



STRATEGIC PLAN

Empowering Individuals with Disabilities



Who We Are

OUR MISSION

Living and Learning Enrichment Center is committed to enhancing the lives of our participants and their families. Through therapeutic, social, work-based, and community engagement, we seek to support, enrich, inspire, and embolden our members so they can achieve their goals.

OUR VISION

Living and Learning Enrichment Center's vision is to become the nation's model in supporting the highest quality of life for people with disabilities and their families.

OUR CORE VALUES



**WE RESPECT
EVERYONE**



**WE LEAD WITH
KINDNESS**



**WE ALWAYS
DO WHAT'S
RIGHT**



**WE CELEBRATE
TOGETHER**



**WE SUCCEED
AS A TEAM**

OUR STRATEGIC GOALS

- Enhance and expand current programs to serve more members and families.
- Develop new services and expand our presence in the community.
- Build strategic partnerships to strengthen our mission and community impact.
- Ensure long-term financial health and responsible stewardship of resources.
- Strengthen our organizational culture and infrastructure to support growth.

The Community We Serve

At Living and Learning Enrichment Center, everything we do starts with the people we serve. We support individuals with disabilities and their families by providing the programs, connections, and tools they need to live fuller, more independent, and more meaningful lives.

The need for high-quality, community-based disability services continues to grow. Families across our country are looking for trusted partners who understand their unique circumstances and can provide consistent, compassionate support. Living and Learning is committed to meeting that need and expanding our reach to serve even more people in the years ahead.

The Opportunity Before Us

We see tremendous opportunity to deepen our impact:



GROWING DEMAND

Awareness and advocacy for disability inclusion is increasing across our region, creating an expanded audience for our services and mission.



COMMUNITY PARTNERSHIPS

New opportunities for collaboration with businesses, schools, government, and peer organizations are emerging; enabling greater collective impact.



INNOVATION & EXPANSION

Advances in technology, service delivery, and program design allow us to reach more people with higher-quality, more personalized support.

Our Strategic Pillars

Living and Learning's strategy is organized around five interconnected pillars, each designed to drive meaningful progress toward our mission and vision.

Programming Enhancement & Development

- Enhance existing programs including Clinical Services, Social Skills, Vocational Services, and Independent Living Skills
- Develop new services as opportunities are identified to expand the scope of support available to our members and families
- Invest in technology and data systems to improve service quality and organizational effectiveness

Strategic Partnerships

- Build and strengthen relationships across corporate, government, and community organizations
- Develop key stakeholder relationships throughout the Detroit region and beyond
- Engage with peer organizations to identify collaboration and shared-impact opportunities

Education & Advocacy

- Empower members and families through self-advocacy education and access to community resources
- Elevate Living and Learning's voice through presentations, public relations, and community networking
- Serve as a leader at the local and state levels to create a greater awareness of the issues we address

Financial Stability

- Secure sustainable financial resources necessary to ensure the long-term health of the organization
- Invest in our facilities and physical campus to support program delivery, service growth, and member experience
- Expand our philanthropic support through grants, major gifts, community fundraising, and donor engagement

Organizational Infrastructure

- Build a strong, values-driven organizational culture that attracts and retains exceptional talent
- Develop clear policies, processes, and structures that support consistent, high-quality service delivery
- Invest in staff development and team building to strengthen our capacity to serve



Our Commitments & Strategic Direction

Guided by our five pillars, Living and Learning is committed to a clear and purposeful strategic direction. The following priorities reflect where we are headed and the commitments we are making to our members, families, and community.

Expanding Programs & Services

- Living and Learning strives to grow the capacity and quality of every program we offer. We are committed to ensuring that more individuals with disabilities have access to the therapeutic, vocational, social, and life skills support they need.
- We are actively identifying new service avenues to address emerging needs and close gaps in the support available to our community.
- We are expanding our geographic footprint to reach individuals and families who may not currently have access to our services.



Building Meaningful Partnerships

- We are deepening relationships with corporate, government, community, and foundation partners who share our commitment to disability inclusion and community wellbeing.
- We are engaging with peer organizations and community stakeholders to create a more connected, collaborative ecosystem of support for individuals with disabilities.

