SCI Strategic Plan Summary 2025-2027

Mission: The Mission of SCI is to provide Support and Care that promotes Independence

Values: Person Centered Attitude, Quality Care and Services, Integrity, Transparency and Ethical Practices, Loyalty and Fairness, Dedication (to persons served and staff), Positive Reputation, Excellent Customer Service

Motto: Creating life skills with those we serve

Vision: Skill Creations, Inc. envisions communities where all people have the ability to live, work, play and integrate into their communities regardless of ability and are provided with the highest quality of care and support needed to attain this.

Strategic Priorities-Fiscal Year 2025-2027

1-Company Culture: Skill Creations, Inc. realizes that since the 2020 pandemic, there has been a global shift in workplace culture. As a company we decided to address this shift by re-defining our company culture including but not limited to alternate ways to communicate, diversity and inclusion, technology and social media and a changing workforce. We believe that as the company culture changes and we forge better connections, our workforce will improve and become as stable as it has been over the history of the company.

Goal 1: Continue to maintain SCI's company culture and subsequently educate and motivate our employees to adopt it through communication and publicity. - Target Date of 6-30-2027

Strategies:	Notes/Ideas:
❖ Results Oriented Work Environment/Flexible schedule (rather than structured time) ❖ Relaxing leave time for salaried staff/PTO ❖ Professional but comfortable/relaxed environment ❖ Technology Forward ❖ Environment of Communication and Trust ❖ Courtesy for others and the role they have at SCI ❖ Multi –level input from employees, foster willingness to provide feedback ❖ Continue to emphasize Courtesy Standards-highlight monthly in The Messenger ❖ Social media presence-Facebook, Instagram, Linked In, etc. ❖ Community awareness of SCI ❖ IPad Subcommittee will define 5 essential technology competencies and complete all related training and assessment materials	-Cultural Competency and Diversity, Equity and Inclusion-information in Spanish, special months of recognition (other from CCDI Committee) -SCI Family Day (2026-every 2 years) -SCI Messenger (revised format and content) -Continue and improve Leadership Training -Foundation Fundraisers -Newsletter to guardians/families (possibility in the future) -Workplace Relationship Committee-Address appropriate staff behavior with co-workers, implement initiatives and training for working together

Goal 2: Retention of Qualified Staff - Target Date of 6-30-2027

Strategies:	Notes/Ideas:
❖ Encourage ownership of position-make this a practice instead of micro-management	-Possibly utilize new community college program as details emerge and locations become available

❖ **Continue to improve Leadership Training based on feedback** ❖ **Position dedicated to staff appreciation, focus on longevity and personal contact** ❖ **Place value on staff time (cut down on travel) by using all avenues as appropriate and easiest for individual (virtual, face to face, written instructions, etc.)** ❖ **Work smarter not harder (efficient and effective workforce)** ❖ **Get back to relationships with staff (administrator/mid-level and DSP)** ❖ **Assimilate new staff into the company (relationships with co-workers and supervisors)** ❖ **DSP Highlight nominations/recognition and celebration during DSP week in September** ❖ **Develop leadership skills in critical thinking and decision making through hands on team building and leadership development workshops in stress management and team work**	
Goal 3: Staff Wholistic Well-Being (Physical, Mental and Beyond) - Target Date of 6-30-2027	
Strategies: ❖ **Place value on our employees through recognition and support** ❖ **Staff education and communication to reduce outside stressors through The Messenger, health education emails, Quarterly Staff meetings, etc.** ❖ **Local mental health resources: Providing local, mostly free resources for mental health and wellness to be posted in the facilities and offices** ❖ **Promote BCBS Telehealth opportunities for those with SCI insurance (including behavioral health)** ❖ **Offer classes/presentations or information on topics to help improve staff lives outside of work (health, wellness, financial, etc.)** ❖ **Wellness Committee (Co-chaired by Robin L. and Kassi S.) to facilitate staff initiatives to focus not only on physical health but mental health preservation in the workplace: Healthy Cooking Resources, Spring Wellness Day, Mindful Mondays, Fun Run/Color Run/Walk/5K, Quarterly SCEye submission (Jan., April, July, October); with focus on employee and client wellness such as infectious diseases, outbreaks, seasonal health, policy-driven. Committee will meet throughout the year.** ❖ **SCI employees will demonstrate an improved self-reported perception of wellness—including physical health, emotional/mental health, and work-life balance—as measured by an increase in average Likert scale scores on 6-month and annual staff wellness surveys compared to baseline (initial, 6-month, year-end).**	**Notes/Ideas:** **- Goshen Wellness Clinic:** Regional Coverage-**Clinics scheduled every 6 months at Southeastern DP, Goldsboro ICF, Greenville DP, Roanoke DP, and Triangle DP (goal to expand to quarterly).** Scheduling: **Sign-ups will be coordinated via Google Forms with QR codes and email links. Minimum 20 participants required per clinic.**

2-Customer Service: Skill Creations, Inc. strives to be a provider and employer of choice by strengthening relationships with external stakeholders and equipping our staff to handle the challenges they face in this field as well as continuing to provide the best quality services for the people we serve. We strive to forge better connections with both our internal and external stakeholders by providing excellent customer service and making changes based on feedback. A qualified, trained and motivated workforce will assure high quality programs and service delivery that are reflected by documented stakeholder satisfaction. Skill Creations, Inc. strives to be a positive and known presence in the communities in which we serve individuals.	
Goal 1: Use of customer feedback to improve operations- Target Date of 6-30-2027	
Strategies: ❖ **Continue to access satisfaction surveys for modifications and additions** ❖ **Use targeted feedback to implement changes and meet the needs of the community** ❖ **Build/strengthen relationships with external stakeholders** ❖ **Invest in clients by controlling costs and utilizing resources to make improvements**	**Notes/Ideas:**
Goal 2: Modernize/update operations and facilities. Target Date of 6-30-2027	
Strategies: ❖ **Continue ICF facility updates as finances allow (two 15 beds left-funding slow, followed by 6 beds)** ❖ **Building security (cameras, doors, etc.)** ❖ **Serve more people (accessibility) respite, increase community homes (increased requests)** ❖ **Implement use of EMAR** ❖ **Google to Microsoft Transition - Three stages: Email will switch first, then cloud storage for documents, and then the phone system. Integrate SCI Active Directory with Microsoft Entra and Microsoft 365 with Teams. Goal is to move away from Google Workspace, Egnyte, Docusign, and Office @ Hand and into the Microsoft ecosystem. Stage 1 does not include phones or Docusign. This supports business by synchronizing everyone into the Microsoft Ecosystem, making software cohesion more seamless. This will protect sensitive data, aid in efficiency, help with effective service delivery and improve performance.**	**Notes/Ideas:** **- Use (and care) of facilities – direct resources towards building improvements** **-use of space (day program participation)**
Goal 3: Serve more referrals. Target date of 6-30-2027	

Strategies:	Notes/Ideas:
❖ Hire high quality staff (to deal with more difficult referrals) ❖ Positions to track referrals ❖ Track referrals-reasons why we can't serve some ❖ Retain staff (higher wages) ❖ Grow services for ERO and MRO ❖ Increase/add services to some areas (expand AFL's, overnight community respite, Supported Employment, Supported Living)	-Take advantage of funds gained by clients leaving the program (as a whole)