



Strategic Plan 2020 – 2025

Our strategic plan is a five-year plan that focuses on the following five key areas. These areas of focus were developed collectively by our Board members, Management team, staff members, family members and representatives of our participants.

Focus Area #1: Financial Stability/Viability

Ensure that the organization develops strategies to enhance its financial standing and profitability by removing wasteful practices, cutting costs where necessary, establishing financial accountability, and expanding current and adding new programs. The Woodland Road facility should also be considered for its impact on the financial viability of the organization.

Focus Area #2: Growth/Expansion of Services

Identify opportunities to stabilize our current business and grow/expand the services we currently offer. Our expansion should consider going into other communities outside of Waltham that may have a higher demand for the services we offer. We should also identify other services that may be added to what we currently offer.

Focus Area #3: Facility Upgrade

Develop a plan to renovate/improve our current facilities. This includes our elevator, classrooms, lavatories, furnishings, and other common areas.

Focus Area #4: Staff Development and Training

Identify ongoing training and development opportunities for our staff outside of the standard regulatory requirements. This area of focus is in alignment with the newly developed Learning Center. Identify organizations that offer training opportunities/software that fits our needs.

Focus Area #5: Community Outreach/External Partnership

Identify key community/business partners that can further enhance our programs and increase our visibility within the community. We should also identify new partners that would further improve our fundraising efforts.