**RRCI Strategic Planning**

**2020-2021**

**Vision**

**RRCI envisions individuals with disabilities in southwestern Utah will achieve their maximum level of independence with full inclusion across all environments.**

*Our Vision Statement is a clear and powerful message that articulates our desired future. It was written and adopted by RRCI’s Board of Directors and staff in 2015.*

*RRCI’s Vision has a long-term goal of helping those consumers in our region to achieve their maximum level of independence and become self-sufficient in their daily activities.*

**Mission**

**The RRCI Mission is to empower people with disabilities in Southern Utah to live independently through education, personalized services, and technology.**

*Our Mission illustrates our commitment to action. Our Mission articulates, “What We Do Today”, and answers the question “What are we attempting to accomplish?”*

**Our Values**

**Consumer-Focused Services**

Resources, services, and programs are focused on successfully responding to and meeting the needs of consumers

**Community Relations**

Consumers, community, and staff recognize, understand, and respect the professional services and mission of the RRCI

**Dedication**

Staff and consumers actively participate in training and education and demonstrate values of integrity, empathy, compassion, and engagement

**Individual Rights**

People with disabilities will have and exercise the same rights as everyone else

**Inclusion**

RRCI values full inclusion, access, diversity, and equity for all members of the community

**RRCI Goals**

**#1.  Outreach/Community Connection - People in the RRCI catchment area are aware of disability services and issues disability present to individuals being able to fully participate in society. People are aware of RRCI’s role in assisting individuals with disabilities and are aware of how to access those supports.**

    Suggestions for implementation:

Staff members will participate in outreach efforts and sit on at least one service committee.

Outreach area staff members will be involved in their area’s chamber of commerce.

Increase activity and attend trainings with the Utah Nonprofits Assoc and other networking resources.

**#2. Loan Bank/AT - Individuals with disabilities in the RRCI catchment area have access to Assistive Technology that assist them to live independently in society.**

    Suggestions for implementation:

Utilize budget line for AT to fix, clean, and/or dispose of items in the loan bank.

Follow revise policies to allow for better tracking of equipment.

Continued tracking and equipment follow-ups in accordance to new policy contracts.

Continue ongoing supervisory monitoring to ensure new procedures continue to be followed.

**#3.  Reaching Underserved Populations - All individuals with disabilities in the RRCI catchment area have access to appropriate supports to live independently in their community.**

 Suggestions for implementation:

More connective/focused outreach with remote area senior centers, home health agencies, medical providers, emergency food shelters etc, in a quest to find those individuals in other underserved cultural groups.

Find and implement a language interpreter program to allow easy access to Spanish or other languages to help facilitate contact and support to those who do not speak English.

Outreach to the Native American Tribes in our area.

**#4.  Fundraising provides sufficient funds for financial stability and service expansion.**

 Suggestions for implementation:

Maintain donations sufficient to provide quality services to an increasing number of people with disabilities. Focus will be on individual and corporate donations.

Maintain cash reserves of at least 3 months expenses.

Fulfill a role in fundraising for a new building in St. George.

**#5.  Board membership is stable at 13 members.**

* Engaged networking/recruitment by current board members.

**CIL Practices for Diversity, Inclusion, and Cultural Humility**

Fortunately, CILs have been making progress in their services, programs, and outreach for racially, ethnically, culturally, and linguistically diverse groups. In the 2017-2019 “Disability, Diversity, and Intersectionality” project, ILRU identified a number of practices that CILs have implemented that have given them more traction with the diverse groups represented in their communities. Some of these practices are listed below.

**Educate yourself, your staff, volunteers, and board members**. Talk about intersectionality, microaggressions, privilege, power, bias, cultural and linguistic competency, and the demographics of all the people you serve. Invite members of different communities to come to the CIL and speak about their culture, experiences, and issues. As a matter of policy, provide training on how to serve unserved and underserved populations.

**Create a welcoming and inclusive organizational culture and environment**. Send the message that ALL people are safe and belong at your CIL by displaying photos, posters, and signs that convey diversity, inclusion, and acceptance. Capture voluntary LGBTQIA+ data when doing intakes. Provide space for people of color with disabilities, people with psychiatric disabilities, members of the LGBTQIA+ community, and other groups with intersecting identities to meet, have peer support, and discuss their unique experiences.

**Research who lives in your communities**, what their key concerns are, and the top inequalities that need to be addressed. Research the local groups and organizations already there that you might partner with. Data can improve community outreach and engagement with local organizations, focus resources to match community needs, and continually improve effectiveness. Data combined with stories is an excellent way to explain discrimination and other issues to legislators, policymakers, and the media.

**Recruit diverse board members and staff**. Make a point to list available positions as bilingual. Go into different target communities to let them know that you’re hiring individuals with disabilities who are reflective of the community. Advertise statewide so that more people from different populations apply.

**Develop and maintain relationships and partnerships** with social justice, civil rights, cultural, ethnic, and other relevant organizations. Serve on their boards and committees, participate in festivals and community events, and allow groups to hold meetings at your CIL. You can assist them in their efforts to serve people with disabilities, and you can request from them support for intersectional awareness, outreach, and advocacy.

**Examine all your policies, values, structures, and services** through a social justice lens. Develop and/or revise mission and vision statements, policies, and procedures to reflect a commitment to cultural learning, and disability and diversity intersectionality. Address anti‑harassment, Equal Employment Opportunity Commission (EEOC) language, and nondiscrimination in personnel policies. Address Microaggressions. Write policies that demonstrate your commitment to communication/language access.

**Assess your CIL’s current status** in regard to diversity, inclusion and cultural competence. Use the National Center for Cultural Competence’s self-assessment tool for disability organizations listed below. Then create a plan with your staff and board to address areas for improvement.

**Budget for costs,** including translating materials in multiple languages, hiring different language and sign language interpreters, assigning staff to conduct more outreach, and paying for staff and board members to attend diversity-related training and events. You may also consider co-sponsoring cultural events. In addition, there's the extra cost of recruiting and hiring bilingual staff that represent target populations within your communities. For a diversity initiative to be effective, you have to be willing to commit resources.

**Build a foundation of accountability and personal responsibility**. Board members and staff need to be clear about their own values and biases (we all have them) in order to fully commit to creating and maintaining an inclusive organization. See resources below for becoming aware of your unconscious biases. As ED, you can lead by example and support staff and board members. Examine and address your own biases, letting go of assumptions, and committing to continuous learning and personal growth.