



PEOPLE &
CULTURE

PROGRAMS
& SERVICES

VALUE

ORGANIZATIONAL
QUALITY

INDIVIDUALS
& COMMUNITY

STRATEGIC ROADMAP

PLANNING THROUGH 2022



PEOPLE/CULTURE

GOAL #1

Employees and volunteers will perform with optimum effectiveness, ensuring that individuals and families consistently receive services of the highest quality.

Objectives

- Utilize and enhance recruitment methods to attract and retain qualified employees.
- Maintain a culture that values succession planning and leadership development throughout the organizations.
- Affiliates will utilize a performance management system that recognizes employees' strengths and assists them in identifying and achieving professional goals.
- All levels of our organizations will reflect the diversity of the communities in which we work.



GOAL #2

The agencies' Boards of Directors will work collaboratively with the Ability Partners Foundation Board of Directors to ensure that the agencies have a clear path to the future and the resources necessary to fulfill their missions.

Objectives

- Recruit, retain, and develop the highest quality membership of the Boards of Directors, assuring a diversity of expertise and backgrounds that are reflective of the communities we serve.
- Provide on-going feedback and direction related to the strategic road map.

SYSTEM PROCESSES/PROGRAMS AND SERVICES

GOAL #3

Evaluate and act on opportunities to enhance and/or expand services for the individuals and families we serve, which are based on their needs through collaboration of our affiliate agencies as well as other community partners who add quality and value to these endeavors.

Objectives

- Review and update the formal and informal relationships between our affiliates to maximize our resources.
- Develop collaborations with other providers which enhance the opportunities for those we serve.
- Position our agencies to serve as vital providers in the new managed care environment.
- Collaborate to expand educational opportunities for students with and without disabilities.
- Expand non-traditional housing opportunities to meet community living needs.
- Develop employment opportunities for individuals with disadvantages and disabilities.
- Expand community-based services in alignment with Health Care Reform in New York State.
- Explore use of telemedicine as a means to improve the health care of those we serve.
- Expand autism services in Monroe and surrounding counties.



GOAL #4

We will maximize IT resources throughout the organizations to ensure compliance, reduce redundancy and maximize efficiencies.

Objective

- Obtain funding to enhance IT infrastructure throughout all three organizations
- Collect and utilize data to improve care and quality of services.



ORGANIZATIONAL QUALITY

GOAL #5

We will integrate quality enhancement activities throughout the organization to ensure all individuals/families consistently receive services of the highest quality.

Objectives

- Benchmark with other providers/organizations to develop and implement a continuous plan of improvement by program.
- Develop agency-wide database and curriculum training guides for Rochester Rehabilitation, and maintain/keep current training procedures
- for CP Rochester and Happiness House to ensure comprehensive and effective training is provided to all employees.
- Promote universal awareness and a culture of compliance among all employees/volunteers.
- Explore and create opportunities for on-line and collaborative training consortium opportunities for workforce.



INDIVIDUALS/COMMUNITY

GOAL #6

The agencies will leverage their rich histories and shared experience to promote a positive image to the public which builds trust and rapport with target audiences and attracts individuals to our high quality services.

Objectives

- Develop and implement a strategic marketing plan to increase awareness of services offered by all agencies including expansion into primary health care.
- Expand community utilization of external communications by increasing social media interactions and web site visits.



VALUE

GOAL #7

The agencies will assure financial stability such that all three agency operations break even or generate a surplus year to year.

Objectives

- Network with statewide resources/legislators to obtain sufficient reimbursement and/or legislative grants necessary to operate quality programs.
- Cultivate deeper relationships with planned givers and expand donor opportunities through the Legacy Society or our Major Gifts Program.
- Generate at least 2% of annual income through fundraising and grant resources.
- Implement specific action plans for programs whose resources are limited.



MISSION AND VISION

Ability Partners, Inc., the passive parent corporation of CP Rochester, Happiness House, and Rochester Rehabilitation, benefits thousands of adults and children with and without disabilities in the Finger Lakes and Greater Rochester regions. By joining forces we have ensured valuable community resources for a stronger, more efficient organization people can depend on for years to come.

CP Rochester supports individuals of all ages and abilities. We partner with the individual, their family, and the community to fulfill the individual's right to live a productive and rewarding life. CP Rochester provides quality health, educational, and support services to assist individuals in achieving their goals.



3399 Winton Road South
Rochester, NY 14623
585-334-6000

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At **Happiness House**, we envision every community being ready to welcome and utilize the talents and abilities of all individuals. We lead by an unwavering commitment to our consumers and their families, and by our cumulative skill and wisdom as a premier provider of services.



Geneva
731 Pre-Emption Road
Geneva, NY 14456
315-789-6828

Canandaigua
5415 County Road 30
Canandaigua, NY 14424
585-394-9510

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At **Rochester Rehabilitation**, our mission is to maximize each person's potential to lead a full and active life by providing the highest quality services that foster physical and mental wellness, employment, and independence.



1000 Elmwood Avenue
Rochester, NY 14620
585-271-2520

Ventures PROS
975 Elmwood Avenue
Rochester, NY 14620
585-256-3430

OneSource Solutions
& SWFI

1357 University Avenue
Rochester, NY 14607
585-473-2052

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ROCHESTER REHABILITATION CENTER

Ability Partners Foundation is a not-for-profit organization established to raise and generate funds to promote, support, and augment the continuation of long-term services for people with disabilities offered through CP Rochester, Happiness House, and Rochester Rehabilitation in the Finger Lakes and Greater Rochester areas including Ontario, Seneca, Yates, Wayne, and Monroe Counties.

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3399 Winton Road South
Rochester, NY 14623
(585) 412-9040



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