



unlimited opportunities inc



BELIEVING IN POTENTIAL AND INSPIRING RESULTS



strategic plan



Accomplishments

Resource Development

- Recycling - \$55,200
- United Way - \$40,635
- MEHTAP - \$17,136
- Local Agency Funding for Children's Program - \$7,000
- City of Boonville Gaming (recycling) - \$7,000
- Cooper County Commission - \$5,000
- Annual Banquet Fundraiser - \$1,992
- First Christian Church Endowment Fund - \$1,483
- Boonville Knights of Columbus - \$1,084
- Increased funding for Community Employment Services from Vocational Rehabilitation
- Increase in revenue sales in Savvy Seconds and recycling
- Three-year MoDOT contract to maintain rest areas renewed
- Mid-Missouri Solid Waste grant received for a can crusher
- Caterpillar contract for BII for sorting gloves

Human Resources

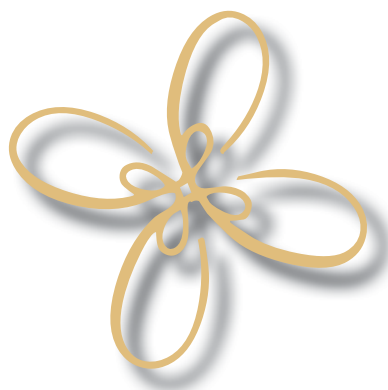
- Volunteer hours increased considerably
- Longevity bonuses to staff (\$25 per year for each year of service) for employees with UOI for 1 year or longer
- Isle of Capri Volunteer Day
- College of Direct Support bonuses to staff for courses completed - \$14,000
- Decrease in overtime for direct care of \$14,000
- Decreased turnover from prior year

Equipment/Technology

- New copier leases with scan capability
- New computer for Case Management
- New computer for Supported Employment
- Installation of T-1 lines
- SmartBoard for Family Support

Programs and Services

- Increase in clients served by case management
- Increased transportation usage of Katy Flyer
- 15 job placements in community





Capital/Facility Improvements

- New overhead garage doors (BII recycling facility)
- Loft for storage for Savvy Seconds
- New shelving and wall racks for Savvy Seconds
- New shelving for Case Management
- Parking lot expanded
- Extended roof/awning for Savvy Seconds
- Steel toe boots for BII clients purchased by SB 40 Board
- Painted BII lunchroom and kitchen
- Built area for CAT glove sorting job

Client Advocacy

- Client relations committee reinstated
- People First Chapter went to the Capitol in March

Recreation and Activities

- Camp Wonderland
- HORSE Camp
- Fashion Show for Missouri Life Festival
- Client art in DMH Director's Showcase
- Village Green - Trip to Branson
- Weyland - Trip to Great Wolf Lodge
- Shepard - First place in scarecrow contest and trip to Branson
- Pioneer House - Trip to Nashville
- People First softball tournament fundraiser
- Fundraiser for Christmas gifts for children with disabilities
- Operation Christmas Child
- Haiti Relief fundraiser
- Red Cross blood drive
- BII Day Program swim lessons at YMCA

Public Awareness

- Boonville Daily News Awards - Best Nonprofit, Best Clothing, Best Resale Store, and Best Adult Day Care
- Client Spotlight at Isle of Capri



Resource Development

Outcome: Financial Security and Reduction in Losses

Goal	Objectives/Strategies	Measures	Target Date	Responsible
Increase Revenue	Identify and increase new funding sources by five percent over baseline (2000).	Amount of new funding.	Long Term	CEO/Board
	Sustain funding for Children's Program	Amount of funding.	Ongoing	CEO
	Ensure Medicaid eligibility to maximize Medicaid resources. Action: Implement a system for tracking eligibility renewals to prevent any lapse in services (case management function).	Percent (or number) of Medicaid eligible clients receiving Medicaid.	Ongoing	Case Management Manager
	Increase Savvy Seconds sales by 5% annually.	Sales revenue generated from donations.	Annually	Resale Store Manager
	Maintain 100% occupancy in all houses by identifying referral options/resources.	100% occupancy.	Ongoing	All managers
	If eligible, pursue a minimum of one Missouri Foundation for Health Grant.	Amount of funding received.	Annually	CEO
	Continue to identify resources for capital improvements, vehicle purchases, and maintenance of existing homes and facilities. Action: Apply for funding for new bus (BII) and vehicles.	Revenue generated.	Ongoing	CEO
	Increase community financial support through estate planning, donations, etc. by developing a plan with specific strategies for increasing awareness of organizations and methods for providing support (target attorneys, bankers, financial providers, insurance and CPAs).	Donations increase by 10 percent.	Ongoing	Board; Resale Store Manager
Solid Operating Cash Reserve	Maintain a cash reserve of 3 months operating expenses	Amount of cash reserve.	Ongoing	Board; CEO
Increase Fundraising Activities.	Pursue establishing a charitable trust - literature, tax deduction, low-cost legal services to establish process for bequeathing funds.	Trust established.	Long Term	Board; CEO
	Increase fundraising activities to generate income equal to or greater than \$6,000 annually through sponsorships or an event (etc.).	Amount of funds generated.	Annually	CEO; Fundraising Comte

