

Center for Developmental Services (CDS)

Strategic Plan

JUNE 2023



Center for Developmental Services

Strategic Framework

Vision

A connected network of providers, partners and families who share a common purpose to support children and individuals with developmental needs.

Mission

The Center for Developmental Services exists to make caring for children with delays and disabilities easier and more effective by linking medical and support services in a single location.

Operating Principles

- Success for young people with developmental needs and support of their families are our priority.
- We seek to leverage partnership activities that streamline and increase support to families.
- We will expand access to resources, support and partnerships aligned to our mission.
- We will meet the high expectations of our community for integrated and coordinated support that is valued and sought out by families.
- Our facility at North Academy Street in Greenville is focused on providing direct services to children.
- Reaching children early increases the opportunity for successful development.

Center for Developmental Services

Strategic Priorities

Priority 1: Financial Sustainability

We will know we've been successful when...

Revenue stream sources are proportionally diverse and adequate to support the overall organizational budget.

Success Indicators:

- Increase in number and type of donors (i.e., charitable trusts, RMD's, stock gifts, major gifts)
- Increase in recurring revenue sources (i.e., multi-year grants, recurring gifts, etc.)
- Increase in proportion of revenue from external funding
- Growth of endowment to support CDS long term
- Personnel and infrastructure needs are met through scaled revenue development

Priority 2: Talent Management

We will know we've been successful when...

Hiring needs have been sufficiently met and staff are fully supported in their role within the organization.

Success Indicators:

- Hiring needs are met; organization is fully staffed
- Vacant positions are backfilled in a timely manner
- Increase in staff retention amidst competing opportunities
- Greater facilitation of team cohesion via talent development opportunities

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Strategic Priorities

Priority 3: Brand Identity

We will know we've been successful when...

Clients and other community stakeholders are aware of the organization and understand the respective services provided within the partnership.

Success Indicators:

- Greater awareness of the organization's presence within the community and among clients
- Greater understanding of the services provided by individual partners within the partnership
- Increase in community relations and support (i.e., from the school system(s))

Priority 4: Growth Strategy

We will know we've been successful when...

Expansion of programs incorporates economies of scale and technological advances to target efficiency.

Success Indicators:

- Increased efficiency in case management by investing in technological tools
- Greater ability to serve more clients within and beyond the local community
- Expansion and measurement of marketing reach for growth