

***NOWCAP Services Strategic Plan Purpose:  
To assess the business environment;  
review organizational vision and mission;  
and determine actions for objectives and priorities.***

**STRATEGIC PLAN KEY POINTS FOR 2024**

- **Current Primary Stakeholders** – Adults with Intellectual Disabilities, Traumatic Brain Injury, mental health concerns, generalized health concerns, high-school age students, variety of age groups, mostly Caucasian but also includes African-American and Hispanic, varying religious preferences and varying sexual orientation.
- **Future Primary Stakeholders** – Veterans, children of drug addicts, increasing autism diagnosis and awareness, adult children with aging parents, alternatives to nursing home placement, students aging out of high school and transition to adult services.
- **Services and Support Needs of Current Primary Stakeholders** – Individualized Services, Community-Based Services, Transportation, Skill Acquisition, Employment and Volunteerism Opportunities, Representative Payeeship, Community Choices Waiver services, Technology/Cybersecurity, financial planning, and relationship training.
- **Services and Support Needs of Future Primary Stakeholders** – Increased community involvement, financial planning, psychological, psychiatric and substance abuse treatment, separation of services between ID and ABI populations, Supports Waiver services requiring EVV.
- **Secondary Stakeholders** – Wyoming Department of Health, Legislators, Wyoming Workforce Services, School Districts, Community Resources, Local pharmacies, Commercial contracts, Guardians among others.
- **Expectations of Secondary Stakeholders** – Provide more service with less money, accountability and proof of quality, Goal obtainment, Individualized and novel programming.
- **Social determinants of health** – what affects health, functioning and quality-of-life outcomes: Economy, Workforce, Cost of Living; Access to public transportation, Disasters, Regulatory Change, Decline in Knowledge-base (institutional knowledge), Legislative Factors, Medicaid Waiver Funding Cuts and Redesign
- **Goals/Performance Indicators** – Including participation in community activities, less reliance on paid staff, low number of medication errors, 100% IPC training for staff; Satisfaction among guardians/family members, participants and staff; Medicaid billing accuracy, improved IBA utilization, new program participants will begin services in a timely manner, an employee turnover rate of 15% or less will be maintained.
- **Organizational Strategic Planning Goals -**
  - Continued work toward achieving compliance with all CMS Guidelines.
  - Expansion of custodial services and/or products
  - Continued financial gains for the organization.
  - Increase the number of Community Living rooms that are utilized.
  - Explore becoming a Community Choices Waiver provider.
  - Build additional revenue stream(s)