

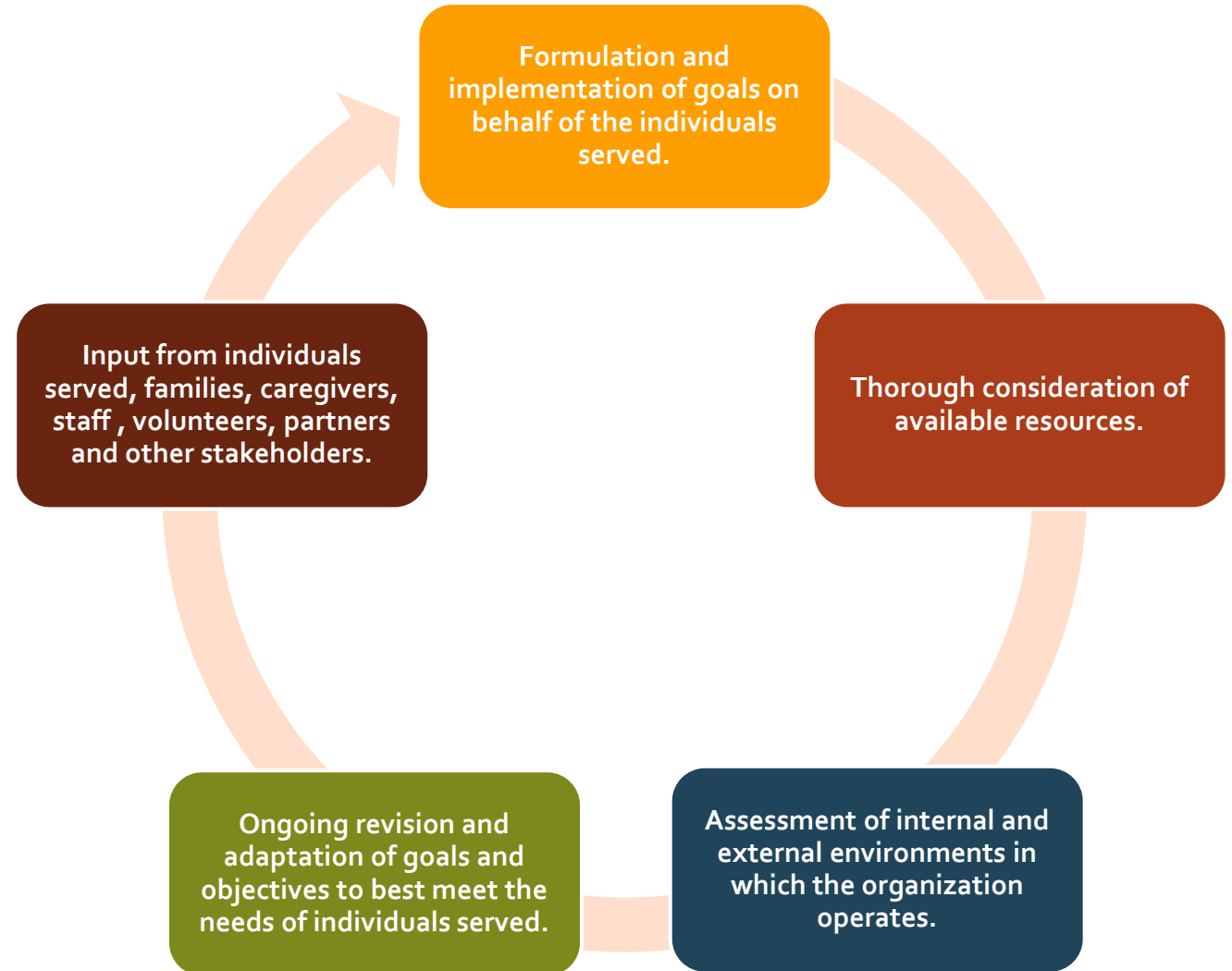
# The Life Enrichment Center

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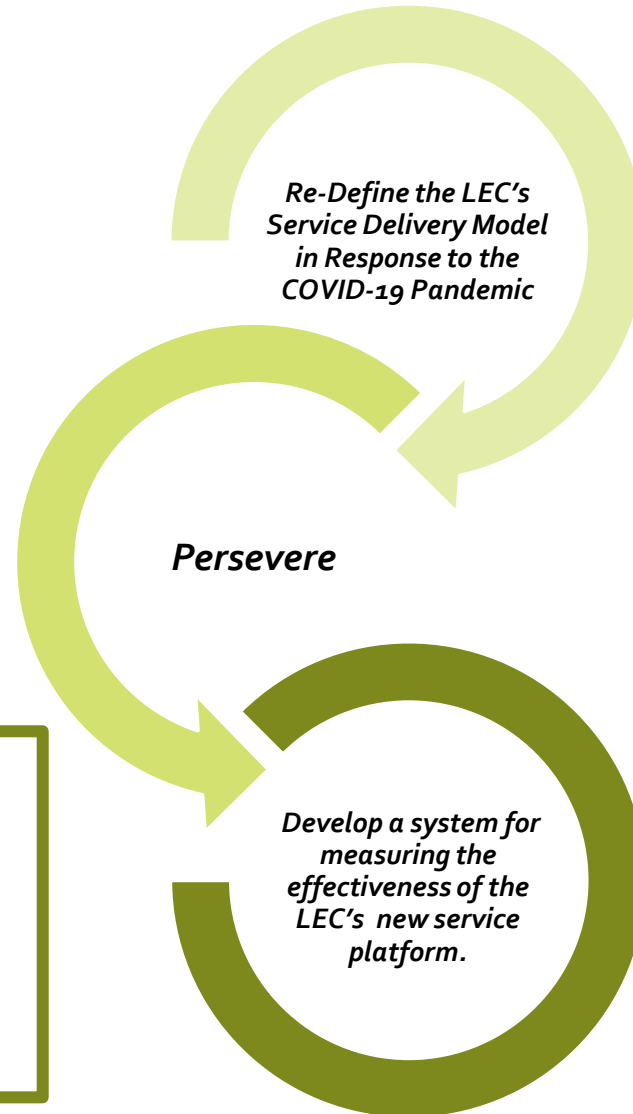
Strategic Plan 2020-2022

**We are pleased to present you with the Life Enrichment Center's Strategic Plan.**

Our Strategic Plan is an ongoing, adaptive process which defines our day-to-day business strategy and directs the goals and objectives of our organization. Our Plan incorporates the following components to ensure the highest quality of service delivery.



## Effectiveness: Ongoing enhancement of services through effective strategic management.



**Objective 1:** Identify immediate needs of individuals currently served by the LEC.

**Results:** Initial survey conducted via telephone 5/20 to who had the technology to participate in virtual services and would need support in obtaining it. Consumer/ Participants Surveys were conducted in writing to determine interest in returning in-house, supports needed to return and current tolerance to PPEs. See re-opening survey 6/20

**Objective 2:** Identify staff and skill-set required to effectively meet the needs of the individuals served and the organization's operational requirements.

**Results:** An employee rehire matrix was developed to determine an objective scoring system to redeploy staff to meet the complex needs of the trans pandemic in-person hybrid service model. Scoring areas included Business and Client culture, Professionalism, skillset, medical and safety concerns, and assessment from yearly performance reviews. During the rehire process, a number of staff chose to discontinue employment via retirement or resignation as a direct result of the pandemic.