BII Diversification

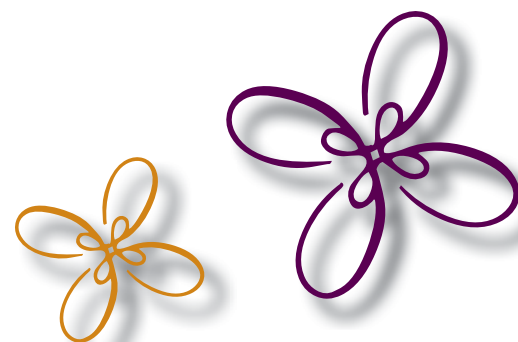
Outcome: Clients consistently employed and opportunities consistently provided.

Goal	Objectives/Strategies	Measures	Target Date	Responsible
BII is stable and profitable.	Increase the number of clients employed through Employment Center program.	Number of clients hired; number of client hours worked.	Ongoing	CEO
	Sustain or expand the Recycling Program (i.e., collect more materials, such as aluminum cans).	Pursue relationships with local businesses for donation of materials.	Ongoing	Recycling Coordinator
		Increase in volume of materials recycled.	Annually	Recycling Coordinator
	Implement efficiencies for existing programs and services (e.g. utilize workers more appropriately, reduce processing time, etc.).	Increased profits.	Annually	Workshop Manager; Recycling Coordinator
	Expand the recycling program within the existing geographic area.	# of sites with recycling containers.	Long Term	Recycling Coordinator; Workshop Manager
	Sustain or increase shredding services.	# of Shredding contracts.	Long Term	Recycling Coordinator; Workshop Manager
	Sustain or expand Savvy Seconds to include contacts with businesses for obtaining overstock and expanding market to sell more things in expanded space.	Increase sales by 5% annually.	Long Term	Resale Store Manager
	Sustain sales for Savvy Seconds.	Revenue generated.	Long Term	CEO; Resale Store Manager
	Explore feasibility of expanding space for Savvy Seconds, including new location.	Study completed.	Long Term	Resale Store Manager; CEO
	Increase or maintain utilization of volunteers for Savvy Seconds & Recycling.	# of volunteers.	Ongoing	Resale Store Manager
	Increase publicity and awareness for existing programs and services.	Increase in # of donations; increase in quantities recycled.	Ongoing	CEO
	Maintain existing contracts for rest areas.	Renewal of existing contracts beyond present contract period.	Long Term	Workshop Manager

Programs and Services

Outcome: Programs and services that meet client needs.

Goal	Objectives/Strategies	Measures	Target Date	Responsible
Ensure existing programs and services continue to meet client need.	Conduct an annual assessment of satisfaction with existing services and determine if additional programs and services are needed.	Assessment completed and results indicate whether or not a need exists.	Annually	CEO
	Maintain full occupancy in all housing units.	Percent occupancy in housing units.	Annually	CEO
	Addition of a new ISL.	Facility identified and secured.	Short Term	CEO
	Participate in the Partnership for Hope (PFH) Waiver.	# of clients served under PFH Waiver.	Short Term	CEO
	Explore a fee structure for recycling.	Fee structure presented to the Board for review.	Short Term	CEO; Recycling Coordinator; Workshop Manager
	Conduct an employer focus group on recycling issues (pros/cons of recycling plastic and glass, storage issues, City support, costs to sustain, etc.)	Focus group held and results shared.	Short Term	CEO; Recycling Coordinator; Workshop Manager
	Sustain case management services (will also require expansion of space as well as FTE).	# of clients receiving case management services.	Annually	CEO
Clients working in the community.	Increase # of job placements in the community and length of employment.	# of clients maintaining employment for 90 days or more.	Ongoing	CES Manager
	Identify strategies or incentives for employers to hire clients. Activities: Address liabilities, conduct education, eliminate barriers, conduct employer focus groups.	# of employers hiring clients.	Ongoing	CES Manager
	Track long-term employment of clients.	# of clients employed long term (6/12 months or longer)	Ongoing	CES Manager
Maintain CARF accreditation for all Programs.	Maintain quality standards to ensure CARF accreditation is maintained for all programs.	CARF Accreditation retained	Ongoing	CEO; All Managers
	Convene Billing Committee quarterly to review billing and monitor accuracy.	# of meetings.	Quarterly	Finance Manager



