

TPC's Vision: To create communities that support productive and enriching lives for people with disabilities.	
Goals	# Objectives
Strategic Objective A: We will demonstrate to consumers and stakeholders our commitment to customer satisfaction.	
Who are our customers, what are their needs, and how do we improve their satisfaction with our services?	
Goal 1: Improve the-satisfaction of consumers and other stakeholders in our services	1 Increase collaboration with community partners to expand TPC consumers' sense of community
	2 Expand employment services
	3 Initiate a self-funding food cooperative
	4 Implement a meaningful and rational ISP process to ensure consumer goals are identified, addressed & achieved
	5 Achieve 3- or 7-year CARF accreditation
Goal 2: Collect data to establish meaningful benchmarks as a basis for improving the delivery of quality services	6 Improve the quality of programmatic data and outcome measures
	7 Utilize programmatic data to improve and standardize practice guidelines across programs
	8 Develop and implement an efficient, user-friendly, and statistically valid customer satisfaction system.
Strategic Objective B: We will develop integrated systems of care which are responsive and lead to positive quality consumer outcomes.	
In which internal program practices and business processes must we excel?	
Goal 3: Improve the quality of care	9 Institute technology to improve consumer care & safety, staff productivity, and standardized work practices
	10 Invest in ongoing staff training in targeted areas
	11 Ensure that consumers are engaged in community activities as volunteers, members of associations, and other activities providing opportunities to be involved with the local community.
	12 Ensure that consumers are engaged in weekly Health & Wellness activities
	13 Create a learning culture wherein knowledge is obtained, shared and improved upon daily, and where change and continuous improvement is embraced
	14 Develop & implement improvements in the quality of provided services using practices that are consistent with the State's requirements and available funding

Goals	#	Objectives
Strategic Objective C: We will maintain a strong financial position.		
What financial and regulatory objectives must we accomplish?		
Goal 4: Manage resources to meet the changing economic conditions	15	Significantly improve the overall financial performance of the organization
	16	Grow TPC's size to a level that can support high quality core resources (e.g. ED, COO, CFO, Programs, Development)
	17	Diversify funding streams to include significant gift/grant, investment, and other revenues
	18	Continue to incrementally invest in technology consistent with the needs of an integrated system of core services and available resources
Goal 5: Minimize risk by responding to risk assessment findings	19	Administer an annual global risk assessment and identify corrective action priorities
Strategic Direction D: We will develop, attract and retain a quality workforce.		
How can we attract, retain, and engage the necessary human capital?		
Goal 6: Develop an organizational culture that embraces change and data-based decision making, and holds everyone accountable for our success	20	Implement a performance management system based on quantifiable outcomes
	21	Align professional and organizational values and expectations to ensure shared success
	22	Develop leadership/management skills across TPC that support a high-performance, high-quality organization
Goal 7: Maintain a recruitment and retention strategy which supports TPC's strategic goals	23	Maintain a competitive compensation package
	24	Develop & implement a succession plan
	25	Develop & implement an employee retention plan