



HERE & NOW COMMUNITY SOCIETY

Strategic Plan 2023–2025

Building Core Services for a Good Life

Prepared by

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1. Message from the Executive Director

At Here & Now Community Society, we believe that every individual with developmental disabilities deserves the opportunity to live a meaningful and fulfilling life within the community.

Since our establishment, we have remained committed to supporting not only individuals but also their families through practical services, reliable information, education, advocacy, and future planning.

As our organization has continued to grow, we recognize the importance of strengthening our organizational capacity while maintaining the person-centered values that define who we are.

This Strategic Plan outlines the priorities that will guide our work from 2023 through 2025. It reflects our commitment to continuous improvement, accountability, and service excellence while remaining responsive to the changing needs of the people and families we support.

We look forward to working together with individuals, families, staff, community partners, and our Board of Directors to continue building services that help people experience **A Good Life** and provide families with **Peace of Mind**.



2. Why We Exist

Here & Now Community Society was established to support individuals with developmental disabilities and their families in living meaningful, inclusive, and fulfilling lives within their communities. Since our beginning, we have recognized that many families require more than direct services alone. They need reliable information, practical guidance, future planning, advocacy, and quality community-based supports that respond to their unique needs.

This Strategic Plan provides the organization's direction for the next three years as we continue strengthening our core services while remaining faithful to our mission and values.

3. Our Belief, Vision, Mission and Values

Our Belief

We believe that people with disabilities can live a good life as anyone else does.

Our Vision

We want to see our loved ones live a good life: friends and family who love and care for them, a home they like to live in, financial dignity, wishes and choices respected, and opportunities to contribute to society.

Our Mission

We exist to advocate for and support individuals with disabilities and their families so that our loved ones can live a good life in their lifetime and our families have peace of mind by providing quality services, future planning, and family support.

Our Core Values

- Person-Centered
- Respect
- Inclusion
- Collaboration

- Accountability
 - Continuous Improvement
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4. Planning Context

As Here & Now Community Society continued to expand its services, the organization recognized the need to strengthen its strategic planning and performance management processes.

This Strategic Plan was developed in response to:

- Increasing demand for individualized and person-centered supports;
- Growing needs for reliable family support, education, and future planning;
- Continued development of Community Inclusion and Home Share services;
- Emerging opportunities to develop new community-based programs; and
- The organization's commitment to continuous quality improvement and organizational sustainability.

These priorities provide the strategic direction for organizational planning, resource allocation, and performance measurement during the 2023–2025 planning period.

5. Strategic Planning Process

The 2023–2025 Strategic Plan was developed through a review of the organization's mission, values, operational experience, and emerging community needs.

Planning considered:

- Organizational experience and service development;
- Feedback received from individuals and families;
- Annual Executive Director Reports;
- Board discussions and organizational priorities;
- Community needs and future service opportunities.



The Strategic Priorities, Objectives, and Performance Indicators identified in this plan provide the foundation for the organization's Performance Measurement and Management Plan (PMMP), Annual Performance Summary, and Performance Improvement Plan (PIP).

6. Our Strategic Direction (2023–2025)

Over the next three years, Here & Now will focus on strengthening its core services while continuing to respond to the changing needs of individuals with developmental disabilities and their families. The following Strategic Priorities identify the organization's key areas of focus and will guide organizational planning, resource allocation, and performance measurement throughout the 2023–2025 planning period.

Strategic Direction 1. Strengthen Individual and Family Support

Supporting individuals begins by supporting their families. Here & Now will continue improving access to reliable information, practical resources, education, consultation, advocacy, and future planning so that individuals and families are better prepared to make informed decisions throughout their lives.

Strategic Objectives	Performance Indicators
Strengthen information, education, consultation, advocacy, family engagement, and future planning services for individuals and families.	P1. Individual & Family Support Services

Strategic Direction 2. Enhance Community Inclusion Services

Here & Now will continue strengthening Community Inclusion services by providing safe, person-centered, and meaningful opportunities for individuals to participate in community life. The organization will also continue improving service environments and supporting individuals in pursuing their personal goals.

Strategic Objectives	Performance Indicators
Deliver high-quality and accessible Community Inclusion services.	P2. Community Inclusion Service Quality

Promote meaningful community participation and individual growth	P3. Community Inclusion Individual Outcomes
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Strategic Direction 3. Strengthen Home Share Services

Here & Now will continue developing Home Share services that provide individuals with safe, stable, and supportive living environments. The organization will focus on recruiting and supporting qualified Home Share Providers while continuing to strengthen service quality and program development.

Strategic Objectives	Performance Indicators
Deliver high-quality and sustainable Home Share services	P4. Home Share Service Quality
Improve individual outcomes through person-centered Home Share services	P5. Home Share Individual Outcomes

Strategic Direction 4. Develop New Community Programs

As community needs continue to evolve, Here & Now will explore opportunities to develop new programs that respond to identified needs while ensuring that organizational capacity and service quality remain the foundation for future growth.

Strategic Objectives	Performance Indicators
Develop and implement innovative community programs that respond to identified community needs.	P6. Community Program Development

7. Measuring Our Progress

- Progress toward this Strategic Plan will be monitored through the organization's Performance Measurement and Management Plan (PMMP).
- Performance indicators identified in this Strategic Plan will be measured through the organization's Performance Measurement and Management Plan (PMMP) using established performance measures, performance data, and defined data sources.

Organizational performance will be reviewed annually by Leadership and the Board of Directors and documented in the Annual Performance Summary.

- Where opportunities for improvement are identified, appropriate actions will be incorporated into the organization's Performance Improvement Plan (PIP) to support continuous organizational improvement.
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8. Annual Review

This Strategic Plan is intended to be a living document.

Leadership and the Board of Directors will review organizational progress annually to:

- Evaluate progress toward each Strategic Direction.
 - Review organizational achievements and challenges.
 - Identify opportunities for improvement.
 - Respond to emerging community needs.
 - Establish priorities for the coming year.
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9. Looking Forward

Here & Now believes that meaningful and sustainable growth is achieved by strengthening one foundation at a time. During the 2023–2025 Strategic Plan period, the organization will focus on strengthening its core services, supporting individuals and families, and responding thoughtfully to the changing needs of the community. By continuing to build strong services today, Here & Now will be better prepared for future growth while remaining faithful to its mission of helping individuals with developmental disabilities experience **A Good Life** and providing their families with **Peace of Mind**.