



# SAGUARO GROUP, LLC.

## Strategic Plan

2010 - 2012

### *A Summary of Strategic Priorities*

#### **Goal One: Operate within a sound business practice environment**

##### **Objectives:**

- a. Refine the design of Saguaro Group's organizational structure
- b. Identify the need for, develop and implement consistent operational processes across the companies
- c. Create an acquisition guide
- d. Identify growth potential and develop programs accordingly
- e. Prepare for the transition to a managed care business environment within Medicaid Waivers.
- f. Expand the use of IT tools

#### **Goal Two: Attract, build and retain a quality workforce**

##### **Objectives:**

- a. Recruit and select a workforce with the characteristics that support our mission
- b. Implement Staff Development Plan
- c. Develop and implement a Staff Retention Plan

#### **Goal Three: Ensure excellence in customer service**

##### **Objectives:**

- a. Develop and implement a comprehensive internal customer service plan
- b. Develop and implement an external customer service plan

#### **Goal Four: Demonstrate a fully integrated culture of quality**

##### **Objectives:**

- a. Enhance each company's use of data to drive management decisions and planning
- b. Develop standards for communication/service coordination
- c. Link and/or deliver advocacy activities and community involvement
- d. Continue implementation and further development and monitoring of CORE Interventions
- e. Maintain CARF accreditation of enhanced services and obtain CI residential
- f. Ensure EBP service models

#### **Goal Five: Foster a climate that promotes community connection**

##### **Objectives:**

- a. Bolster the visibility and participation in community outreach programs
- b. Coordinate and expand participation in philanthropic community events
- c. Strengthen community collateral through strategically developing community partnerships and participation in industry organizations