

***NOWCAP Services Strategic Plan Purpose:
To assess the business environment;
review organizational vision and mission;
and determine actions for objectives and priorities.***

STRATEGIC PLAN KEY POINTS FOR 2026

- **Current Primary Stakeholders** – Adults with Intellectual Disabilities, Traumatic Brain Injury, mental health concerns, generalized health concerns, high-school age students, variety of age groups, mostly Caucasian but also includes African American and Hispanic, varying religious preferences and varying sexual orientation.
- **Future Primary Stakeholders** – Veterans, children of drug addicts, increasing autism diagnosis and awareness, adult children with aging parents, alternatives to nursing home placement, students aging out of high school and transition to adult services.
- **Services and Support Needs of Current Primary Stakeholders** – Individualized Services, Community-Based Services, Transportation, Skill Acquisition, Employment and Volunteerism Opportunities, Representative Payeeship, Community Choices Waiver services, Technology/Cybersecurity, financial planning, and relationship training.
- **Services and Support Needs of Future Primary Stakeholders** – Increased community involvement, financial planning, psychological, psychiatric and substance abuse treatment, separation of services between ID and ABI populations, Supports Waiver services requiring EVV.
- **Secondary Stakeholders** – Wyoming Department of Health, Legislators, Wyoming Workforce Services, School Districts, Community Resources, Local pharmacies, Commercial contracts, Guardians among others.
- **Expectations of Secondary Stakeholders** – Provide more service with less money, accountability and proof of quality, Goal obtainment, Individualized and novel programming.
- **Social determinants of health** – what affects health, functioning and quality-of-life outcomes: Economy, Workforce, Cost of Living; Access to public transportation, Disasters, Regulatory Change, Decline in Knowledgebase (institutional knowledge), Legislative Factors, Medicaid Waiver Funding Cuts and Redesign
- **Goals/Performance Indicators** – Including participation in community activities, participation in household chores, low number of medication errors, 100% IPC training for staff; Satisfaction among guardians/family members, participants and staff; Medicaid billing accuracy, improved IBA utilization, new program participants will begin services in a timely manner, an employee turnover rate of 20% or less will be maintained.
- **Organizational Strategic Planning Goals -**
 - Build and Implement a Unified NOWCAP Identity & Culture Strategy
 - Launch and Sustain a Comprehensive NOWCAP Training & Development System
 - Strengthen Recruitment Infrastructure & Employer Brand
 - Build a Modern Business Development & Contract Growth Engine
 - Implement Systems to Support Retention & Internal Mobility
 - Build Communication Systems That Increase Transparency, Alignment & Trust
 - Capitalize on Opportunities