



2024-2027

STRATEGIC PLAN

MISSION

Our mission is to support people with disabilities as vital and contributing members of our community.

VISION

People are supported in living the life they choose.

VALUES

Partnerships and Collaborations, Choice, Embracing Diversity and Celebrating Individuality, Innovation, Taking a Position of Possibility

STRATEGIC PILLARS



INNOVATION

Responding to the interests of people in new and different ways; maintaining and improving our menu of services while we develop new opportunities.



COMMUNITY

Embracing engagement with our local communities – building true relationships, partnerships, support. Minimizing the line between “MSS” and the larger community.



PEOPLE

Finding new strategies to help all people connected to MSS thrive and grow.



RESOURCES

Adopting new processes, tools, and partnerships to allow for more time to focus on service delivery.

STRATEGIES

INNOVATION

- » Expand day and employment services to include a new Minneapolis program.
 - Workplan to include clearly defined metrics for success.
- » Reconsider key pieces of language that we use: e.g., “outings” to maximize dignity and reduce an “us/them” dynamic. Ensure program names align with the refined language.
- » Develop a plan for the adapted RV.
 - Communications and outreach to donors
 - How will we utilize this vehicle to ensure greater community access? Share with other partners?

COMMUNITY

- » Operationalize and increase employment services.
 - Train all existing staff to have a strong understanding of employment.
 - Ensure staff are trained to have meaningful conversations about employment for intakes, with persons served and teams.
 - Work to clarify and expand Art as Employment services – more defined structure.
 - Partner with Social Enterprise businesses
 - Expand our Employment services team to increase access to traditional employment, self-employment, job coaching support. We will increase our ES team by at least 4 people to expand access to Competitive Integrated Employment.
 - Defining goals for group employment.

PEOPLE

- » Improve staff retention through the implementation of the career pathway for all direct care roles.
- » Deepen and continue our DEIB work.
 - Ensure this work is being done more consistently agency wide.
 - Co-create a DEIB statement to communicate our commitment.
 - Diversify and increase our # of board members to expand their capacity to engage in DEIB work.
 - Engage in external workgroups focused on increasing service access for all.
- » Increase succession planning at all levels of the organization.
 - Incorporate assessment of interest in growth in the career map.
 - Incorporate succession planning concepts into the mentorship program.
 - Include administrative roles in succession planning.

RESOURCES

- » Support MSS Apple Valley on an accelerated path to financial stability and develop remediation plan.
- » Seek grant funding to support expansion of new Minneapolis program.
- » Develop \$40k in annual sponsorships to Fresh Eye Gallery.
- » Increase higher-level sponsors for Celebrate!.
- » Improving internal communication to ensure cross-agency participation in programming.
- » Leverage technology to increase efficiency for staff and increase access to timely and accurate reporting that will be used in leadership decision-making.

STRATEGIES

INNOVATION

- » Continue to expand Pre-ETS Services to work with transition/secondary education-age students
 - Work with businesses to identify additional work experiences and job shadowing options for transition-age youth.
- » Develop non-traditional employment paths and entrepreneurship opportunities for:
 - micro-enterprise businesses
 - art as employment
 - Continue to strengthen ES team's knowledge of how employment impacts benefits.
- » Use a person-centered approach to ensure everyone has access to the technology necessary to foster authentic communication and program engagement.
- » Determine how Individualized Home Supports fits into our scope of services.

COMMUNITY

- » Expand community-based program opportunities for people based on interest.
 - Build opportunities for recurring interactions with the community to foster strong organic relationships.
- » Expand recurring, sustainable volunteer opportunities.
 - Internally to support MSS programs.
 - Externally for persons served to engage in the community.
- » Raise community awareness of MSS
 - Schedule visits with legislators at each location/program at least annually.
 - Host more frequent small-scale events.
- » Expand Fresh Eye Arts partnerships.

PEOPLE

- » Expand direct care staff development beyond licensed required training. Include additional topics that will enhance skills and knowledge.
- » Explore development of internship opportunities to expand organization's capacity.
- » Increase socialization opportunities.
 - Offer in person and virtual events based on expressed interest.
 - Offer more community connected art opportunities.
 - Ensure opportunities for in person connections are extended to persons receiving remote services
 - Engage in community events in collaboration with PUC and other community organizations.
- » Strategically approach how to address statewide service access issues.

RESOURCES

- » Expand Individual donor base through:
 - Increasing donor advised donations
 - Increasing number and giving level of individual donors
 - Promotion of planned giving "Legacy" program
 - Community and Civic group engagement
- » Create or identify a resource for those struggling to find transportation options.
- » Evaluate Transportation Landscape and alternative options
 - Research volunteer driver options.
 - Assess current assets and future needs
 - Assess metro area ability to provide Lyft/Uber type transportation options.