

Passionate People Extraordinary Care

CAREY SERVICES

2019 – 2022 Strategic Plan

Mission

Turning abilities into opportunities

Vision

A world where all people are empowered and equally valued in the community.

Priorities



Values

- Self-determination/Self direction empowers people
- Transparency, fiscal responsibility, outstanding governance
- The health and safety of people with intellectual & developmental disabilities and children and their families is a critical aspect of the decision making process
- Provision of services to promote inclusive opportunities
- Fulfilling Donor Intent
- Dignity, Compassion, Teamwork
- Striving for awesomeness in every effort and interaction
- Integrity, Professionalism, Service, and Respect

Strategy Statement

Carey Services is a not-for-profit, social benefit 501 (c)(3) corporation providing services and supports for people with intellectual and developmental disabilities through a Comprehensive Service Delivery Model that provides Continuity of Care to individuals in need of services. This model includes prenatal mothers, infants, toddlers, low income individuals and families. Additionally, Carey Services provides business services in the areas of workforce training, employment services, and confidential document shredding for many business partners in North Central Indiana. Since opening our doors through community wide grassroots efforts in 1954, we have developed programs that respect choice, offer understanding and compassion, and create opportunities for the highest quality of life. Carey Services is a leader in the intellectual and early childhood education fields as well as a partner to our local community through special education, communication, and mindful, compassionate supports.

With the goal of becoming the employer of choice and maintaining the position of provider of choice, Carey Services will implement a growth and premiere engagement strategy model targeting strategic partnerships with community champions in alignment with supplying a highly compassionate direct service professional and education/developmentally focused workforce. We leverage a strong staff and community supports to provide extraordinary care, knowledge, and advocacy to the communities we serve. Our mission is primarily accomplished through our employees and we believe our employees are our greatest asset! We support personal and professional development and opportunities for advancement. We provide ample paid training and strive to provide employees competitive wages and benefits. Carey Services as a human services organization leverages its connections, local expertise, and a national network. These attributes, combined with a community-based fundraising model, and an immensely curious focus on quality and compliance by obtaining National (NAEYC) and International (CARF) Accreditation in multiple services, will intentionally contribute to financial efficiency and program effectiveness.

Our passion is providing world class care and support to allow those with intellectual and other developmental disabilities, prenatal mothers, infants, toddlers, individuals that are low income, and their families to live a full and natural life.

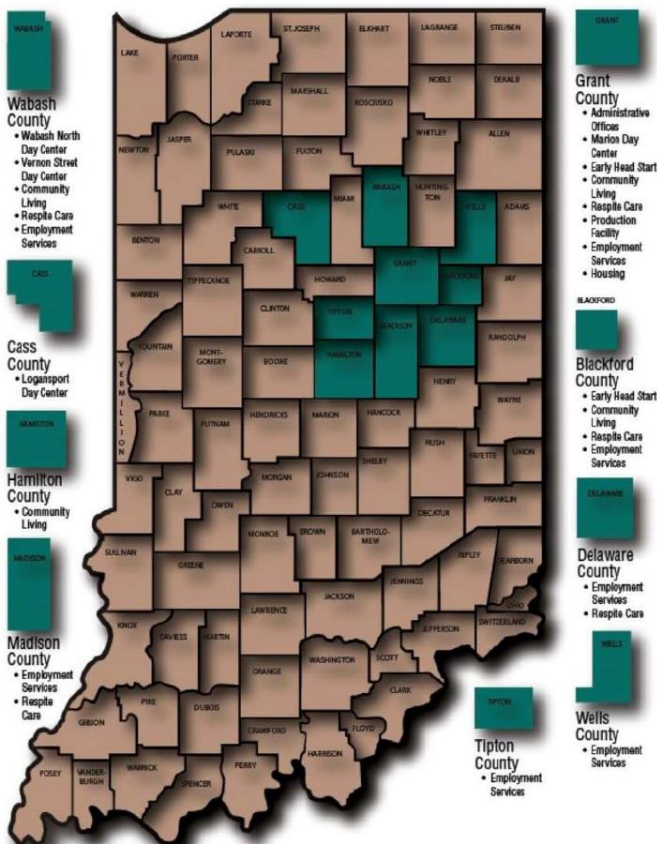
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What Makes Us Unique