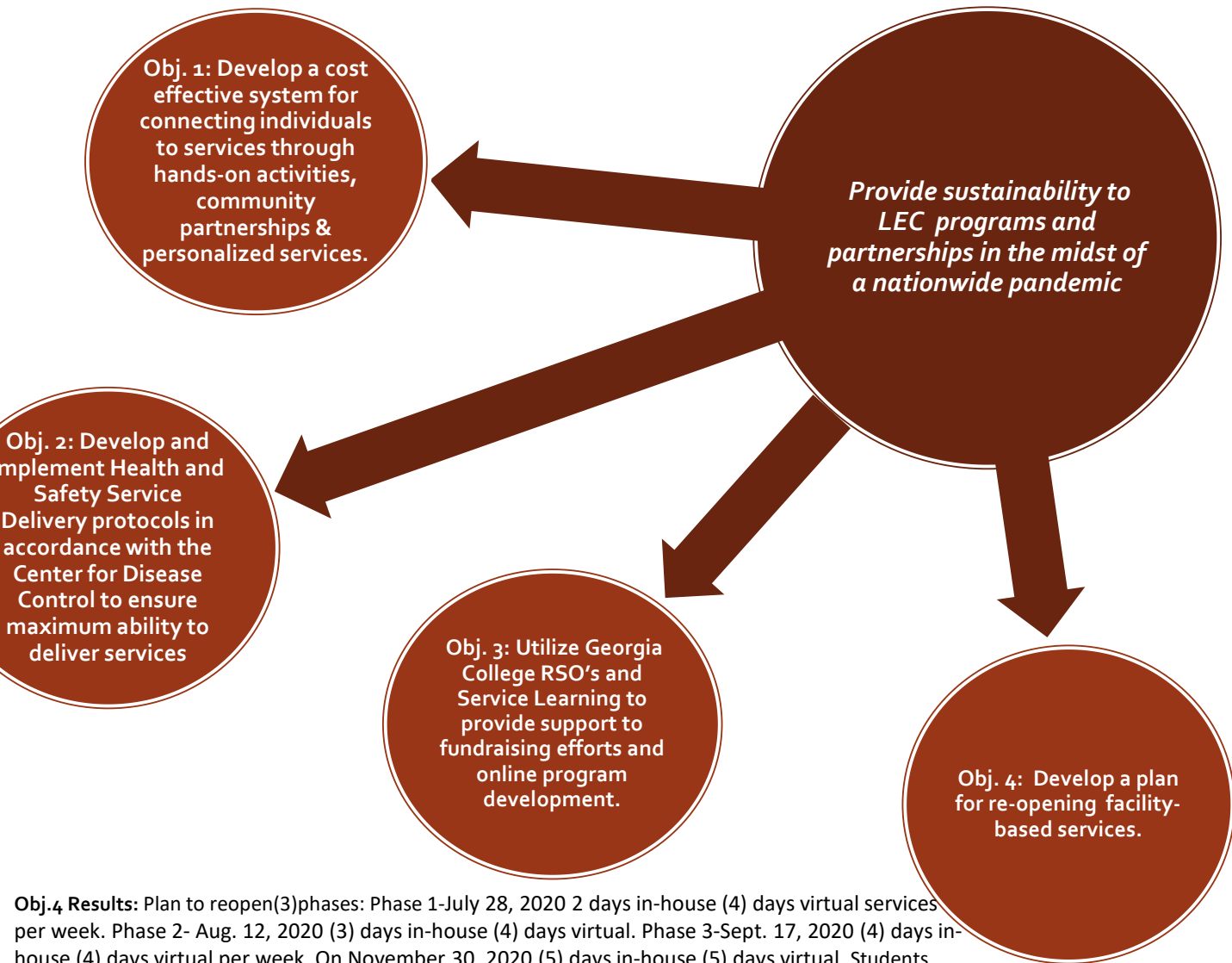
**Objective 1:** Create a study for measuring the impact on services COVID has had on individuals served, their families and GC interns. **Results:** Verbal feedback was taken daily during end-of-day activity groups w/ individuals and their families. Raw data compiled by GCSU. See conference presentations: Nonprofit Leadership Alliance: Elevate 2021 February 24-26, 2021: *"Multiple Perspectives of Pandemic Impacts on Nonprofit Programming"* and Gulf South Summit Virtual Conference March 15-18, 2021- *"Analyzing the Impacts of the Pandemic on Nonprofit Organizational Programming"*.

