

Capital Area Intermediate Unit: 2024 - 2025 STRATEGIC PLAN



Vision	Recognized as a trusted and influential partner in achieving life-changing outcomes in the Capital Area. <i>#ChangingLives</i>	
Mission	CAIU provides innovative support and services in partnership with schools, families, and communities to build capacity and model courageous leadership to help them be great. <i>#BeGreat</i>	
Values	Dedication: Engage with your work and others; Commit to the well-being of ALL. Be passionate about achieving our Vision. Take care of yourself so that you can give to others.	Partnership: Establish trusting relationships; Model accountability. Respect and value diversity. Honor the perspectives and respond to the needs of others.
	Service: Commit to serving others; Be responsive and present. Create positive experiences; Connect with empathy, dignity and respect; Make a difference in the lives of others; Live our Mission.	Leadership: Take ownership of the process and outcomes; Shine in whatever you do. Commit to support and coach one another. Be bold & courageous, discuss differences, and resolve conflicts.
	Innovation: Be flexible and nimble; Propose creative solutions. Embrace curiosity. Explore new ideas. Think beyond business as usual. Identify possibilities.	Expertise: Develop knowledge and skills; Cross train and collaborate to build capacity; Commit to learning and sharing best practices. Ask questions. Get better. Be great.
Strategic Priority		Indicators of Success
I. Provide Innovative Services to Schools, Families & Communities		<ul style="list-style-type: none"> Engaged in meaningful feedback with customers on quality of service Growing the quality and quantity of our services Nimble problem solvers for our customers and teams
II. Attract, Support, and Develop Our Employees to Thrive Professionally and Personally		<ul style="list-style-type: none"> A personalized professional development plan for individual employees, based on need A balanced and engaged complement of staff A culture where staff maintain high levels of dignity and belonging
III. Model Strong Stewardship of All Resources		<ul style="list-style-type: none"> Sound business logic applied to new innovative ideas and programs Bi-annual check-ups regarding "The State of the Unit" - CAIU progress celebration of goals Finding ways to financially support good ideas until they become sustainable
IV. Communicate the Value & Impact of CAIU's People, Processes, and Programs		<ul style="list-style-type: none"> Bring voice to the CAIU values in qualitative and quantitative ways Align communications around the CAIUs vision, mission and values Make it easier to do business with us, both internally and externally

CAIU 2024 - 2025 STRATEGIC PLAN



2024 – 2025 Goals	Alignment to Strategic Priorities	Steps to Get There/Communication Plan/Lead Measures/Training Needed	Owner(s) Person(s) Team(s) Committee(s)
<p><u>CAIU Organizational Goal #1:</u> The CAIU will make it easier to do business with us - with a focus on internal and external improvement, as demonstrated by evidence outlined in goals* June 30, 2025.</p> <p>Evidence will be reflected in:</p> <ul style="list-style-type: none"> ● Team goals* ● Program goals* ● Individual goals* <p>Which are:</p> <ul style="list-style-type: none"> ● Aligned to one or more of the CAIU Strategic Priorities* 	<p><u>Strategic Priorities:</u> I,II,III,IV</p>	<p><u>Steps to Get There for Individual Teams (may include):</u></p> <ul style="list-style-type: none"> ● Analyze the CAIU communication strategies (CONNECT, meetings, etc.) to ensure a streamlined communication process and to eliminate barriers to innovation, avoiding duplication of efforts, and focusing resources on core business priorities. ● Utilize leadership time to support collaborative work aligned to organizational goals. ● Define a process, tools, and timeline for gathering feedback on the CAIU services and support (internally and externally) and structure the process to reflect a continuous improvement cycle, better enabling the CAIU to consistently meet our partners’ needs. ● Establish and develop a clarity around the articulation of the CAIU’s core business. ● Carry organizational goals across multiple years to provide for continuity and articulation of goals throughout the organization. <p><u>Communication Plan:</u></p> <ul style="list-style-type: none"> ● Utilize the website and intranet as the centralized repository of key information for internal and external stakeholders. ● Evaluate and utilize other communication tools to complement the website and intranet. ● Job-alike groups ● Continue to educate staff on proper documents/forms/procedure ● Utilize internal leadership team meetings ● Surveys ● Quarterly Board of Directors updates ● “State of the Unit” celebrations <p><u>Training Needed:</u></p> <ul style="list-style-type: none"> ● Training on systems / procedures, monthly ● Annotated forms ● Specific to identified topics 	<ul style="list-style-type: none"> ● CAIU B&D Team ● CAIU Leadership Team ● CAIU BOD ● CAIU Staff ● CAIU Families ● CAIU Students ● CAIU Districts