Carey Services is the foremost authority on developmental disabilities in the state of Indiana, providing information and resources to individual Hoosiers, private companies, media outlets and trade groups related to national, regional and local conditions. Established in 1954, we have evolved from a grassroots advocacy organization to one of the largest, strongest, and most stable intellectual and other developmental disabilities and early childhood education organizations in Indiana. We provide leadership among and maintain positive relationships with our peers across the state. Our passion is providing compassionate care connecting partners to resources and each other, and advocating to effectuate positive change from the individual-behavior and curriculum level up to the state and local policy level.

Where We Do It

Our outstanding staff and board of directors deliver resources and programs across a nine county area in the state of Indiana.



Who We Serve

We provide services and supports from prenatal through three years of age and their families in Early Head Start childhood education services as well as individuals with intellectual, developmental, and other disabilities of all ages. Additionally, we serve community businesses through entrepreneurial business support services. Last, we serve our donors in order to become their charity of choice.

Competition

We compete for donors and philanthropic dollars with other charitable organizations. We compete for employees and individuals served. Through some of our service lines, we compete with for-profit and other non-profit organizations for Hoosiers in need of services and supports.

Program

Residential (Group Homes and Community Homes)

Day Services (Community and On-Site Skill Building Support)

Early Head Start (Evidence-based School Readiness Programming)

Community Job Training (Job Coaching and Employment Supports)

Pre-employment Supports (on-site Manufacturing and Work Training)

Transportation (Wheelchair Accessible Support and Community Linkage)

Wellness Coordination (Health & Wellness Nursing Support)

Respite (Support and Relief for Caregivers)

Care Coordination/Case Management (Holistic Daily Living Support)

Housing (Providing Accessible/Affordable Housing)

Information/Referral/Outreach (Community Linkage to Needed Supports)

Professional Development and Consultation (Staff Subject Matter Expertise)

ADVOCACY:

- Representative Payee (Financial Assistance)
- Guardianship (Legal Guardianship)
- Healthcare Representative (Support for Healthcare Decisions)
- Local/Regional/State
- Arc Chapter for 2 Counties

PARTNERSHIP

- Partnership and on-site Host for Music Therapy
- Partnership and on-site Host for Behavioral Support
- Partnership and on-site Host for Speech Therapy
- Partnership and on-site Host for Local Vocational
- Rehabilitation Offices

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Program Design

Our programs have two primary goals for those served:

- Successfully transition individuals with disabilities to independent living by providing a unique “stepforward” system designed to guide through graduated stages of increased self-sufficiency.
- Provide programming that supports students and adults with disabilities in pursuing life transition goals; such as school to work and more fully participating in the community. Achievement of school readiness for Pre-school and beyond (i.e. Pre-Employment Transition Services for students in multiple high schools.)

Individuals who participate in Carey Services gain increased self-esteem, improve relationships with others, improve behavior, show an increased interest and engagement in school, improve academic performance, increase knowledge in community service, culture and diversity.

Long-term goals include:

1. Maximization of a person's abilities with appropriate level of supports.
2. Family stability, caregivers supported, and families thriving.
3. Enduring, meaningful employment.
4. Meaningful days, experiences, and engagement at all levels.
5. Independent living in safe, accessible, and affordable housing.
6. Maximizing independence by using and receiving accessible transportation.
7. Meet milestones with social & emotional development.
8. Rewarding employment; career development and growth.
9. Achieving safety and security.

What Success Looks Like

How does Carey Services define and demonstrate success every day?

In a data-driven and evidence-based world, we can do it with a mountain of numbers and data points. But we are in the people business first; living in those other two worlds as well. As we turn abilities into opportunities, we help the individuals we serve achieve things some never thought possible. We track many milestones along that journey to success, but it's the stories created on those journeys that resonate the most.

Take, for example, Karen Cox, one of the nearly 200 direct support professionals (DSP) who work daily with the individuals we serve. Karen has spent nearly 4 years as a DSP and is a passionate advocate for Carey Services' mission/vision/values.



