

2022–2027 Strategic Plan Highlights Fulfilling Our Mission



Success of Individuals Served

We empower the lives of individuals with disabilities in their homes, at work, and in the community through opportunity, engagement, and support.

Goal	Category	Industry Standard	Arc Mercer Goal	July 2022 - June 2023
Maximizing Activities in the Community	Residential Recreation Services	NSI	40%	74%
	Day Habilitation		40%	42%
Achievement of Individual Goals	Vocational Services	NSI	20%	15.3%
	Day Habilitation		25%	53%
	Residential Services		30%	25.4%
Successful Advancement through Programs	Vocational Services	NSI	7%	3%
	Day Habilitation		5%	1%
	Residential Services		2%	N/A

Team Success

We are committed to investing in and recognizing a well-trained and diverse team of professional care givers.

Goal	Category	Industry Standard	Arc Mercer Goal	July 2022 - June 2023
Team Member Promotions	Front Line Employee Enhanced Training	NSI	24 Hours	TBD
	Promotion vs External Hire	NSI	30%	18%
Team Member Turnover	Turnover Rate (Average)	US: 43.6% NJ: 35.5%	15%	12.5%
Team Member Feedback	Response Rate	33%	38 %	70.05%
	Recommend to Family or Friend	NSI	50%	

Quality Assurance

We hold ourselves to the highest standards of health and safety for those we serve and our employees.

Goal	Category	Industry Standard	Arc Mercer Goal	July 2022 - June 2023
Superior Medical Outcomes	Medication Error Rate	3-5%	1%	0.00001%
	Medical Appointments Completed	NSI	100%	
Quality Assurance Quarterly Inspection	Vocational Services	80%	85%	93%
	Day Habilitation		85%	93%
	Residential Services		85%	93%
Quarterly Residential Services "Gold Star" Program	Percentage of Homes receiving Gold Star	NSI	80%	72%
Family/Guardian Feedback	Response Rate	33%	60%	Due July 2023
	Recommend to Family or Friend	NSI	70%	

NSI: No Standard Indicated

