



Park Center empowers people who have mental illness and substance use disorders to live and work in their communities.

1. Park Center will be a leader in mental health, addiction recovery, and housing-focused solutions.

1. Park Center develops a strategy for business development in order to expand community awareness of programs and services offered by July 2023.
2. Park Center uses its clinical strength and expertise and leverages a strategic business development plan to increase its addiction recovery program from 6 members on average per day to 24 members by July 2023.
3. Park Center builds on a tradition of excellence with its day program and leverages a strategic business development plan to increase its adult day program attendance from 45 members on average per day to 60 members by July 2023.
4. Park Center develops its expertise in master-leasing and property management by capturing additional rental assistance and support service funding by July 2023 and building an infrastructure to support an expansion of its property management services to external partners by July 2025.
5. Park Center positions itself as a provider of deeply affordable housing by acquisition of additional housing units and increased financial resources; this supports members with 0-50% of Area Median Income; and Park Center works to add 50 units of housing to its portfolio by July 2025.
6. Park Center utilizes its expertise in Recovery Principles in providing services to members and SOAR programming in order to pursue profitability opportunities that include training and educating community providers.

2. Park Center will focus on expanding its geographic reach and delivering support where most needed in Davidson County.

1. Park Center joins local government and community leaders to advocate for comprehensive plans around mental health, substance use, and housing solutions by enhancing its presence on various community and local government agency boards.
2. Park Center conducts an annual needs assessment for services to identify underserved geographic areas and populations who will be targeted for outreach and inclusion. By July 2025, this becomes an established practice.
3. Park Center leverages its expertise to partner with corporate, government, and community leaders to broaden community-based crisis support by July 2024.

July 27, 2022

Dayle Savage, EdD, PCC – Lead Facilitator Consultant

Celia Nicholson – Consultant



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4. Park Center implements a pilot transportation program for day program and Supported Housing members by December 2022 and conducts a needs assessment and feasibility study by July 2024 to help expand transportation services to all members.

3. Park Center will be an organization rooted in justice, equity, diversity, and inclusion, demonstrated by all members, staff, and board members, thereby representing all the communities we engage.

1. Park Center analyzes current/internal and external data to determine underserved populations including Black, Indigenous, People of Color communities in Davidson County and creates an action plan for increasing outreach to identified communities by July 2023.
2. Park Center establishes a workplan and budget that creates the necessary infrastructure to become an organization rooted in justice, equity, diversity, and inclusion by July 2023.
3. Park Center sets specific goals for leadership recruitment that are designed to reflect the racial diversity of Davidson County by January 2023.

4. Park Center will connect its suite of wrap-around services to provide an exceptional Member experience.

1. Park Center expands and coordinates employee education about services provided to facilitate internal referrals to needed services by July 2023.
2. Park Center implements a quality-of-life tool to measure the health impact of services by July 2024.
3. Park Center establishes a clinical treatment team to monitor progress throughout programs at Park Center by July 2024.

5. Park Center will secure the necessary funding to support current programming and identify opportunities for growth in programs that further its mission and meet community needs.

1. Park Center explores the feasibility of adding a private pay option for its services July 2023.
2. Park Center increases revenue from unrestricted contributions to \$650,000 or parity with the endowment earnings by July 2025.



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3. Park Center crafts a capital spending plan for maintenance, improvement, and potential acquisition of properties by July 2023.
 4. Park Center explores the possibility of a capital campaign by July 2025.
 5. Park Center drafts a plan to expand programming and community engagement consistent with our mission and the needs of members by July 2024.

6. Park Center will invest in the holistic professional growth of its staff by having exemplary processes, administrative systems and infrastructure that optimize its value and operational excellence.

1. Park Center crafts a guidebook on all processes and administrative systems to provide ease in operation, staff knowledge and leadership transition by July 2023.
2. Park Center formalizes the following processes: onboarding of employees and board members, rent collection, maintenance, property management, data management and analysis by July 2025.
3. Park Center provides education and pursues additional revenue opportunities with third parties sharing its expertise in training, service offerings, and professional development.
4. Park Center creates career development pathways that give employees opportunities for professional development and/or advancement within Park Center.

Board Approved September 27, 2022.

July 27, 2022

Dayle Savage, EdD, PCC – Lead Facilitator Consultant

Celia Nicholson – Consultant