

STRATEGIC PLAN 2024-2026

MISSION

Creating education, training, and employment opportunities

VISION

A community that values and engages the abilities of all persons and endeavors to improve their quality of life

VALUES

Integrity,
Stewardship,
Inclusion,
Quality

QUALITY STATEMENT

Excellence In Action

PRIMARY GOALS AND OBJECTIVES AND HOW WE WILL ACCOMPLISH THEM.

1

GROW – Grow Opportunities, Services, and Programs

- Build broad resource development and philanthropic support necessary to achieve mission-based priorities
- Ensure resources and assets are available to support growth and expansion
- Ensure that persons served have the opportunities to live their best lives and advance their well-being
- Ensure diverse business and contract opportunities that meet the needs of persons served and the community
- Expand training, education, employment and other services for persons served by Eggleston

2

ENGAGE – Enhance Community Engagement

- Serve as a thought leader, convener, and chief advocate for people with disabilities
- Advocate for practices, policies, regulations and legislation that benefit people with disabilities and advance the mission
- Increase awareness of Eggleston through marketing and communications
- Build on the strength of Eggleston’s brand for long-term impact and sustainability
- Leverage partnerships that help advance Eggleston’s mission

3

INSPIRE – Inspire a Culture of Excellence

- Ensure Eggleston has the people and talent needed to advance the mission
- Ensure Eggleston employees are empowered with the technology, infrastructure, and other tools necessary to do their best work everyday
- Achieve performance excellence by ensuring compliance to regulatory requirements, high quality services and products, and customer/stakeholder satisfaction
- Capture processes, institutional knowledge, and best practices to ensure efficiency and effectiveness, continuity of operations, and smooth transitions
- Provide strong and effective bench strength through staff training, leadership development and succession planning

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STRATEGIC ENABLERS

To advance the mission and achieve its goals and objectives, Eggleston must excel at: **TALENT, TECHNOLOGY, and TEAMING.**

TALENT. Talent is a cornerstone of any organization, and the emphasis on Human Resources will be evident at Eggleston. Eggleston will need to both recruit and retain top talent, which requires us to remain focused on benefits and compensation while also addressing the culture at Eggleston. This Strategic Plan will guide Eggleston towards a more employee-focused culture that applies principles consistently across the organization. We have strong leadership, and we will use that strength to build on the great culture that exists at Eggleston. We will look to attract individuals who align with our values, to develop individuals who show commitment to the mission and a drive to succeed, and will work with individuals who embody our Quality Statement: Excellence In Action!

TECHNOLOGY. Eggleston has rapidly modernized technology, and the momentum will continue. As we modernize the IT infrastructure, we will consolidate the training and processes around all technology used at Eggleston. This means that we can remain leaders in our existing lines of business and be better positioned to enter into new lines of business that rely heavily on a strong IT program.

TEAMING. Teaming is incredibly important for Eggleston. During this Strategic Planning process, feedback was solicited from all levels of the organization. Eggleston leadership met regularly to develop a three-year Strategic Plan which will outline our organizational priorities that will align with emerging policy trends and the wants and needs of the individuals we serve. The team-building part of the Strategic Planning process is important because the collective success of Eggleston has been (and will continue to be) dependent on having good teammates. We have some great teammates on our Board, in our Leadership, among our coworkers and corporate partners, as well as in the community.