

# **QUIET WATERS OUTREACH: ACCOMPLISHING OUR MISSION**

## **YEARS 2005-2010**

### **Organizational Mission**

*QWO is dedicated to serving individuals with developmental disabilities, their families, and caregivers by providing services to restore their spiritual, physical, emotional, and mental health.*

### **Organizational Vision for 2010**

*Quiet Waters Outreach is a successful Christian organization completely dedicated to providing unique and invaluable support services to people with developmental disabilities and their caregivers throughout Oregon. Services are customer-specific and mission-driven; they do not duplicate existing community services; and most importantly, they are motivated by sharing Christ's love to people in the community. QWO employs competent and compassionate staff that enjoy their jobs and their job responsibilities are balanced and realistic. A passionate and dedicated Board of Directors actively seek opportunities to advance the mission of the organization. QWO is debt-free and ongoing funding for the organization is long-term; supplemented by loyal donors, the earnings from an established endowment fund, and donations from community organizations. QWO is a household name in the community because of its clear focus on accomplishing the organization's mission, its ongoing provision of excellent needs-based services, and its established integrity.*

### **Key Service Objectives for 2010**

- **Social-Recreational Respite Care**
  - *Two Respite Homes providing 3-day weekend respite care*
  - *Two Social Day Programs serving up to ten individuals with DD for four days each week, six hours each day*
- **Treasure Nights**
  - *16 Monthly Treasure Nights throughout Portland Metro Area and Salem serving 475 individuals with DD and their families*
  - *One Year Start-up Manual Published*
- **Family Support Network**
  - *Serving 300 families throughout Oregon and SW Washington*
  - *Organizational ability to provide continually-expanding and comprehensive help for the needs of those it serves*

### **Key Goals for 2010**

- *A long-term organizational strategy that ensures Quiet Waters Outreach remains a reliable and vital resource with increasingly greater capacity to help meet the vast unmet needs of the vulnerable individuals it exists to serve.*
- *Clear, needs-based services that ensure the organization accomplishes its focused mission.*
- *A strong Board of Directors consisting of qualified and passionate community members that enthusiastically provide wise guidance and invaluable resources to the organization.*
- *A successful customized fundraising system that generates passionately loyal donors and provides guaranteed long-term income for the organization.*
- *A strong administrative staffing structure that maximizes the effectiveness and efficiency of the organization's leadership.*
- *Clear operational procedures and systems that ensure the stability and longevity of the organization.*

**2005-2010 Roadmap:**

**Overall Provision of Services to Persons with Developmental Disabilities and their Caregivers**

Year 2005	Year 2006	Year 2007	Year 2008	Year 2009
<ul style="list-style-type: none"> <li>Expand TT Programs to East Portland; Provide Treasure Night services to 375 individuals with DD at 8 churches</li> <li>100 families/caregivers utilizing Family Support Network</li> <li>60 Families Using Respite Services</li> <li>Implement Day Programs: 10 Families Participating</li> <li>Explore new service opportunities; implement as needed</li> </ul>	<ul style="list-style-type: none"> <li>Provide Treasure Night services to 400 individuals with DD at 10 churches</li> <li>Expand FSN to East Portland: 150 families utilizing Family Support Network</li> <li>60 Families Using Respite Services</li> <li>10 Families Using Day Programs</li> <li>Explore new service opportunities; implement as needed</li> </ul>	<ul style="list-style-type: none"> <li>Expand TT Programs to Salem; Provide Treasure Night services to 425 individuals with DD at 12 churches</li> <li>200 families/caregivers utilizing Family Support Network</li> <li>60 Families Using Respite Services</li> <li>10 Families Using Day Programs</li> <li>Explore new service opportunities; implement as needed</li> </ul>	<ul style="list-style-type: none"> <li>Provide Treasure Night services to 450 individuals with DD at 14 churches</li> <li>Expand FSN to Salem: 250 families utilizing Family Support Network</li> <li>Implement 2<sup>nd</sup> Respite Home: 120 Families Using Respite Services</li> <li>Implement Second Day Program: 20 Families Participating</li> <li>Explore new service opportunities; implement as needed</li> </ul>	<ul style="list-style-type: none"> <li>Provide Treasure Night services to 475 individuals with DD at 16 churches</li> <li>300 families/caregivers utilizing Family Support Network</li> <li>120 Families Using Respite Services</li> <li>20 Families Using Day Programs</li> <li>Explore new service opportunities; implement as needed</li> </ul>