Programs and Services

Outcome: Programs and services that meet client needs.

Goal	Objectives/Strategies	Measures	Target Date	Responsible
Transportation services.	Pursue additional opportunities for provision of transportation services, especially for employment programs.	Transportation services are available for employment programs.	Long Term	CEO
	Assess need for weekend transportation and additional vehicles and identify necessary funding.		Long Term	
	Explore/identify transportation funds for personal assistance clients.	Funding source identified; number of personal assistance clients accessing transportation.	Long Term	
	Increase ridership on the Katy Flyer. Action: Insert educational flyers in CCBSS intake packets.	Annual ridership.	Ongoing	
Quality programs and services.	Maintain MODOT rest area quality reviews at prior year's level or greater.	Quality rating.	Annually	CEO
	Increase return rate of satisfaction surveys by 5% for each survey category. Action: Identify strategies for increasing return rate in all categories; conduct follow-up telephone surveys.	# of surveys returned.	Long Term	All Managers
	Satisfaction survey results will be 95% or greater.	Satisfaction survey results.	Ongoing	All Managers
	Post satisfaction surveys on-line or, at a minimum, on the website for employees, clients and stakeholders.	Satisfaction survey results.	Ongoing	CEO

Human Resources

Outcome: Employee satisfaction resulting from valued roles.

Goal	Objectives/Strategies	Measures	Target Date	Responsible
Successful community employment of clients.	Increase the number of job coaches through recruitment strategies, funding, and training (as needed).	Number of job coaches increases based on client need.	Ongoing	CES Manager; CEO
Adequate volunteers to support programs and activities.	Increase awareness of opportunities to volunteer and identify expectations of services to be provided for the volunteers.	Number of volunteers overall who help with programs and activities increases; # of volunteers hours and dollar value.	Short Term	CEO; Resale Store Manager
	Increase volunteer recruitment efforts. Actions: Maintain volunteer orientation; pursue recruitment of students.		Ongoing	CEO; Managers

Human Resources

Outcome: Employee satisfaction resulting from valued roles.

Goal	Objectives/Strategies	Measures	Target Date	Responsible
Adequate staffing to ensure quality services.	Evaluate staffing needs and develop a staffing plan.	Number of new positions needed; percentage of new positions funded and filled.	Long Term	HR Manager
Staff recruitment and retention.	Identify and implement creative alternatives/ opportunities for recruiting staff. Activities: Pursue internships; take advantage of on-line staff recruitment features (e.g., Yahoo); and participate in job fairs.	# of new hires.	Ongoing	HR Manager
	Increase program staff for case management and family support (as needed).	# of new hires.	Ongoing	HR Manager
	Review all job descriptions and update as necessary; note review date on each job description.	# of job descriptions reviewed and/or updated.	Annually	HR Manager
	Maintain the Employee Appreciation Committee.	# of Employee Appreciation Committee recommendations.	Ongoing	HR Manager
Provide staff training opportunities.	Solicit input from staff on topics of interest and track training attendance, specifically management training for managers.	Number of employees trained; number of training workshops/ seminars held.	Annually	HR Manager; CEO
	Maintain or increase the number of staff participating in the College of Direct Support.	# of staff participating in College of Direct Support.	Annually	HR Manager; CEO
	Maintain staff participation in Strategic Planning.	# of staff participating in Strategic Planning process.	Annually	HR Manager; CEO
Maintain or expand employee benefit package.	Provide regular opportunities for staff to be recognized, either at an agency or departmental level (e.g., retreats, luncheons, planning sessions, etc.)	Employee satisfaction survey results.	Annually	HR Manager; All Managers
	Maintain the Benefits Committee to review benefit options, including retirement options beyond 10-15 years of employment, dental plan, vacation buy back, etc.	Benefits available to employees sustained or increased.	Annually	HR Manager; CEO
	Develop a back-up fund for vacation for case management.	Fund established; amount of funding in fund.	Long Term	HR Manager; CEO; CCBSS Chair

Capital Improvements

Outcome: Physical space and equipment that maximizes agency's resources.

