

BUILDING OUR FUTURE: THE WAY FORWARD

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.



Mission

The mission of The Arc San Francisco is to serve people with intellectual and developmental disabilities by promoting self-determination, dignity and quality of life.

Vision

A community where disability is a distinction without a difference.

Programs & Services at The Arc San Francisco (San Francisco County)

Comprehensive Community Services:

- Continuing Education
- Integrated Work Services
- Community Training Services
- Seniors Services
- Employment Assessment
- Job Placement and Coaching
- Friends Like Me Recreation

Health & Wellness:

- Assessment
- Fitness

Residential Services:

- Case Management
- Independent Living
- Supported Living
- Housing Advocacy

(San Mateo County)

- Continuing Education
- ArtReach Studios
- Integrated Work Services

(Marin County)

- Comprehensive Community Services:
- Continuing Education
- Integrated Work Services
- Community Training Services

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FUTURE FORWARD



LEARN



WORK



GROW



ACHIEVE

2016-2019
STRATEGIC PLAN

THE ARC SAN FRANCISCO

CLIENT SUCCESS
OPERATIONAL EXCELLENCE
TRUST & TRANSPARENCY

THE ARC SAN FRANCISCO STRATEGIC PLAN FY 2016-2019



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.

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.

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.

