

Volunteers of America Greater Baton Rouge

Strategic Plan 2012-2015

Fiscal Year 2014 Accomplishments

Provide and Enhance Quality Services

- ✦ Submitted CARF Intent survey
- ✦ CARF survey is scheduled between November 1, 2014- December 31, 2014
- ✦ Developed Board Governance Policies

Increase and Diversify Funding

- ✦ School Readiness Tax Credit allowed us to launch the Project PlaySmart competition
- ✦ Seven new family funds were established
- ✦ The Home Depot hosted a Celebration of Service at Garfield House. As a result, The Home Depot won a Power of 9 Award.
- ✦ Expanded the Resource and Referral Program in Lafayette and Lake Charles
- ✦ Increased funding for Supportive Services for Veteran Families
- ✦ Received the Homeless Initiative awarded from the Department of Children and Family Services
- ✦ Partnered with Imperial Calcasieu Human Service Authority to enhance Day Services in Lake Charles

Strengthen Internal Capacities

- ✦ Created and implemented formal IT Policies and Procedures
- ✦ Implemented Electronic Incident Reporting System
- ✦ Added 8 new SharePoint sites for PICC, Lafayette, Maintenance, CLVS, Accounting, CARF, Human Resources and Reilly Center.
- ✦ Implemented off-site backup (via Carbonite) on all agency servers.
- ✦ Developed an IT Risk Assessment Plan
- ✦ Implemented an electronic application process
- ✦ Developed Leadership succession plans

Increase capacity to provide spiritual support to the people we serve

- ✦ Supporting the Spiritual Expression of People with Intellectual Disabilities Initiative completed
- ✦ Presentations presented to Management Leadership on the new initiative
- ✦ The initiative is being implemented in our Residential Community homes.