“Our job and number one goal is to teach the individuals we serve to be as independent as they can possibly be,” she said. “It’s a beautiful thing to watch and be a part of their lives. The individuals we serve depend on us to get them to their practices and games, and we also are their cheering fans. We have to personally be in tune with each individual we are serving and we have to have compassion.”

“You have to have patience and compassion for this job,” she continued, “...and you have to be fast on your feet. I feel a sense of pride to be able to assist my individuals so they can lead a self-directed life and contribute to the community.”

One of individuals whose life Karen has touched in a positive way is Shawn. Shawn has contributed to the community in many ways. Shawn was served by Carey Services for 27 years before leaving in early 2019 to take the next step in his journey toward independence. Shawn is now living in Indianapolis and has a new job as the education and training coordinator for the Arc of Indiana, an advocacy organization that serves individuals with disabilities and their families. Carey Services is proud to serve as an Arc Chapter in Indiana, now partnering with Shawn in his new role.



“When I think about my time at Carey Services, I think about all the help that I received,” Shawn said. “I went from not being able to do hardly anything when I first got there to being able to help others understand their roles in the community and to be able to advocate for themselves.”

“The staff helped me build the confidence and the skills I needed so that I can have the job I have today.” In

addition to his role at the Arc of Indiana, Shawn is president of Self-Advocates of Indiana and has been involved in local, state and national advocacy for people with disabilities. Carey Services helped facilitate the opportunities necessary to be alongside Shawn towards this success. Success isn't limited to the individuals with disabilities we serve, especially when it comes to the agency's Early Head Start (EHS) program.

Numbers tell part of the story of the dozens of children each year who are successfully prepared and “school ready” for Head Start and elementary school, but many times it is the parents, families, and other adults connected to those children who also gain from the services provided. For example, the EHS program has seven staff members who are former program participants; four are home visitors, two are teachers, and one is a teacher's aide. Carey Services even has a Board member who was served by the Carey Services EHS program. “Carey Services means the world to me and my family,” said EHS home visitor Mackenzie Sharpless, one of those people whose journey led her from being a family served to returning as a staff member. “I started out as needing services, and the staff helped me become a better parent to my kids and encouraged me to get back in school,” she said. “After getting my degree, I became part of the team here, and it's been a tremendous blessing to help other parents every day improve their lives. The people I work with aren't just co-workers. They've become family, and I'm thankful every day for the opportunities I've been given to be part of this organization that cares about and help others improve their lives.”

Success. Yes, numbers and data points document the world in which we live and work, but it's truly the stories behind each data point that truly define success.



Executive Summary of Goals and Strategies

Carey Services is committed to working on goals and strategies in 4 Functional Areas:

1. Programming
2. Workforce
3. Board and Governance
4. Institutional Advancement

In alignment with the identified needs of our organization and the needs of individuals, families, and communities we serve, the following are some areas in which we plan to focus for the next three years:

PROGRAMMING:

1. Expand early childhood education services within current funding models, and exploring where Carey Services fits with other early childhood and child support services.
2. Research, explore, and develop iconic projects and programs that meet individual needs.
3. Maximize opportunities to serve more individuals in current demand for programming.

WORKFORCE:

1. Assure competitive wages and salaries and effective retention strategies for Direct Support Professional positions and all other areas of the organization.
2. Expand support, quality, and leadership skills of middle-management.

BOARD AND GOVERNANCE:

1. Strengthen Board recruitment.
2. Strengthen Board Engagement and structure to link Board members to organizational objectives and the individuals and families served.

INSTITUTIONAL ADVANCEMENT:

1. Strengthen opportunities to link the mission/vision/values of Carey Services with individuals and corporations in the community that share our passion.
2. Increase opportunities for individuals we serve to benefit from the time, talents, and treasures of individuals and corporations.

The new Strategic Plan drives Carey Services to be iconic in our industry. Our iconic plan drives Carey Services to be 'ground breaking' and drives us to set new standards in our industry and field (think "trendsetters"). Our plan is designed so that other providers and businesses want to follow what we are doing, as our performance becomes a bench mark ("sets the stage") for other organizations to improve the lives of individuals in need of service.