## Efficiency: Increased efficiency in business operations and allocation of resources.

**Obj. 1 Results:** Zoom was identified as a cost effective means for service delivery. Individuals were loaned iPads and laptops with a zoom link preloaded for easy access. Individual and support persons were trained on use and given on-going tech support. Weekly materials were distributed to participants to include but not limited to: creative art kits, nutrition kits, instruments for music therapy and exercise equipment. GC intern/practicum students were utilized to provide personalized services and social connections. Once in-house services resumed, the dining room was converted to a gym with aerobic and resistance training equipment (donated by local community supporters). Participants were trained with support from trainers via Zoom and an iPad on a rolling cart until permitted back onsite. Lockerly, Kudzu and Community Baptist Church facilities were utilized during initial reopening.

**Obj. 2 Results:** 6.19.20- Tentative Reopening Health & Safety COVID Protocols followed by numerous updates in line with w/ CDC. See COVID -19 H&S Protocols attachment.

**Obj.3 Results:** GC KA Fraternity, Best Buddies , Jumpstart, Gamma Sigs and intern/practicum students assisted w/ Tidal Wave Charity Day Carwash 2020 (\$5138.64) ;2021 (\$1198.95). Community Donations 2020 (\$1664.73), (\$2500) KA check presentation: see LEC Web Page  
Comm. Donations 2021(\$874.18), GC IFC (\$1000), GC Bundle of Joy (\$1534.00) Students created a number of online programming that included but were not limited to virtual programming in nutrition and cooking classes, community exploration, personal training and group aerobics, music/performing arts groups, interactive games, and more.



**Obj.4 Results:** Plan to reopen(3)phases: Phase 1-July 28, 2020 2 days in-house (4) days virtual services per week. Phase 2- Aug. 12, 2020 (3) days in-house (4) days virtual. Phase 3-Sept. 17, 2020 (4) days in-house (4) days virtual per week On November 30, 2020 (5) days in-house (5) days virtual. Students returned to onsite 1/2021. Note: Training and H&S Protocols were developed to run in conjunction with this plan. See COVID-19 H&S Protocols, Staff retention and call back, Staff Training. Students assisted with developing activity forms for documentation of services. See Activity form sample.

**Access: Increased availability of diverse opportunities for community access for persons with intellectual developmental disabilities.**

*The LEC will take a holistic approach to ensuring diversity in services.*

**Obj.1:** To positively impact and educate GCSU students to become advocates and leaders in the field of I/DD through ongoing Service Learning opportunities i.e. practicums and internships.

**Obj. 2:** Ensure individuals served have the opportunity to engage in activities that meet their spiritual, emotional and social needs.

