



Our Strategic Plan

Welcome!

The Board of Directors and Leadership team at HGA Support Services engaged in a comprehensive strategic planning process during FY 2022. This strategic plan will be used as the basis for creating HGA fund development, advocacy, investment, and service expansion plans.

We will also be focusing on building staff quality and retention at all levels through the development of training plans and recruitment, hiring, and onboarding plans for direct care professionals, managers, and leadership team members. In addition, HGA staff will use the strategic plan to shape their individual performance goals within an improved performance evaluation process.

The Board will periodically review how well the organization is progressing towards accomplishing the goals established. This strategic plan was created based on where HGA Support Services needs to go in the next three to five years and how best to get there.

The plan will be revisited at least annually, and adjustments made as conditions and circumstances warrant. The Board and Staff of HGA Support Services are excited to implement this strategic plan and guide the organization into a new era of accomplishment.

Myra Dutton, JD
Chief Executive Officer

Jim Verboncouer
Board President



Our Strategic Framework

Our Mission

We assist individuals with disabilities in reaching their full potential by providing quality professional care and services in safe, supportive environments.

Our Goals

1. Fund diversification and service expansion create increased and stable revenue streams
2. All employees are empowered and equipped to provide high-quality client care
3. Staff stay with the company for longer terms
4. Employees and persons served advance HGA's guiding principles in the community and within our programs to increase visibility and

Our Vision

We will offer a wider spectrum of supports and services to individuals with different levels of abilities across their lifespan.

Respect | Community | Choice and Control | Skills | Professionalism | Integrity and Compassion

Our Core Values



Our Core Values

We are dedicated to serving our families, supporting our fellow team members, and collaborating with organizations that work with our families.

Respect

We respect the diversity of all people.

Community

We foster meaningful community participation and relationships.

Choice and Control

We honor the need for choice and control.

Skills

We seek opportunities to build and develop skills.

Professionalism

We mentor professionalism in the delivery of services.

Integrity and Compassion

We are dedicated to providing services with integrity and compassion.