

Theme 1: Champion the Success of Persons Served	
Goal	Strategies
Persons Served: To be provided quality services in a safe, clean, and positive environment. To be able to voice opinions, concerns, grievances, complaints, and needs in private or an open forum setting.	Staff will: <ul style="list-style-type: none"> - Monitor daily operations - Conduct quarterly consumer meetings - Conduct consumer satisfaction surveys - Be available as needed to conduct counseling, grievance/complaint mediation, and investigate concerns as needed and address grievance/complaints in a timely manner - Address health and safety concerns as they arise.
Persons Served: To be provided an appropriate wage for piece rate or other work completed	<ol style="list-style-type: none"> 1. Staff will conduct an annual review of the prevailing wage. 2. Staff will conduct and administer time studies in correlation with DOL requirements. 3. Staff will ensure time is documented correctly for hourly wage jobs and that payroll information is completed accurately
Persons Served: To ensure The Workshop provides opportunities for gainful community integrated employment and community integrated activities for persons currently served or referred.	Staff will: <ul style="list-style-type: none"> - Maintain on-going efforts to collaborate with referral agencies by reporting progress and/or completing documentation required per referral agency - Provide ongoing educational opportunities for persons served/legally responsible persons on options of Community Integrated Employment Opportunities - Provide opportunities for referral to others services outside of ADVP such as B3 Supported Employment and VR Services - Provide support in job coaching ex. seeking and retention tasks - Provide opportunities for community integrated activities on an ongoing basis
Theme 2: Foster Workplace and Community Engagement	
Goal	Strategies
Workforce Development: To ensure the Recruitment of Qualified Staff	Agency members will: <ul style="list-style-type: none"> - Ensure job listings are posted at multiple sites online, such as Indeed, through college data bases, NC Works, shared on social media, etc. - Create community exposure by participating at job fairs, community resource events, United Way/Chamber of Commerce events, etc. - Strive to implement competitive salaries and benefits - Ensure all pre-screenings are conducted before employment begins

<p>Workforce Development: To ensure the Retention of Qualified Staff</p>	<p>Staff will:</p> <ul style="list-style-type: none"> - Conduct themselves in accordance with required policies and procedures and will participate in ongoing training and staff meetings. - Human Resource actions will be conducted in accordance with all applicable laws and standards and the Workshop of Davidson personnel policy. - Succession and financial planning will occur to ensure uninterrupted service delivery in times of change or emergency circumstance. - Create more opportunities for employee recognition events such as staff appreciation week, special meals, etc.
<p>Workforce Development Performance Improvement: To ensure staff have necessary skills to complete job tasks in an efficient and effective manner and to operate and utilize available equipment to complete daily tasks within performance standards.</p>	<p>Staff will:</p> <ul style="list-style-type: none"> - Receive training as needed and participate in Staff meetings to review and stay up to date with changes, policies, and ongoing requirements in conjunction with technical needs. - Be encouraged to participate in ongoing agency functions to build morale and rapport within the agency
<p>Agency Development/Community Engagement: To utilize agency re-branding as a way to diminish the stigma of " Sheltered Workshop" and to engage the community and other stakeholders in the mission of assisting adults in reaching their goals in the setting they choose, including community integrated options.</p>	<p>Agency Board and Staff will:</p> <ul style="list-style-type: none"> - Determine a name that speaks to a future of growth and opportunities for the agency. - Complete the legal process of name change and will update all signage, letterhead, etc. - Market new identity
<p>Theme 3: Ensure a Sustainable Organization</p>	
<p>Goal</p>	<p>Strategies</p>
<p>1. To ensure ongoing funding for The Workshop programs and operating expenses.</p>	<p>1. Staff will review contracts with funding agencies and will meet as needed with those agencies, the Workshop Board of Directors, legislative officials, NCARF, or other stakeholders ex. other vocational programs in attempts to find solutions for funding needs.</p>
<p>To ensure The Workshop has the capability to operate during times of financial distress/ changes in funding sources/ loss of programs such as ADVP/ the possible elimination of 14(c), etc.</p>	<p>1. As available new services definitions will be contracted and provided in place of any services that are eliminated</p> <p>2. Opportunities to replace income from contract jobs will be sought out and implemented as available</p> <p>3. Staff and/or Board of Directors will speak or meet with members of legislature and other stakeholder's ex. Network Providers, contract agencies, community service providers (ex. transportation board, county commissioners etc.) to review funding cuts and seek out other funding opportunities.</p> <p>4. Fundraising Campaigns and Events will be developed and held as needed to pursue additional funding</p>

<p>To ensure that services are provided in an area that is clean and safe and that meet environmental, fire, and safety requirements.</p>	<ol style="list-style-type: none"> 1. Staff will ensure that all regulatory health/fire/safety inspections are completed on an annual basis. Staff will ensure that the safety committee meets as required and that drills are conducted as required. 2. Staff and consumers will receive trainings in areas of safety and health. Staff will ensure supervision of facility upkeep and cleaning. Staff will ensure corrections/repairs are completed as needed.
<p>To ensure the Workshop can maintain viability during demographic/economic changes in the community.</p>	<ol style="list-style-type: none"> 1. Staff will ensure that contract jobs are available from a variety of spectrums ex. not all furniture jobs. 2. Staff will ensure that programs available evolve to meet the changes in demographic/economic/ and political climates of the country, state, and local area. This includes offering a variety of service definitions and working with contracting agencies /or insurance companies as they evolve by the state or federal designation. To include vocational training, activities, community living skills, community integration, job placement/training, residential services, etc. 3. Staff will ensure working environments and program operations are conducted in an inclusive and culturally competent manner.