

The Charles Lea Center

*Enhancing lives, Encouraging dreams*



2024 – 2029 *Strategic Plan*



*Integrity*



*Compassion*



*Innovation*



*Healthy Living*



*People-Focused*



*Service Excellence*

## VISION

*Our vision is that all people are empowered to live active, involved and meaningful lives.*

## MISSION

*We are committed to empowering and supporting people with disabilities through an individualized approach, where they live, learn, work and play.*



*The 2024–2029 Strategic Plan for the Charles Lea Center serves as a comprehensive roadmap for the organization's supports, services, and developmental goals. It represents the community's collective vision based on the Board of Directors, individuals served and their families, stakeholders and the CLC leadership team.*



*Innovation*



*Engaged  
Workforce*



*Responsible  
Governance*



*Service  
Excellence*



*The Charles Lea Center is committed to providing high-quality, person-centered services for adults with developmental disabilities.*

*This plan acknowledges that community-driven initiatives, collaboration, and innovation are essential success factors in achieving the outlined strategic priorities and objectives.*

*Accordingly, it emphasizes the need for active engagement with diverse stakeholders, the fostering of partnerships, the use of technology and gathering of data to facilitate informed decision-making.*

*The CLC leadership team will develop annual operational plans aligned with the established strategic priorities. Furthermore, the strategic plan will undergo monthly reviews by the CLC leadership and will be evaluated at least once a year by the Board of Directors, with updates incorporated as necessary.*



## INNOVATION

*The Charles Lea Center will cultivate a culture that promotes using innovation to promote service excellence, efficiency and high performance.*



## OBJECTIVES

*Develop systems that promote the sharing of knowledge and information across all areas that ultimately will lead to effective evidence-based decision making*

*Expand and implement processes that add value, build collaboration, and lead to effective service outcomes such as employee engagement, servant leadership, person centered practices, and enabling technology*

*Initiate changes and improvements based on internal and external customer feedback, national trends in best practices, and other evidence-based data*

*Expand a high functioning technology infrastructure to improve efficiency, effectiveness, and communication across all areas throughout the organization*

*Utilize software systems that will enhance automation that is user friendly and efficient in all administrative areas*



## ENGAGED WORKFORCE

*The Charles Lea Center will cultivate a culture that promotes using innovation to promote service excellence, efficiency and high performance.*



## OBJECTIVES

*Strengthen professional development and training strategies to increase competency among our workforce which will lead to enhanced service excellence, as well as an increase in the retention of high qualified employees*

*Improve internal communication to keep employees informed and engaged*

*Strengthen effective strategies to support employees to be successful in their current jobs and future professional development opportunities*

*Engage with community partners such as businesses and higher education, on workforce development opportunities*



## RESPONSIBLE GOVERNANCE

*The Charles Lea Center will strengthen its business practices in order to be more effective, transparent, inclusive and accessible.*



## OBJECTIVES

*Implement financial strategies that ensures the long- term growth and viability of the organization*

*Enhance systems that will provide meaningful financial, HR and Training information that is accessible and useful*

*Increase inclusion and participation for all stakeholders with Board related activities*

*Implement effective strategies to improve wages and benefits*

# OBJECTIVES

*Aggressively seek opportunities to improve services through feedback, national accreditation, and learning*

*Continue to identify and implement services will be responsive to the changing needs of people  
Evaluate services using data driven information to continuously improve*

*Enhance accessible platforms to provide people supported with information to increase community inclusion*

*Enhance accessible systems to ensure people supported have opportunities to participate in services relative to medical and mental health well being*

*Enhance the ability of people supported to access and manage their personal records and protected health information*

*Provide people supported with training and resources to increase independence in directing and planning supports and services*

*Empower and educate people supported to decide and manage their own circle of support*



## SERVICE EXCELLENCE

*The Charles Lea Center will work to increase and develop services that will positively impact the people we support.*





KINDNESS MATTERS



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