M-NASR Strategic Plan 2023 Action Items

As of: 12/1/2023

#	Focus Area	Strategy	Action Item #
1	Programming	P.1 Determine long-term approach to programming	P.1.1
2	Programming	P.1 Determine long-term approach to programming	P.1.2
3	Programming	P.1 Determine long-term approach to programming	P.1.3
4	Programming	P.2 Develop mechanisms for identifying programming enhancements	P.2.1
5	Programming	P.2 Develop mechanisms for identifying programming enhancements	P.2.2
17	Programming	P.6 Identify and implement enhancements to transportation	P.6.1
21	Inclusion	I.1 Improve our communications with families about inclusion services	I.1.1
22	Inclusion	I.1 Improve our communications with families about inclusion services	I.1.2
23	Inclusion	I.2 Improve our inclusion tools, training, and processes	I.2.1
24	Inclusion	I.3 Collaborate with member agencies to enhance comprehensive inclusion services	I.3.1
25	Inclusion	I.3 Collaborate with member agencies to enhance comprehensive inclusion services	I.3.2
28	Operations	O.1 Implement improvements to procedures and processes	O.1.1
30	Operations	O.1 Implement improvements to procedures and processes	O.1.3
31	Operations	O.1 Implement improvements to procedures and processes	O.1.4
39	Operations	O.3 Improve Technologies	O.3.1

40	Operations	O.3 Improve Technologies	O.3.2
41	Operations	O.3 Improve Technologies	O.3.3
42	Operations	O.3 Improve Technologies	O.3.4
43	Operations	O.3 Improve Technologies	O.3.5
45	Operations	O.4 Design and implement improvements to metrics and reporting	O.4.1
46	Operations	O.4 Design and implement improvements to metrics and reporting	O.4.2
52	Staffing	S.1 Optimize the organizational structure.	S.1.1
53	Staffing	S.1 Optimize the organizational structure.	S.1.2
54	Staffing	S.1 Optimize the organizational structure.	S.1.3
55	Staffing	S.2 Define and implement mechanisms to increase retention.	S.2.1
57	Staffing	S.2 Define and implement mechanisms to increase retention.	S.2.3
59	Staffing	S.3 Design and implement mechanisms to further develop staff.	S.3.1
60	Staffing	S.3 Design and implement mechanisms to further develop staff.	S.3.2
64	Staffing	S.4 Implement improvements to recruiting.	S.4.1
65	Staffing	S.4 Implement improvements to recruiting.	S.4.2
66	Staffing	S.4 Implement improvements to recruiting.	S.4.3
68	Staffing	S.5 Design and implement a volunteer program.	S.5.1
69	Staffing	S.5 Design and implement a volunteer program.	S.5.2
70	Marketing	M.1 Improve and expand the resources available for marketing activities.	M.1.1
71	Marketing	M.1 Improve and expand the resources available for marketing activities.	M.1.2
72	Marketing	M.1 Improve and expand the resources available for marketing activities.	M.1.3

73	Marketing	M.1 Improve and expand the resources available for marketing activities.	M.1.4
76	Fundraising	F.1 Refine processes for current fundraising events.	F.1.1
77	Fundraising	F.1 Refine processes for current fundraising events.	F.1.2
78	Fundraising	F.1 Refine processes for current fundraising events.	F.1.3
79	Fundraising	F.2 Establish long-term fundraising goals.	F.2.1

Action Item	Department	
Refine, document, and share our programming philosophy that will drive our programming decisions.	Recreation	COMPLETED
Refine, document, and share our philosophy on our fee structure.	Recreation	COMPLETED
Create and maintain a Long-Term Programming Planning Model.	Recreation	COMPLETED
Define an approach for regularly soliciting feedback from participants.	Recreation	COMPLETED
Implement an approach for regularly soliciting feedback from participants.	Recreation	Through Sep 2024
Conduct a Transportation Needs Assessment.	Recreation	Moved to 2025
Create and disseminate standard communications for families.	Recreation	COMPLETED
Create mechanisms to capture and share inclusion accomplishments, focusing on positives.	Recreation	COMPLETED
Expand the current month-by-month timeline for inclusion tasks.	Recreation	COMPLETED
Improve procedures and communications to address current challenges.	Recreation	ONGOING
Create and deploy standard communications for member agencies.	Recreation	COMPLETED/ ONGOING
Complete record purge activities.	Administrative	COMPLETED
Develop plan for completing policy and process updates.	Administrative	COMPLETED
Complete organization-wide policy and process updates	Administrative	IN PROCESS
Enhance use of RecTrac	Administrative	COMPLETED/ ONGOING

Complete implementation of critical HR systems.	Administrative	COMPLETED* (scheduling in spring)
Develop and execute a Technology Management Plan.	Administrative	Through 2025
Maintain compliance with PDRMA technology requirements	Administrative	COMPLETED
Improve mobile payment processes and tools.	Administrative	COMPLETED
Develop a Metrics Dashboard to be shared regularly with the Board	Administrative	COMPLETED
Develop a long-term financial plan.	Administrative	COMPLETED
Continue to evaluate and implement changes to the organizational structure.	Human Resources	COMPLETED/ ONGOING
Complete revisions to job descriptions.	Human Resources	COMPLETED
Optimize the Human Resources staff role.	Human Resources	COMPLETED
Design and implement an employee engagement survey program.	Human Resources	Through 2025
Implement strategies to build connections between staff & M-NASR.	Human Resources	Through June 2024
Increase proficiency with ePact.	Recreation	COMPLETED
Develop and implement in-house annual training program.	Human Resources	COMPLETED
Update and expand comprehensive list of staffing sources.	Human Resources	ONGOING
Modify materials used to recruit, screen, and interview candidates.	Human Resources	COMPLETED
Reestablish the Therapeutic Staff Intern Program.	Recreation	COMPLETED
Design the Volunteer Program.	Recreation	COMPLETED
Implement the Volunteer Program.	Recreation	
Develop and implement a Marketing Request process.	Marketing	COMPLETED
Communicate the revised mission and values.	Marketing	ONGOING
Revise the M-NASR style and standards guide.	Marketing	IN PROCESS

Revise and expand the image library.	Marketing	IN PROCESS
Optimize processes related to current M-NASR-owned fundraising activities.	Development	push to 2024
Optimize processes related to Liponi Foundation-owned fundraising activities.	Development	push to 2025
Optimize processes for grant identification and management.	Development	push to 2026
Refine the M-NASR fundraising philosophy.	Administrative	Completed