**Organization**

Year 2005	Year 2006	Year 2007	Year 2008	Year 2009
<ul style="list-style-type: none"> <li>Board of Directors develop internal focus and vision</li> <li>Increase board membership to nine</li> <li>Develop a clear, long-term direction for organization</li> <li>Locate Organizational Headquarters outside of Martha's Place (new office)</li> <li>Implement "Raising More Money" Fundraising Strategies</li> </ul>	<ul style="list-style-type: none"> <li>Implement Fundraising Capital Campaign for 2<sup>nd</sup> Respite House</li> <li>Pursue opportunities to become involved in legislative development</li> <li>Re-evaluate Vision and Direction of QWO; make necessary adjustments</li> <li>Implement Advisory Board</li> </ul>	<ul style="list-style-type: none"> <li>Increase Board Membership to eleven Members</li> <li>Re-evaluate Vision and Direction of QWO; make necessary adjustments</li> <li>Develop plan for Endowment Fund</li> </ul>	<ul style="list-style-type: none"> <li>Complete Capital Fundraising Campaign for 2<sup>nd</sup> Respite House; Implement new respite services and day program</li> <li>Re-evaluate Vision and Direction of QWO; make necessary adjustments</li> <li>Implement Endowment Fund Program</li> </ul>	<ul style="list-style-type: none"> <li>Re-evaluate Vision and Direction of QWO; make necessary adjustments</li> </ul>

**Staffing**

Year 2005	Year 2006	Year 2007	Year 2008	Year 2009
<ul style="list-style-type: none"> <li>Restructure Executive Director's job responsibilities to administrative oversight, fundraising, and organizational "visioneering"</li> <li>Hire Part-time Respite Program Director</li> <li>Hire Day Program Staff</li> </ul>	<ul style="list-style-type: none"> <li>Hire Part-time Treasure Night Director</li> <li>Increase Respite Program Director to full-Time position</li> <li>Hire Part-time Bookkeeper</li> </ul>	<ul style="list-style-type: none"> <li>Increase Family Support Network Program Director to full-time position</li> </ul>	<ul style="list-style-type: none"> <li>Increase Treasure Night Director to full-time position</li> <li>Hire additional Guest Services Specialist for second Respite Home</li> <li>Hire additional Day Program Staff</li> </ul>	<ul style="list-style-type: none"> <li>Hire Part-time Development Director</li> </ul>

## **2010 DREAM SERVICES**

### **Respite Care**

- Two Respite Homes providing 3-Day Weekend care
- Two day respite programs providing recreational activities (6-hour/per day/4 days per week/M-TH) for Westside people with DD
- Annual Respite Care Conferences educating the public on the importance of Respite Care
- Travel Opportunities (e.g. Hosted trips to Disneyland, Oregon Coast, Seattle, etc.)

### **Treasure Nights**

- Programs throughout Portland Metro-Area and Salem
- Regular Certified Volunteer Training Workshops
- Annual QWO Conference educating churches on Ministry Opportunities to people with DD and their caregivers
- Published One-Year Start-up Manual on starting new Treasure Night Ministries
- Weekly Volunteer-led Treasure Bible Studies
- Spiritual Mentoring Opportunities for Volunteers and Treasures

### **Family Support Services**

- Established Family Support Network – Connecting volunteers with Families in need of help with the every day tasks
- Sibling Support Program (e.g. Therapy, Support Groups, Parent/Child Activities)
- Future-Focused Support (e.g. Financial Planning, Guardianship Counseling, Special Needs Trusts, Wills)
- Relationship Services (e.g. Dating/Premarital Counseling, dating services, Christ-centered sex education, Dances, Mentoring)
- Parent Services (e.g. Counseling, Date Nights)
- Geriatric Services (e.g. What happens after the Caregivers pass away?, Making homes accessible, Support Groups, supported living)
- Transitional Stage Services (e.g. finding a job, Group Therapy, Life-Direction Counseling)
- Life Skills Training