

## **President Jim Liston's Vision for CHAI**

(reference to CHAI's Strategic Plan-2016)

### **VISION of CHAI's for 2016**

As we embark on CHAI's 34<sup>th</sup> year, these 5 KEY strategies guide us:

- GROWTH
- EXPANDING COMMUNITY INVOLVEMENT
- QUALITY
- SOUND BUSINESS MANAGEMENT
- AWARENESS of CHALLENGES

#### **1. GROWTH:**

- a. When I joined the Board, CHAI had recently grown to 4 group homes with 18 residents and had just started the Wolen's Program. As I said a minute ago, we now have 7 group homes with 27 residents and serve over 50 clients with a wide variety of services.
- b. We will continue to GROW and serve even more adults with intellectual disabilities (and their families) in our community, through:
  - I. Wolens Program Services
  - II. Day Hab program (has grown over 200% in LTM 2 to 8) and it's just getting started.
  - III. Yale house is working - and we look to expand our rental model
  - IV. Our Host Home program (which Provides CHAI services supervision to new clients in their own homes or foster homes) is just getting started and is expected to grow.

#### **2. EXPAND COMMUNITY INVOLVMENT:**

- a. CHAI already enjoys fantastic support in this community. I want to expand this even further to:
  - I. Include more synagogues and more community organizations - utilizing the connections of our Board Members, partner agencies, and friends.
  - II. Spread our mission by helping find meaningful employment for more clients with intellectual disabilities.
    - EX: CHAI has recently hired a new supported employment staff member. We also have built an employment relationship with Dave & Buster's, which we hope to expand and duplicate with other employers.
  - III. And, of course raise more funds

### 3. QUALITY:

- a. Continually strive to improve the quality of care and services in keeping with our Jewish values of Kavod and Chesed - respect and kindness:
  - I. CHAI consistently achieves favorable state audits – this is good, but we can strive to be even better.
  - II. We have initiated satisfaction surveys from our clients and their families. This is leading to a process and culture of continuous improvement.
  - III. We're instituting a long range capital planning process to improve the condition of our homes – which are already in good condition. Again, to fulfill our mission by maintaining our facilities up to our standard of Jewish values.

### 4. SOUND BUSINESS MANAGEMENT:

- a. CHAI's recent financial performance is good and our fundraising is solid. It must be, since the responsibility we undertake to serve our clients is significant.
- b. We will continue to improve our business management.
- c. As a result of Lisa and her staff's efforts, we now have a much better understanding of the condition of our enterprise and all its parts. Our financial staff and systems have been upgraded to provide us more information than ever before. We can now utilize this insight to evaluate new programs before embarking and to critically evaluate our existing program.
- d. Our annual operating budget process works very well. Our new long range capital plan will complement this on the facilities side - so that we can get out in front of funding repairs and improvements.

### 5. AWARENESS of CHALLENGES:

- a. There's an increasing gap between government funding; and the real costs of our providing quality services. There's also a gap between what families can afford and the cost for us to deliver the quality of care and facilities which are consistent with our values.
- b. **Our fundraising is vital to fulfilling our mission of providing Quality Services to Intellectually Disabled Adults so that they can meaningfully participate in this Community!**

## **IN CONCLUSION**

- CHAI is in good shape with a process and culture to continually improve
- This is an orderly succession of Board leadership and we gladly take our responsibility very seriously
- It is a pleasure to serve this organization and to thank this community for all its support!