

happiness HOUSE

Strategic Planning Initiative

Through 2017



Strategic Area #1 - PROGRAMS AND SERVICES



Goal #1

Happiness House will provide innovative, state-of-the-art, comprehensive services based on the goals and outcomes identified by people we serve and their families.

Objectives

- Autism Services of the Finger Lakes will develop a regional center for Autism
- Redesign our Early Intervention Program
- Expand our Universal Pre-Kindergarten Program
- Expand service offerings region-wide
- Expand mental health services (psychiatric services for children)
- Develop an Adult Services business opportunity
- Provide services under the Nursing Home Diversion Waiver
- Position Happiness House as a vital provider in the new managed care environment

Goal #2

Happiness House will incorporate current technology in the design and implementation of Agency communication, information management and service provision systems.

Objectives

- Obtain funding to purchase and integrate electronic health records into service system
- Obtain funding to purchase security system for Canandaigua site
- Continue to integrate new technology into programs & services

Strategic Area #2 - COMMUNITY RELATIONS AND DEVELOPMENT



Goal #1

Happiness House will be known and supported throughout the Finger Lakes Region as the expert in providing quality services to individuals with and without disabilities.

Objectives

- Develop and implement a marketing plan to increase awareness of programs and services offered including expansion into primary health care
- Participate in People First Waiver Case Study
- Implement our 20 year campus plan

Strategic Area #3 - FINANCIAL MANAGEMENT



Goal #1

Happiness House will maximize existing funding through aggressive monitoring and management of financial and statistical information.

Objectives

- Enhance our ability to maximize our cost based rates through rate appeals and proper cost reporting
- Network with statewide resources and legislators to obtain sufficient reimbursement to operate quality programs



Strategic Area #4 - HUMAN RESOURCES

Goal #1

Happiness House will be recognized as a “great place to work” enabling recruitment and retention of quality employees, in order to best serve our consumers and their families.

Objectives

- Utilize and enhance recruitment methods to attract and retain qualified employees
- Ensure current compensation and benefits which meet the needs of our employees
- Improve internal communications with employees
- Develop leadership succession planning including leadership training

Goal #2

Happiness House will maintain a Board of Directors who will provide a comprehensive long-range plan for the ongoing success of the Agency.

Objectives

- Recruit, retain and develop the highest quality membership of the Board of Directors assuring a diversity of expertise
- Review and update Happiness House’s bylaws and Board of Directors’ policies and procedures
- Ensure the stability of the organizational leadership

Strategic Area #5 - ORGANIZATIONAL QUALITY



Goal #1

Happiness House will be the premier provider of educational, health, residential and human services in our region.

Objectives

- Develop and implement a continuous plan of improvement by program
- Provide comprehensive and effective training to all employees

Goal #2

Happiness House will integrate enhancement activities into each level of the organization.

Objectives

- Research additional quality certifications (ie: COMPASS)

Happiness House is a private nonprofit health and human service organization that has been serving communities in the Finger Lakes Region since 1969. Today, with sites in Canandaigua, Geneva, Gorham, South Seneca, and Waterloo, Happiness House offers an array of educational, therapeutic, recreational, residential and family support programs and services for children and adults with and without disabilities. On average, Happiness House serves 1,150 families each year.

Our staff consists of dedicated and knowledgeable professionals and clinicians who have expertise in the areas of Special Education, Early Childhood Education, Occupational, Physical, Speech, & Music Therapy, Psychology, Service Coordination, Nursing, and Developmental Disabilities.

Committed to serving individuals with traumatic brain injury, neurological impairments, as well as a wide variety of developmental disabilities such as Autism, Cerebral Palsy and Down Syndrome, our staff partners with individuals and their families to support them in meeting their goals.

Our Mission

Happiness House is an educational, residential, health and human service organization that excels in providing the highest quality, innovative and cost effective services to children and adults with and without disabilities through collaboration with families and partners throughout the Finger Lakes community. Our belief in the principles of equal opportunity, independence and realization of individual potential is the cornerstone of who we are and what we do. We believe “What Happens Here Changes Lives Forever”.

Our Vision

We envision every community being ready to welcome and utilize the talents and abilities of all individuals. With the financial support of the Happiness House Foundation, Happiness House will play a significant leadership role in making this a reality. We will lead by an unwavering commitment to our consumers and their families, as well as by our cumulative skill and wisdom as a premier provider of services. Our practice of quality leadership and service provision will be based upon:

Our Core Values

- **Commitment** to the integration of community resources to create opportunities for lifelong learning and development
- **Respect** for the dignity and self-worth of each individual
- **Educational, recreational, residential, and clinical services** that are empowering, individualized and family centered
- **Excellence** in service provision
- **Development and recognition** of our consumers, employees and all others whose lives we touch

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