Elevating Education & Advocacy

- We are committed to being a leading voice for individuals with disabilities and their families... both in our community and beyond!
- Through ongoing advocacy, public education, and community engagement, we are working to shift culture, increase inclusion, and ensure that every person with disabilities is seen, valued, and supported.

Ensuring Long-Term Sustainability

- We are pursuing the financial strength needed to sustain and grow our mission for years to come through: diversified funding, responsible stewardship, and strategic facility investment.
- We are committed to building an organization that is financially resilient, operationally excellent, and always worthy of the community's trust.

Investing in Our People & Culture

- Our team is our greatest asset. We are committed to building a workplace culture rooted in our core values. An organization where staff feel supported, inspired, and proud of the work they do!
- We are investing in professional development, leadership growth, competitive compensation, and organizational systems that empower every member of our team to do their best work.

How We Measure Success

Living and Learning holds itself accountable to the people it serves and the community that supports it. We track progress across all five strategic pillars using meaningful, outcomes-focused metrics.

AREA	KEY METRICS
Programming	Program Growth, community members served, participant satisfaction
Partnerships	Number of new strategic partnerships, retention of current partnerships, community collaborations established
Advocacy & Outreach	Events conducted/attended, media coverage, community engagement activities
Financial	Funds raised, program revenue growth, long-term financial sustainability measures such as: planned giving, endowment, and strengthening cash reserves
Organizational	Staff retention and development milestones, service quality improvements, and strong governance

We are committed to transparency and continuous improvement. Our performance data informs every decision we make. We strive to ensure that our resources, energy, and focus are always directed where they can make the greatest difference.

Our Commitment to Accountability

Living and Learning's strategic plan is a living document, one that guides our decisions, shapes our priorities, and evolves as we grow. We are committed to executing this plan with discipline, transparency, and an unwavering focus on the people we serve.

Where We Invest



PROGRAMS & SERVICES

We direct resources toward expanding access, improving quality, and developing new services that meet the evolving needs of our members and families.



PEOPLE

We invest in recruiting, developing, and retaining a skilled, mission-driven team that is equipped to deliver exceptional support.



TECHNOLOGY & INNOVATION

We embrace technology to improve service delivery, organizational effectiveness, and the overall member experience.



FACILITIES & INFRASTRUCTURE

We maintain and grow our physical spaces to ensure safe, welcoming, and accessible environments for all who walk through our doors.



How We Stay Accountable

- We utilize the strategic plan as the base for setting annual objectives and goals.
- We conduct regular reviews of our strategic progress, measuring outcomes against clearly defined goals across all five pillars.
- We gather feedback from members, families, staff, and community partners to ensure our work remains responsive to real needs.
- We engage our board of directors and organizational leadership in ongoing oversight, evaluation, and strategic course-correction.
- We report on our impact openly and honestly to our funders, our partners, and the community we serve.

Looking Ahead

The road ahead is full of possibility. With a clear mission, a dedicated team, and a community that believes in our work, Living and Learning is positioned to achieve more for people with disabilities and their families than ever before.

Our most immediate priority is ensuring that every person who seeks our support has a pathway to access it. We are committed to growing our capacity, reducing waitlists, and making room for more individuals and families who are waiting to be part of our community. We are also expanding what we offer, developing new services to meet the full range of needs our members carry across every stage of their lives.

The most important question that every family of a person with a disability quietly carries: what happens when I am no longer here? Living and Learning is committed to being part of the answer. We are in the early stages of exploring what a residential or supported living program could look like, one that would give our members a safe, supported, and dignified place to call home when the time comes. This is not a small undertaking, and we approach it with the seriousness and care it deserves.

We are also building the long-term financial foundation that makes all of this possible, strengthening our endowment, diversifying our funding, and investing in the sustainability of our mission for generations to come. As we grow our reach across Michigan and beyond, we know that none of it happens without the belief and generosity of the people who share our vision. The goals ahead are ambitious because the need is real. If you believe in a world where every person with a disability is fully supported, seen, and never left behind, we invite you to invest in that future alongside us.

**Please be part of this journey... as a partner,
a supporter, an advocate, or a friend of Living
and Learning Enrichment Center!**





Empowering Individuals with Different Abilities

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