### The Charles Lea Center

# Enhancing lives, Encouraging dreams



2024 - 2029 Strategic Plan













### 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.











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 engagementm 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.

# **OBJECTIVES**

Develop systems that promote the sharing of knowledge and information across all areas that ultimately will lead

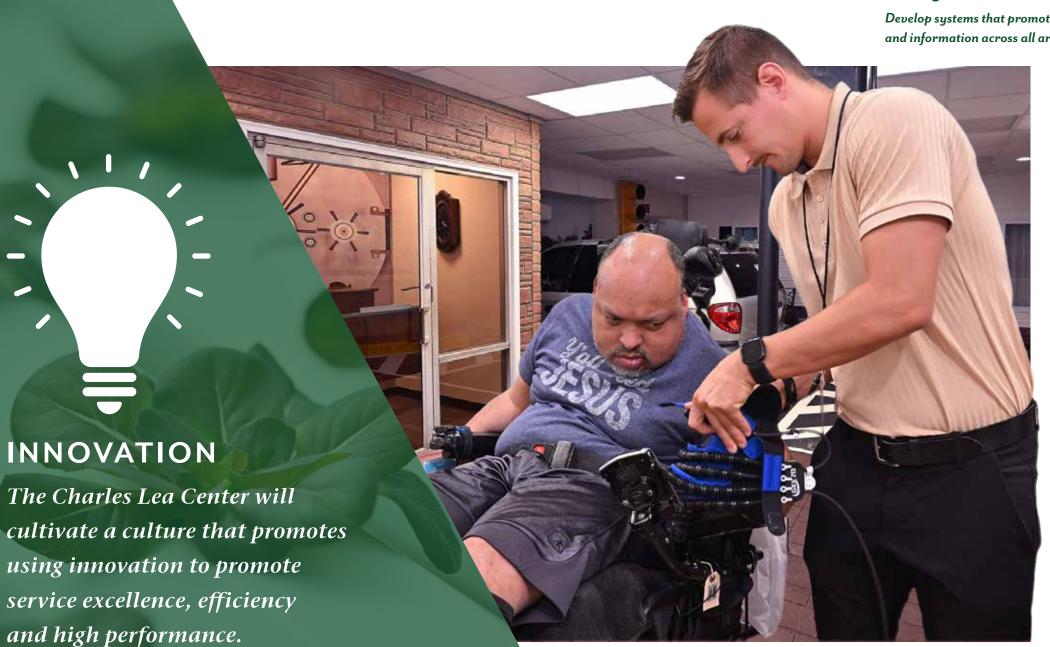
> to effective evidence-based decision making

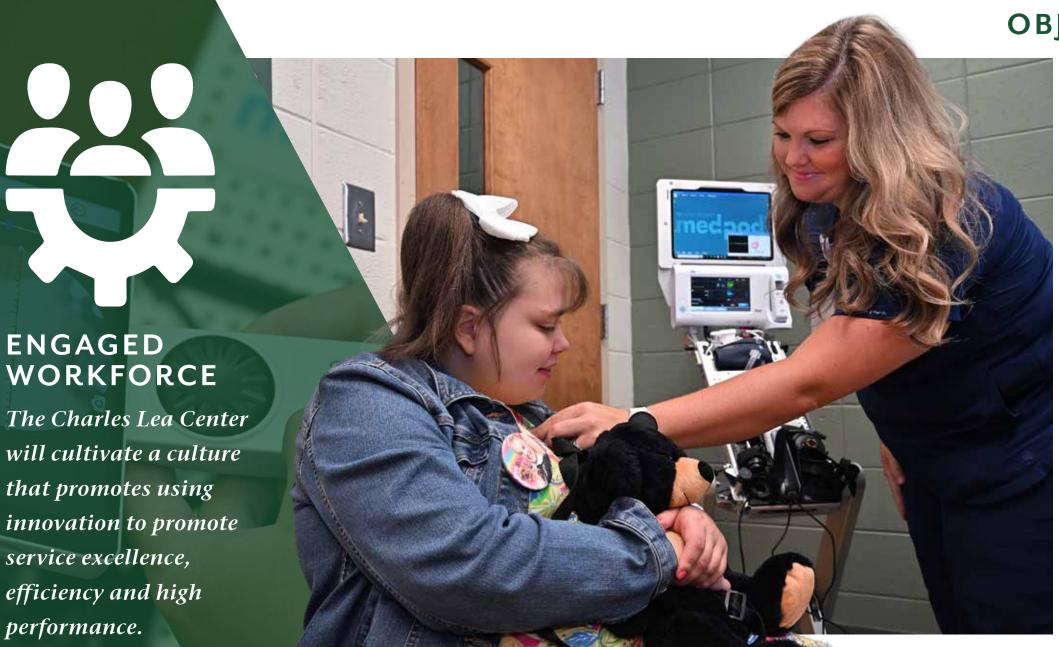
**Expand and implement** processes that add value, build collaboration, and lead to effective service outcomes such as employee engagement, servant leadership, person centered practices, and enabling technology