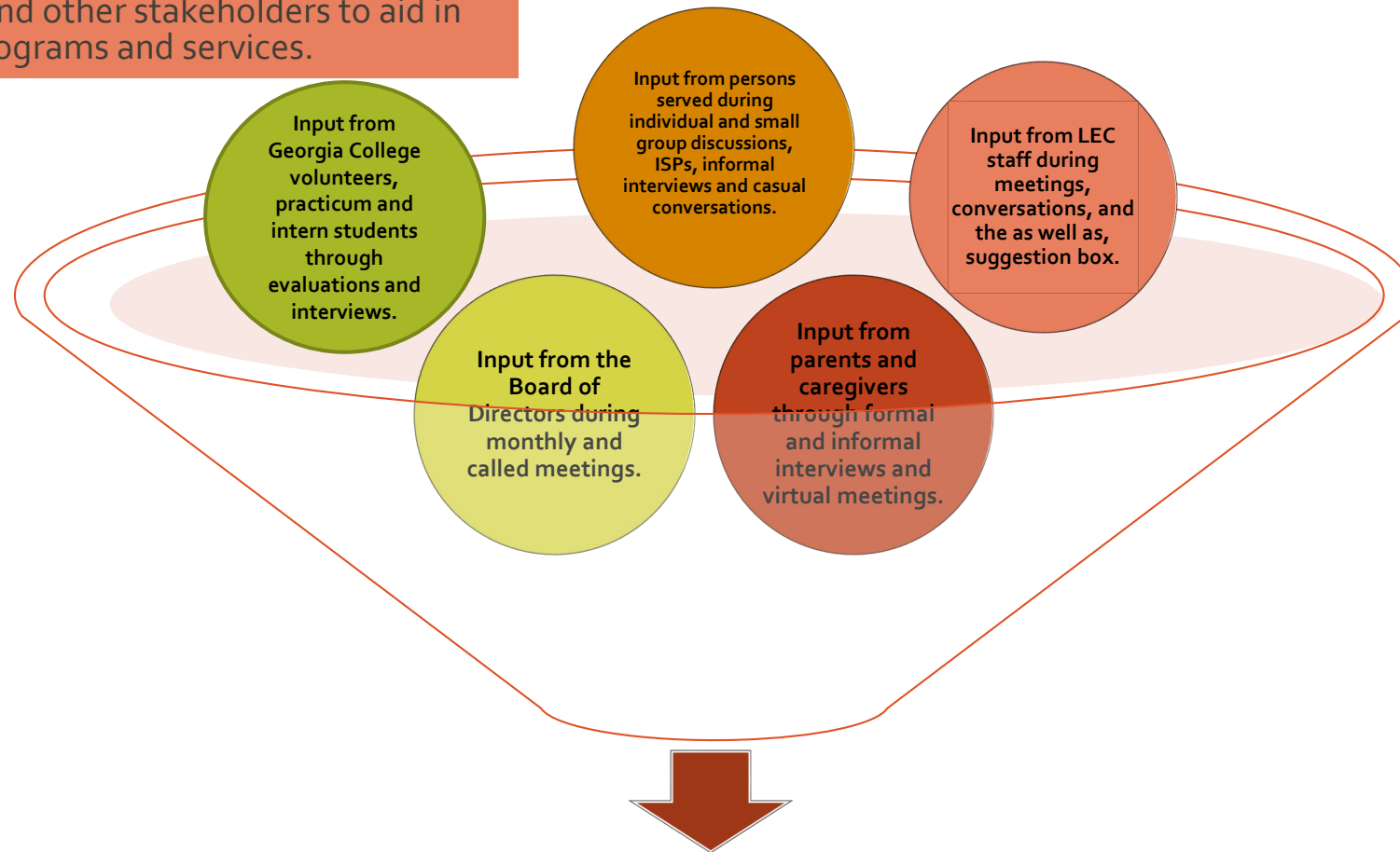
**Obj. 3:** Provide individuals with the skills and supports needed to develop and facilitate a self-advocacy group.

**Obj.1 Results:** GC students are required to have individualized internship and practicum agreements that outline goals and objectives for the semester. See [www.baldwinlec.org](http://www.baldwinlec.org) for student posters, videos and more for details about their experience.

**Obj.2 Results:** Satellite programs such as Spiritual Matters, Brain Games, Sit and Be Fit, and Eat Your Heart Out were created to meet the expressed needs of our individuals for components of their lives that were missing during pandemic closures in the community.

**Obj.3 Results:** Self-advocacy training was introduced for all participants in Fall of 2020 using the Self-Advocacy Toolkit, a resource provided by SABEUSA. 26 individuals have completed the training process, and the participant-led SA group (*The Helpers, formed in May 2021*) has 23 active members.

Input: Continuous incorporation of feedback from individuals served and their families, caregivers, staff, volunteers, partners, and other stakeholders to aid in the development of programs and services.



*We value input and are always open to new ways to gain feedback.*