

# Strategic Plan Objectives

## Establish and maintain a quality environment that allows the inclusion of program participants in their community

- Provide meaningful and productive vocational and employment programs to include a variety of work settings.
- Provide accessible homes that are safe and comfortable home-like environments in appropriate settings
- Provide appropriate community supports to include:
  - Transportation
  - In-home supports
  - Recreation
  - Nursing and psychiatric supports (when appropriate)

## Set attainable and measurable growth targets

- Identify and evaluate programs/services that CHI Centers should continue and expand or should reduce or no longer provide.
- Identify and evaluate the infrastructure and intellectual capacity of the agency.
- Identify revenue sources needed to maintain quality services.

## Develop attainable revenue targets

- Targets should include foundations and corporate grants; short and long-term fundraising campaigns; special events; planned giving and trust estate planning, as well as new revenue-producing business services and products serving program growth and mission objectives.
- Plans for targeted funding sources should have specific completion dates; resources needed for successful implementation; and should cover roles of board members, other key leaders, volunteers, community constituents and staff and elected officials.
- Plans that are developed should cover the expenses associated and administration, public relations and needed fundraising expenses.

## Plan renovations and reserves for facilities and equipment

- Plans will cover funding sources that ensure compliance with building codes, accessibility regulations, and requirements, which appropriately meet the current and planned future needs of program participants and residents.
- Plans will be developed to purchase facilities and the phasing out, when appropriate, of leased facilities.
- Plans should include reserve for replacement funds for facility maintenance, repairs and renovations and for vehicle and other equipment replacements.

## Establish and maintain a partnership with Federal Drug Administration (FDA) at White Oak

- Plan for FDA employees' volunteer activities throughout the agency.
- Plan employment options at FDA for program participants in individual placements and enclaves.
- Plan for business opportunities associated with FDA that will enhance both agencies and their constituents.

## Determine appropriate levels of supports and services

- Plan should be developed with consideration to the provision of services that are either delivered in-house or through external sources.
- Support the level of services recommended in each program participant's Individual Plan, Behavior Plan and Nursing Assessment.
- Monitor the efficient and effective delivery of services and supports through the agency's information and technology systems.
- Plan for appropriate information and technology support services and to develop augmentative technology support.

## Develop a public relations and communication program

- Program should heighten public awareness and understanding of CHI Centers' services and enhance funding support for the agency.
- Plan for the increased use of the agency's web site and support activities that will enhance and expand web site activities to provide the general public with more information, especially those who support CHI Centers.

## Develop a comprehensive staff program

- System should maximize program development, administrative and program supports and should recognize the need to analyze the agency's infrastructure.
- CHI Centers and Inwood House staff should be provided with comprehensive salaries and benefit package.
- Develop collaborative relationships with education, religion and nonprofit for internship and staff support.
- Provide staff with the technology and training for more efficient services documentation and communication with families, advocates and outside service providers.

## Establish a quality assurance/compliance system

- System should be provided to maintain regular monitoring of all programs and services to assure quality and compliance with all applicable regulations, and the implementation of Individual Plans for all program participants.
- Assure that each constituent is offered the opportunity to evaluate CHI Centers' services and program on an ongoing basis.
- Maintain federal, state, county and CARF accreditations.

## 2006-2007 Officers

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### Chief Executive Officer

Alan Lovell, Ph.D

- Licensed by Maryland State Department of Education
- Licensed by Maryland State Department of Health and Mental Hygiene
- Licensed by Montgomery County Department of Health and Human Services
- Accredited by CARF - The Rehabilitation Accreditation Commission
- Member Agency #8059 of The United Way of the National Capital Area

## Mission Statement

**I**t is the mission of CHI Centers to join with others to create conditions that allow all persons with disabilities to have opportunities to participate in community life; to have choices in the pursuit of personal growth; to maintain positive relationships with family members, friends and neighbors; and to be afforded respect and dignity.

## Overview of the Agency's Programs

**P**ersons with developmental disabilities who reside in Montgomery County, Prince George's County, Howard County, and the District of Columbia find a rich resource for help at CHI Centers.

Founded in 1948 by parents of children with cerebral palsy, CHI Centers has experienced such continuous growth that today its professional staff offers numerous programs and assistance to a broad spectrum of individuals from infants to adults with mild to profound disabilities.

CHI Centers offers vocational training, employment options, educational, therapeutic, recreational, residential, individual supports and other services that enable persons with developmental disabilities to live and work in the mainstream of the community.

# C·H·I Centers Inc.

*Supporting people with disabilities since 1948*

## STRATEGIC PLAN

- Agency Program Overview
- Mission Statement
- Strategic Plan Objectives

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