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





**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



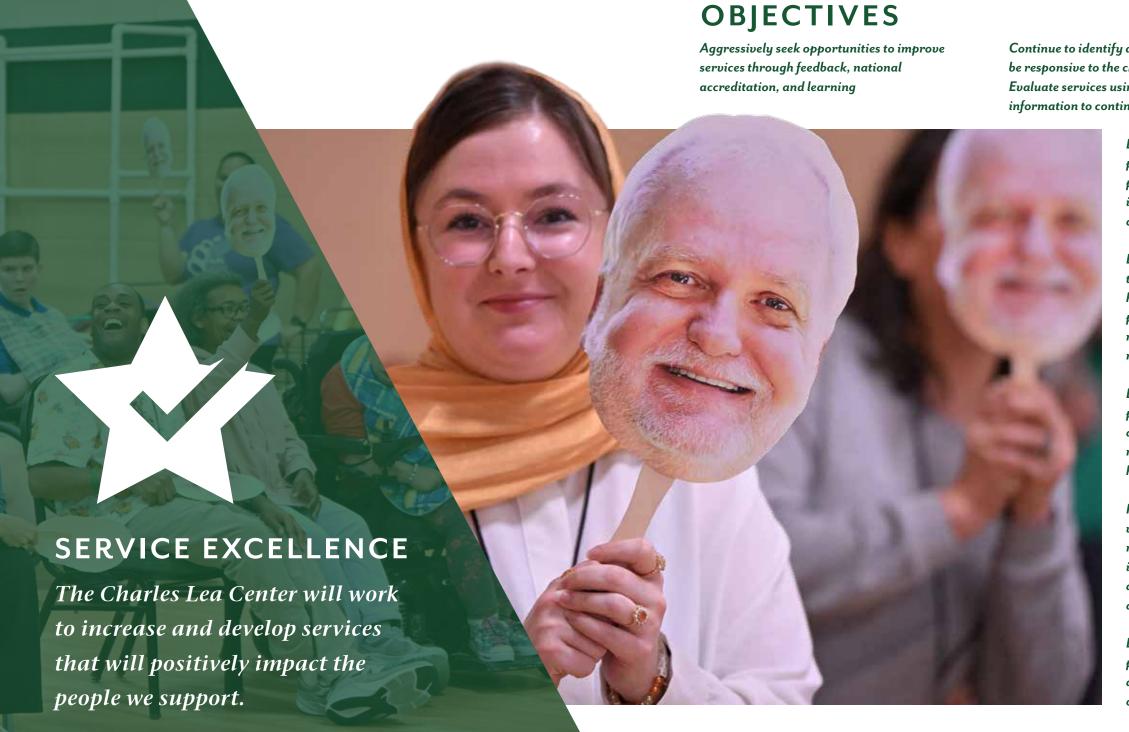
**OBJECTIVES** 

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



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



# KINDNESSMATTERS

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