

FIVE STAR INDUSTRIES, INC.
STRATEGIC PLAN
FY 2014-FY 2018

ORGANIZATION

- Develop a succession plan for management staff
- Conduct due diligence regarding working with Perry County Counseling Center
- Consider a working arrangement with Jefferson County Comprehensive Services
- Enhance Board awareness of community involvement
- Enhance communication among Board members
- Seek community representation from younger and minority citizens
- Increase communication with elected officials
- Achieve COA re-accreditation
- Consider joining a state-wide trade association

PUBLIC RELATIONS

- Celebrate 40th anniversary
- Conduct an open house
- Develop marketing strategy for current clients
- Develop a marketing strategy for PAS agencies
- Market our crisis placement capacity
- Enhance community education
- Train all staff in customer service
- Develop additional fund raising activity
- Increase community and regional awareness of our programs
- Provide disability awareness training at Perry County schools

FINANCIAL

- Pay down long term debt to \$_____
- Explore possible grants
- Consider health insurance impact of ACA
- Refine management review of expenses
- Achieve 90 days cash on hand
- Decrease Lunker inventory/sell unused assets

TECHNOLOGY

- Provide staff training to use new technology
- Increase efficiency of all paper work by computerization
- Fix residential access to client information
- Scan medical information rather than faxing
- Equip Case Managers with smart phones/IPADs
- Develop a stable client database
- Provide SKYPE access for all group homes
- Disseminate information to all staff via email/text
- Update all video to digital with remote capability
- Develop a new web site

GENERAL PROGRAMMING

Training:

All forms

Supporting clients with mental health issues

Use of person centered language

Positive behavioral supports/alternative skill training

Client rights

Active treatment

Enhance communication with ISSA

Compliance with new HIPAA regulations

Consider applying for NADD certification ID/DD/MH

Increase physical activity

Provide DBT classes

Develop emphasis on person centered planning

Enhance client self-advocacy training

All high risk clients reviewed by BC Behavior Analyst

Enhance follow-up on complaints

Develop more effective transition procedures

DAY PROGRAM

Develop a community only day program option

Offer an evidenced based IPS placement program

Complete the computer-based activity tracking

Enhanced functional activities

Refurbish kitchen and client cafeteria area

Increase goal tracking efficiency

Enhance classroom activities

Expand client IPAD use and training

Develop a modified community program

Develop a DRS contract for situational assessment & job coaching

Experiment with clients making and selling crafts

INDUSTRIAL

Utilize computerized work floor information input

Enhance inventory control and tracking

Enhance Lunker quality control

Develop vocation classroom area

Develop additional workflow areas

Develop a broader range of job training opportunities

Review client janitorial hours

Revise Lunker marketing plan including new products

RESIDENTIAL

- Decrease medication errors
- Enhance recreational programming
- Increase physical activity
- Develop additional supported apartment opportunities
- Consider developing additional 4 bed or smaller group homes
- Improve intake process
- Refine activity planning for new residents
- Coordinate nursing access to client information
- Improve tracking of medical appointments
- Emphasize getting second medical opinions
- Better coordinate hospital discharges
- Review case loads
- Improve grooming and hygiene
- Improve dental care
- Create family stories for non-verbal residents
- Review lunches taken to day program
- Develop food shopping by the grocery store
- Develop centralize purchasing of more supplies
- Centralize client check writing
- Enhance relationship development with families and friends
- Home Managers complete all DHS training
- Review admission criteria re: funded one on one

PHYSICAL PLANT/SAFETY

- Decrease staff injuries due to client care
- Refurbish all buildings
- Purchase a fuel efficient car
- Develop a better vehicle check-out system
- Review need for additional maintenance personnel
- Develop better tracking/control of maintenance requests
- Develop improved archive and storage area system
- Obtain additional staff training on client transfers
- Review energy saving options and grants
- Air condition Lunker building

HUMAN RESOURCES

- Develop a wellness program
- Review and enhance staff salary ranges
- Review staff work loads
- Provide staff training in stress management
- Provide staff training in communication/getting along with co-workers/team work
- Provide staff training in self-esteem and personal financial management
- Expand point system to attendance
- Develop a more functional fill-in pool
- Develop incentives to reward the best employees
- Consider job sharing and other flexible working arrangements
- Consider adding holidays and additional sick time
- Review the staff break time issue
- Develop staff advancement opportunities
- Provide additional training for supervisors
- Quantify temp to staff hiring criteria
- Create an environment of trust, open communication and fairness
- Develop staff training data base

GARDEN APARTMENTS

- Increase occupancy
- Add landscape lighting
- Replace lobby flooring

PERRY ADULT LIVING

- Develop a waiting list
- Enhance handicap accessible apartments
- Replace landscaping
- Add a recreation room