At The Arc San Francisco, we strive to be the leader in advancing lifelong learning and achievement for the adults with developmental disabilities we serve.

“Future Forward” is a three-year strategic roadmap designed to:

- **Build** a stronger organization that fulfills our mission by improving client services, leveraging our resources and increasing our impact;
- **Strengthen** operations, inspire innovation, drive alignment and engagement among our stakeholders and provide measurable results;
- **Redeﬁne** how we envision the future for individuals with disabilities through a culture and ecosystem that embraces innovation, opportunity, integrity and accountability.

**LEARN GROW WORK ACHIEVE**

Our success is based on the continual process of learning, growing and working together to achieve our common goals.
A DYNAMIC APPROACH TO ACHIEVING OUR GOALS

This strategic plan is a living document that is intended to spark meaningful dialogue and informed decision-making today and in the years ahead. Our methodology encompasses our vision and values, plus the proven methods and measures that will ensure we continue to respond thoughtfully and strategically to our evolving demographic, policy and fiscal challenges.

THE ARC SAN FRANCISCO STRATEGIC PLAN FY 2016–2020

CLIENTS

Strategic Objective
Be the leading resource for adults with developmental disabilities to achieve their highest potential.

Key Initiatives
Implement true Client-Centered Planning through more individualized, technology-enabled and measurable tools and supports.

Increase and Enhance Client Opportunities by expanding educational, vocational, career and enrichment opportunities that foster exploration and the achievement of personal goals.

Grow and Optimize our Health and Wellness Services by increasing enrollment, adding staff and expanding the scope of our case management.

RESOURCES

Strategic Objective
Improve services for Arc clients by leveraging our key resources.

Key Initiatives
Recruit, Recognize, Reward and Retain our Staff
Recruit highly qualified staff who are recognized, trained, evaluated and compensated appropriately.

Optimize Real Estate Assets to ensure properties meet needs and are appropriately deployed and maintained.

Expand and Create new Funding Streams, consistent with our organization’s mission and vision, that enable new client opportunities and ensure sustainability.

ENGAGEMENT

Strategic Objective
Support client success by engaging client families and support networks.

Elevate agency brand to increase our social impact and organizational cohesion.

Key Initiatives
Engage constituents from client families and circles of support to ensure collaboration and alignment with client and agency goals.

Rebrand, Rename, Reposition our brand to ensure we represent who we are, what we do and what we stand for, driving internal alignment and social goals.