

# **Lake County Center for Independent Living 5-Year Strategic Plan Executive Summary**

## Introduction

Lake County Center for Independent Living (LCCIL) established in 1990, is a not-for-profit, non-residential, disability rights and service organization. We are governed and staffed by a majority of people with disabilities and believe everyone should have the freedom and opportunity to control their own lives. It is the mission of LCCIL to empower people with disabilities to lead self-directed lives as valued members of the community. Our mission is realized through the provision of five core services: information & referral, independent living skills training, peer mentoring, advocacy, and transition. We are the only organization in our service area that serves all people with any disability, of any age. In order to advance our mission over the next five years, this strategic plan contains goals in each of the core services, increased awareness of LCCIL services and fundraising opportunities.

## Organization Description

We serve three major functions:

- Provide systems advocacy to ensure civil and human rights; eliminating environmental economic and communication barriers.
- Provide direct services to consumers which offer alternatives to institutionalization and encourage consumers to make their own decisions about how they will live.
- Provide public education to spread awareness and dispel myths about people with disabilities.

We believe:

- Society is made stronger through the contribution of all its members;
- People with disabilities have the right to control all aspects of their lives;
- Decisions and services must be determined and driven by the consumer;
- Peers assist peers- no one can represent disability rights and independent living issues with more credibility than people with disabilities.

The goals outlined in the plan will position LCCIL to:

- Increase awareness of LCCIL services through the creation of a comprehensive marketing plan
- Expand peer mentoring opportunities into McHenry County and among youth with disabilities struggling with inclusion and acceptance

- Build capacity to provide independent living skills training to more consumers through the use of electronic/technological communication and peer group learning opportunities
- Increase transition services for youth aging out of school and into the workforce
- Streamline processes to more effectively provide information & referral services
- Advance systems advocacy initiatives to create and expand affordable/accessible housing and public transportation options
- Increase financial resources through the implementation of a 5-year fund raising plan

### **Strategies & Critical Issues**

Some of the goals within this plan focus on the expansion of LCCIL services and increasing our consumer base. While it is important to grow LCCIL, it is equally important to strengthen the quality of our services as well. Many of the goals within this 5-year strategic plan are written to improve service delivery and quality. Consumers will be better able to achieve their goals if they receive thorough and consistent services.

There are goals within the plan that include utilizing electronic and technological tools to enhance service delivery and outreach. More and more consumers learn and obtain information using these mediums and we must adapt our methods to connect with them. Webinars, for example, will enable LCCIL to reach more people at one time. Videos provide a different way to present information such as enhancing disability awareness presentations or consumers sharing how their lives have changed after receiving LCCIL services.

In-person group trainings are also included in the plan. Often consumers have similar independent living goals. Individual training is beneficial, but not always necessary. When group training is appropriate, an additional benefit is peer to peer learning and support. Within the listening sessions and surveys, we learned that consumers want peer interactions. Group trainings are one way of meeting this need. Curriculums and training materials for group trainings will ensure consistency and can be adapted to meet individual consumer needs without compromising the integrity of the service. As new staff members are learning their jobs, it is helpful to have training tools for providing specific services. The creation of curriculums and other training materials outlined in some of the goals in the strategic plan can be used for this purpose. Currently, LCCIL utilizes employment, youth, and community advocacy curriculums to guide service provision.

It is important to note that with regard to the housing and transportation advocacy initiatives, it may not be possible to complete the goals within five years. Every effort will be made to carry out the steps within our control and to continue progress to meet the goals. LCCIL has celebrated great success in creating and expanding public transportation and collaborating with community partners to create a new affordable/accessible housing complex. In both instances it took several years to accomplish the goals. While this can be a daunting process, LCCIL remains committed to increasing housing and transportation options for people with disabilities. Funding remains a critical issue in LCCIL's ability to carry out the goals in the strategic plan. A fund raising plan has been created to be implemented concurrently with the strategic plan in

order to ensure financial resources will be available to support the initiatives outlined. The Board of Directors in conjunction with the Executive Director will be responsible for executing the fund raising goal in this plan and the corresponding 5-year fund raising plan.

# **Lake County Center for Independent Living**

## **5-Year Strategic plan**

### **October 2019-September 2024**

#### **Community Outreach and Education in 5 core services**

**Goal 1:** Develop one (1) agency wide outreach program to increase awareness of LCCIL services throughout service area by 2024.

#### **EMPLOYMENT**

**Goal 1:** LCCIL will develop and implement a marketing program to serve 10% more consumers in Adult Employment Readiness services annually, with a focus area on transition-aged youth by 2024. **(Transition Core Service)**

**Goal 2:** LCCIL will develop one (1) seminar on disabilities in the workplace to be conducted in five (5) companies which have at least 100 employees by 2024. **(IL Core Service)**

**Goal 3:** LCCIL will explore the viability and creation of an “on the job” training program to serve 10 persons with disabilities by 2024. **(IL Core Service)**

#### **Peer Mentoring Goal**

**Goal 1:** To create three (3) peer mentoring opportunities in McHenry County by 2024.

#### **EDUCATION**

**Goal 1:** LCCIL will streamline our independent living services by creating three (3) educational opportunities through peer/group training by 2024. **(IL and Peer mentoring Core Services)**

**Goal 2:** LCCIL will develop a customizable disability awareness presentation including a video to be conducted in ten (10) schools and/or other organized groups to educate youth without disabilities to spread awareness and dispel myths by 2024. **(Peer Mentoring Core Service)**

#### **HEALTHCARE**

**Goal 1:** Develop an Information and Referral resource guide and create three (3) educational/ and or awareness events for individuals who need assistance with accessing health insurance by 2024. **(I&R Core Service)**

#### **HOUSING**

**Goal 1:** Revise the affordable, accessible housing referral process and create three (3) educational and/or awareness opportunities for individuals who need assistance with housing issues. **(I&R Core Service)**

**Goal 2:** Collaborate with community stakeholders to create or expand existing housing options in two (2) areas within public transit service areas. **(Advocacy Core Service)**

## **TRANSPORTATION**

**Goal 1:** Create two (2) comprehensive public transportation resource guides, one for each county, to inform individuals about their transit options and create three (3) educational and/or awareness opportunities for individuals who need assistance with transportation issues. **(I&R and IL Core Service)**

**Goal 2:** Collaborate with community stakeholders to create or expand existing transit options in two (2) areas with no public transit service. **(Advocacy Core Service)**

**Goal 3:** Create one (1) consumer led advocacy team to work with PACE to make two (2) usability improvements to existing services. **(Advocacy Core Service)**

## **RESOURCE DEVELOPMENT**

**Goal 1:** LCCIL will develop a five year fundraising plan to increase revenue and diversify funding sources for future sustainability of the organization by December 2019.

**Goal 2:** LCCIL will execute a sustainable fundraising program that generates incremental revenue equaling 10% of operating budget annually through 2024.