamic fundraising plan with specific annual goals
- Identify agency-wide needs for professional marketing and develop plans accordingly