Strategic Plan Summary  
2018-2021

In early 2018, APSI’s Board of Trustees and leadership staff worked with Aly Sterling Philanthropy to develop a strategic plan to guide APSI’s work over the next three years. We received input from over 80 individuals via an online survey, including staff, board members, probate judges and magistrates, developmental disability system leaders, current APSI clients, and family members of clients. Out of those responses and board discussions, the following four goals and twenty action items were created.

We believe that these goals and action items will continue to move APSI in a positive direction that allows us to provide person-centered services to meet our clients’ needs with a staff that is engaged and equipped to provide those services. We know that it is important to increase awareness of APSI’s role as we build stronger relationships with people in the developmental disability and guardianship fields. The support and leadership of APSI’s Board of Trustees is critical to all of these goals.

We are excited about APSI’s future, and we are committed to continuing to serve our clients’ critical needs, one person at a time.

Goal #1 – Program Delivery: Provide person-centered services within a continuum service structure that supports the persons APSI represents and the staff who deliver the services.

- Define “guardianship of last resort”
- Define a service structure continuum that includes less restrictive options
- Identify the feasibility of serving all applicants upon request vs. managing a waitlist, including exploring additional resources needed, new funding options, applying a continuum of service structure approach, and identifying the elements required to manage a waitlist
- Apply service continuum options to persons currently represented by APSI, partnering with respective county boards, courts, and providers when applicable
Goal #2 – HR/Staff: Improve staff retention rate and employee satisfaction and develop a supportive staff culture.
- Conduct employee survey
- Examine organizational structure and possible staffing solutions
- Benchmark salaries within the industry
- Determine changes needed to improve support of staff
- Improve field experience and efficiency with technology solutions
- Create staff training opportunities

Goal #3 – External Relations: Establish APSI as leaders in guardianship and advocacy by increasing awareness and expanding the circle of influence within the developmental disability space and the government.
- Develop outreach plan
- Increase contact with government
- Build new relationships with DD stakeholders, including families
- Develop opportunities for audiences to engage with APSI
- Partner on high profile event to increase visibility
- Review trends/needs in guardianship and DD field, and APSI’s role

Goal #4 – Board Governance: Continue to develop a diverse board that uses best practice to guide the organization with strategic leadership and support.
- Establish a governance committee to revisit by-laws and term limits, and create an orientation and training program
- Create an advisory/emeritus board
- Identify expertise needed for robust and diverse board population
- Include time for strategic discussions/updates in board meeting agenda