



## **Dreamcatchers Empowerment Network 5 YEAR STRATEGIC PLAN - 2014-2018**

### **VISION**

Our vision at Dreamcatchers is to create a continuum of prevocational and vocational services that empower consumers to live and succeed in their community.

### **MISSION**

The mission of Dreamcatchers Empowerment Network is to provide assessments, job preparation, job placement and coaching to youth and adults with limitations and disabilities.

Dreamcatchers Empowerment Network is dedicated to serving individuals in a collaborative manner, with a network of other agencies. Dreamcatchers' services are directed at assisting individuals to prepare for, choose, obtain, and retain employment. Services are tailored to an individual's strengths, resources, priorities, needs, abilities, interests, and informed choice.

### **VALUES**

#### **Choice**

- Provide clients with the information to make informed choices
- Ownership of their destiny

#### **Empowerment**

- Creating a focus on self-sufficiency rather than dependency.
- We show our clients their strengths and build on them by partnering with them to open doors
- Providing encouragement to believe that they CAN!

#### **Trust**

- Building bridges of hope and honesty with clients and community
- By being reliable, respecting confidentiality and treating each client with integrity

#### **Collaboration**

- Incorporating diverse agencies and including our clients in the decision-making process
- Team Work makes the Dream Work

#### **Safety**

- Protecting the value of the person by providing a safe and nurturing environment for our clients to develop and grow
- Make sure safety is first priority by ensuring and continually expanding safety practices



## **PHILOSOPHY**

The philosophy at Dreamcatchers Empowerment Network is a client centered approach to providing services with respect and dignity, as well as educating the community on the benefits of employing people with limitations. We believe that through the individual achieving meaningful employment, that community benefits from the exposure and contributions of individuals, who are frequently marginalized and dismissed as disabled. Dreamcatchers employment services are key to fighting stigma and discrimination for individuals with limitations.

We strive to create in an environment that is participatory, goal-oriented, enjoyable, and which holds trustworthiness and loyalty at the core of all we do.

## **LEADERSHIP PRINCIPLES**

We commit together to:

1. Promote teamwork, because the best results are obtained when the team holds responsibility.
2. Make decisions in a participatory or consultative way and involve people closest to the issue.
3. Set example and provide opportunities for ongoing, open communication and feedback.
4. Provide ongoing training, support, resources and information to promote an environment where we can maximize our potential.
5. Create an environment where creativity, humor and risk-taking are encouraged.
6. Promote innovative solutions, recognizing that both successes and failures provide opportunities for learning.
7. Promote business decision-making linked to ethical values, compliance with legal requirements and respect for people, communities and the environment.

## **CONTINUOUS QUALITY IMPROVEMENT**

Dreamcatchers is committed to upholding the values and standards set forth in the Commission on Accreditations of Rehabilitation Facilities (CARF) process and currently holds the highest level of CARF accreditation. The values and standards reflect those of the leader's in the field of vocational support services. Dreamcatchers is continually assessing and refining, our services for quality, efficiency, and enhancing the lives of the people we serve.

## **GOALS and OBJECTIVES**

### **Business**

Goal: To maintain financial sustainability while maintaining our values and standards

1. Control expenditures
  - Review and monitor revenue and expenses for each area we serve
2. Expand sources of revenue through partnership, new business and grants
  - To expand partnerships, contracts, and additional revenue sources
  - To continually seek benefactors and grant opportunities

Goal: To deliver services to persons served in a responsible and sustainable manner.

1. Expand locations that we provide services through Department of Rehabilitation Services (DOR)
2. Expand contract services with county mental health departments and DOR.

Goal: To become independent in our business functions including accounts receivable, payables, payroll and human resources.

1. Initiate research into alternative software and systems for the business functions including accounts receivable, payables, payroll and human resources to be operationalized within 5 years.

### **Services**

Goal: To provide guidance, assistance, and support to persons served to reach their highest potential.

1. Develop and monitor their employment goals

Goal: To achieve excellence through setting and adhering to optimal standards guided by the best practice, core values and integrity.

1. Obtaining feedback from Stakeholders and Clients Satisfactions Survey
2. Employee Satisfaction Survey

Goal: To engage with local agencies that provide a network of support and referral services for persons served.

1. Partner with The Workforce Investment Board (WIB), Career Center, Wellness Center, Adult Ed, Probation Dept., and any other agencies.