STRATEGIC PLAN YEAR THREE - 2026

Options' commitment to continued growth and sustainability is rooted in its dedication to achieving its mission to assist all individuals and families in need to develop their fullest potential for independent living.

Core Pillars

- Grow revenue and client participation while maintaining high-quality programs and services
- Grow employee engagement and satisfaction through consistent communications
- Employ Diversity, Equity, Inclusion, and Belonging (DEIB) best practices to create a culture of belonging
- Solidify a strong strategy around partnerships
- Grow Board of Directors engagement
- Formalize strategy for growth and diversified funding streams

1 Program Expansion

- Identify and invite key community leaders from underrepresented communities within the 5 boroughs to take part in an Options Roundtable on geographic expansion work.
- Expand presence to New York City — prioritize the submission of strong proposals for opportunities for NYC expansion.

2 Program Partnerships

- The Options CL Partnerships Subcommittee is in consistent communication with partner agencies.

3 Employee Health & Wellness

- Revisit leadership and management consulting proposals (based on what we were able to pursue in Y2).
- Year-on-year improvement in employee satisfaction and engagement.
- Reduce voluntary turnover rate to 20% or less.

4 Board of Directors Development

- Have at least 3-4 board members participate in the next strategic planning process.
- Hold a board retreat.

5 Resource Development (Fundraising Strategy) & Awareness Building

- Achieve a donor retention rate of 60%.

6 Data Collection, Systems, & Reporting

- Improve decision making and strategic planning by providing insights and performance trends.

7 Cultural and Community

- Consider the need for an equity-based leadership pipeline to support underrepresented groups on their pathway to leadership/manager/supervisory roles and launch if needed.
- Expand DEIB function's reach by identifying DEIB liaisons at 2-3 Options sites.
- Expand or modify existing employee learning management systems to meet the needs/learning gaps identified in the 2025 Climate Survey.

Options for Community Living, Inc.