



MONITORING AND EVALUATION

- Establish key performance indicators (KPIs) for each priority area to track progress and outcomes.
- Conduct regular reviews and assessments to monitor implementation effectiveness and make adjustments as needed.
- Engage stakeholders, including staff, board members, clients, and partners, in the monitoring and evaluation process to ensure accountability and transparency.



CONCLUSION

This strategic plan outlines MRCI's commitment to financial sustainability, innovation, organizational culture, client focus, and strategic governance. By implementing these strategies and continually monitoring progress, MRCI will be better positioned to achieve its mission and create meaningful impact in the community.



TEAM PROMISES

1. RESPECT

We will treat every person with dignity and courtesy. We will encourage and praise others for their accomplishments. We will focus on shared vision, not personalities. We will be on time for work, appointments, meetings and assignments.

2. INTEGRITY & HONESTY

We will do what we say we will do. We will be honest and forthright in all our dealings. Each of us will conduct ourselves in a responsible manner that promotes positive contributions to MRCI, community and ourselves.

3. CONFIDENTIALITY

We acknowledge that people share with us very personal and private information. We will not tolerate employees who cannot keep this information confidential.

4. QUALITY SERVICE

We will exceed expectations and will be the program of choice. We will take pride in our work. Our clients and customers are attracted to good service and they tell others about us. We will never lose a client or customer because we failed to meet their expectations.

5. COMMUNICATION

Everyone has a responsibility to communicate. No idea, thought, information or concept is of value until it is shared with those who need to know. We will listen to each other and while we may not always agree, we will talk to each other in person to find a constructive solution.

6. INNOVATION

We will seek better, creative and different ways of doing everything every day. We value and actively seek everyone's input and ideas.

7. POSITIVE & HELPFUL

We will be a positive, helpful team. Disparaging remarks about our organization or team members will not be tolerated. We will approach our coworkers, clients and our jobs with a positive can-do spirit.

8. TEAMWORK

We are all on this team together. No one sits on the bench. We will always be either learning or teaching. The phrase "that's not my job" should not be used. Once a decision is made, we draw together and support it.

9. PERFORMANCE

We believe people can and should perform in an exceptional way. We accept the duty of giving MRCI, our clients and our coworkers our best possible efforts. We make and achieve our goals.

10. THE JOURNEY

We pledge to enjoy our time here. We have not just a job, but an opportunity to grow personally and professionally.



A continuation of MRCI's 2019 Strategic Plan through 2025

MISSION

Creating innovative and genuine opportunities for people with disabilities or disadvantages at home, at work and in the community.

VISION

To be the provider of excellence; proudly enhancing the daily lives of those we serve.

CORE VALUES

At MRCI, we are committed to these guiding principles:

Our core values of being:

- Person-centered
- Innovative
- Professional

Are always pursued in the spirit of:

- Inclusion
- Collaboration
- Quality Service.



FINANCIAL SUSTAINABILITY



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PROVIDE HIGH QUALITY PROGRAMMING THAT MEETS THE CHANGING NEEDS OF OUR STAKEHOLDERS.

ACTION ITEMS

1. Increase diversified funding sources to ensure financial stability and resilience.

STRATEGIES

- 1.1. Develop a comprehensive fundraising strategy, including grants, corporate partnerships, individual donors, and events.
- 1.2. Explore opportunities for earned revenue through fee-for-service programs or social enterprise initiatives.
- 1.3. Strengthen financial management practices, including budgeting, monitoring, and reporting, to ensure transparency and accountability.



CULTIVATING ORGANIZATIONAL CULTURE



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SHOWCASE A MODEL OF DIVERSITY, EQUITY, INCLUSION & PERSONAL GROWTH

ACTION ITEMS

3. Cultivate a positive and inclusive organizational culture that fosters employee engagement, satisfaction, and retention.

STRATEGIES

- 3.1. Conduct regular staff surveys and feedback sessions to assess morale, identify areas for improvement, and celebrate successes.
- 3.2. Promote open communication and transparency through regular team meetings, newsletters, and an open-door policy.
- 3.3. Provide professional development opportunities, mentorship programs, and recognition initiatives to support staff growth and well-being.



STRATEGIC PLANNING AND GOVERNANCES



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STRENGTHEN CURRENT STRATEGIC PLANNING

ACTION ITEMS

5. Strengthen strategic planning, board governance, and diversity, equity, and inclusion (DEI) initiatives to ensure long-term organizational success and sustainability.

STRATEGIES

- 5.1. Develop a strategic plan with clear goals, objectives, and action steps aligned with the organization's mission, vision, and values.
- 5.2. Enhance board governance practices by recruiting diverse board members with relevant expertise, conducting regular board assessments, and providing ongoing training and support.
- 5.3. Embed DEI principles into all aspects of the organization, including hiring practices, program design, and decision-making processes, to foster an inclusive and equitable environment.
- 5.4. Develop a succession plan to ensure smooth leadership transitions and continuity of organizational vision and values.



INNOVATION AND GROWTH OPPORTUNITIES



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IGNITE AND NURTURE A CULTURE OF INNOVATION

ACTION ITEMS

2. Foster a culture of innovation to identify and pursue new opportunities for program development and expansion.

STRATEGIES

- 2.1. Establish an innovation task force or committee to regularly assess emerging trends, technologies, and best practices in the field.
- 2.2. Encourage staff creativity and idea generation through brainstorming sessions, workshops, and incentives.
- 2.3. Pilot new programs or services in collaboration with partners to test feasibility and impact before scaling up.



USER EXPERIENCE



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ENHANCE OUR USER EXPERIENCE

ACTION ITEMS

4. Enhance the user experience and satisfaction by prioritizing client-centered approaches and service delivery.

STRATEGIES

- 4.1. Conduct regular needs assessments and feedback surveys to understand client preferences, challenges, and satisfaction levels.
- 4.2. Implement client advisory boards or focus groups to involve users in decision-making processes and program development.
- 4.3. Continuously evaluate and improve service quality, accessibility, and responsiveness based on client feedback and evolving needs.

