

We make independent living possible.

## STRATEGIC PLAN 2026 - 2028



### Goal #1

Ensure families understand the depth and breadth of our services.

- 1.1 Implement a process to ensure alignment with families around The OMO Way before they join the program. **COMPLETE**
- 1.2 Test recruitment and onboarding materials to ensure they are effectively communicating the depth and breadth of our services. **COMPLETE**
- 1.3 Implement a new family onboarding process to ensure families understand the depth and breadth of our services. **COMPLETE**
- 1.4 Implement a process to ensure individual family needs are matched with our services each year. **COMPLETE**
- 1.5 Implement a process to share diverse success stories, robust outcome data and unique service examples with current and prospective families each month. **COMPLETE**



### Goal #2

Develop a sustainable and equitable earned revenue financial model.

- 2.1 Identify the break-even price point at the minimum, mid-point and maximum capacities for each program. **COMPLETE**
- 2.2 Adjust the price of each program to match break-even prices. **COMPLETE**
- 2.3 Develop scholarship fund for all programs to ensure equitable access to services for people of all financial means. **COMPLETE**
- 2.4 Explore funding from school districts and other partners to reduce out-of-pocket expenses for families historically excluded from high-quality services. **IN PROGRESS**
- 2.5 Determine the point at which expansion of our program capacity or to other locations makes financial sense. **COMPLETE**



### Goal #3

Break ground on Independence Village.

- 3.1 Secure an affordable parcel that meets our community's need for safety and accessible amenities. **IN PROGRESS**
- 3.2 Select a development partner with experience building affordable and inclusive communities.
- 3.3 Raise capital for the project to ensure affordable rental prices throughout the building.
- 3.4 Break ground on the development of our affordable and inclusive housing community.