Goal	Objectives/Strategies	Measures	Target Date	Responsible
Improvements to maintain facilities	Maintain improvements needed for all housing facilities.	# and type of improvements.	Ongoing	Maintenance Supervisor
	Identify options for increasing conference room space or identifying locations for training off-site.	Options outlined and presented to board/staff.	Ongoing	HR Manager; CEO
	Create more privacy for the Family Support Program.	Modifications to facility made.	Long Term	Facility Manager
	Identify location for training space to accommodate 25 people.	Space identified.	Short Term	Facility Manager
	Explore FMAP funding for one-time capital purchases/improvements.	FMAP funding available.	Short Term	CEO
	Update the facility floor plan/blue print.	Updated floor plan.	Short Term	CEO; Facility Manager
	Identify existing/future needs and create a timeline for improvements, outlining estimated costs. (Note: suggestions captured during session included as a separate tab.)	Timeline developed.	Short Term	Maintenance Supervisor; Facility Manager; CEO
Improvements to maintain or increase services.	Acquire, install and implement equipment for improving services of the Recycling Program.	Equipment purchased.	Long Term	Maintenance Supervisor; Facility Manager; CEO
	Acquire new equipment for maintenance services, including a mower and a truck blade for snow removal.	Equipment purchased.	Long Term	Maintenance Supervisor; Facility Manager; CEO
Replacement or purchase of new vehicles.	Identify resources for purchasing new or replacing existing company vehicles, specifically a bus for BII.	# of vehicles replaced or purchased.	Ongoing	CEO
Expanded parking.	Pursue additional parking locations around facilities and main location.	# of parking spaces; lot repaired	Long Term	Board; CEO; Facility Manager
Equipment and technology adequate to maximize organization's existing resources.	Continue upgrades to computer system hardware and software as determined by ongoing assessment.	Hardware and software upgrades purchased and installed.	Ongoing	Technology Coordinator; CEO

Public Relations/Awareness

Outcome: Increased publicity and awareness of services and achievements.

Goal	Objectives/Strategies	Measures	Target Date	Responsible
Increased awareness of services offered through Unlimited Opportunities, Inc. and Boonslick Industries, Inc.	Pursue feasibility of hiring or contracting for services to sustain and/or increase publicity.	Contractor or employee hired.	Long Term	CEO
	Sustain ongoing improvements to the website.	# of website enhancements.	Ongoing	Technology Coordinator; CEO
	Participate in local events to increase visibility.	# of events.	Annually	All Managers
	Implement an organizational reimbursement policy for expenses related to staff participation in civic or other advocacy related organizations.	Policy approved by the Board.	Short Term	HR Manager
	Track publicity in news articles, publications, etc.	# of times receiving publicity.	Ongoing	CEO
	Maintain awareness of case management services. Actions: Make presentations or distribute materials to schools, physicians, counseling centers, health department, Division of Family Services, Division of Children's Services, etc.	# of organizations educated about availability of case management services through presentation or distribution of literature.	Ongoing	All Managers
	Distribute a comprehensive Annual Report yearly.	# of Annual Reports distributed.	Ongoing	CEO
	Sustain or increase advocacy efforts for policies and funding that benefits individuals with developmental disabilities. Actions: Maintain membership in MACDDS; increase staff and board participation in civic clubs and organizations (e.g. Rotary, Lions, MARF, Autism Commission, Kiwanis, AAUW, Industry Council, Missouri Planning Council).	Membership in MACDDS; membership or participation in civic clubs/events.	Annually	CEO/Managers
	Maintain and distribute marketing materials and literature for the Recycling Program and Savvy Seconds to identified markets, including career education with local schools and participation in local job fairs.	Increases in revenue.	Ongoing	Resale Store Manager; Recycling Coordinator; CEO



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