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<p><u>CAIU Organizational Goal #2:</u> The CAIU will improve staffing by creating internal processes that improve retention, recruitment and recognition, as demonstrated by evidence outlined in goals, by June 30, 2025.</p> <p>Evidence will be reflected in:</p> <ul style="list-style-type: none"> ● Team goals* ● Program goals* ● Individual goals* <p>Which are:</p> <ul style="list-style-type: none"> ● Aligned to one or more of the CAIU Strategic Priorities* 	<p><u>Strategic Priorities:</u> I,II,III,IV</p>	<p><u>Steps to Get There for Individual Teams (may include):</u></p> <ul style="list-style-type: none"> ● Utilize recruitment, induction, and new employee orientation as key processes to support organizational development and as a mechanism to enhance our capacity. ● Utilize the Focus Team structure to collaboratively define and implement staffing retention strategies across the concepts of recognition, comprehensive professional learning, comprehensive mentoring, induction, recruitment, and onboarding where metrics are utilized to determine effect. ● Develop a process / protocol for the analysis of all current and potential vacancies to determine how best to utilize the resource of the position ● Provide support and training based on current and new/emerging technologies. ● Continue to explore ways to evolve the conventional work week to best support service / support delivery and the CAIU staff. <p><u>Communication Plan:</u></p> <ul style="list-style-type: none"> ● Utilize CAIU website and staff communication channels ● Improve communication with new hires, prospective employees, media ● Utilize current employees as a way to position CAIU as an employer of choice in the region ● Continue to educate staff on proper documents/forms/procedure ● Quarterly Board of Directors updates ● Improve supervisor support documents <p><u>Training Needed:</u></p> <ul style="list-style-type: none"> ● Training on systems / procedures, monthly ● Specific to identified topics 	<ul style="list-style-type: none"> ● CAIU B&D Team ● CAIU Leadership Team ● CAIU BOD ● CAIU Staff ● CAIU Families ● CAIU Students ● CAIU Districts

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<p>CAIU Organizational Goal #3: The CAIU will foster a culture of dignity and belonging through a framework of workplace wellbeing by June 30, 2025.</p> <p>Evidence will be reflected in:</p> <ul style="list-style-type: none"> ● Team goals* ● Program goals* ● Individual goals* <p>Which are:</p> <ul style="list-style-type: none"> ● Aligned to one or more of the CAIU Strategic Priorities* ● Aligned to the CAIU Blueprint for Belonging 	<p>Strategic Priorities: I,II,III,IV</p>	<p>Steps to Get There for Individual Teams (may include):</p> <ul style="list-style-type: none"> ● Define a framework for belonging that supports the analysis of existing programs or the development of future programs to incorporate belonging. ● Utilize the framework to support the integration of efforts to foster a culture of belonging and dignity in other goal areas and throughout the organization. ● Identify/execute capacity building activities by analyzing current practices and programs through the lens of belonging. ● Revise goal processes to ensure a connection of organizational goals to department goals, program goals, and individual goals to support both a clear articulation of those goals throughout the organization, as well as personal connection to the organizational goals. <p>Communication Plan:</p> <ul style="list-style-type: none"> ● Inform and engage CAIU Belonging Committee ● ALL-IN articles reflective of monthly themes ● Development opportunities ● Further development of resources on dedicated webpage ● Quarterly Board of Directors updates ● “State of the Unit” celebrations <p>Training Needed:</p> <ul style="list-style-type: none"> ● Personalized Professional Learning opportunities ● Regional support offered to school districts 	<ul style="list-style-type: none"> ● CAIU B&D Team ● CAIU Leadership Team ● CAIU BOD ● CAIU Staff ● CAIU Families ● CAIU Students ● CAIU Districts