

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%	Due July 2023
	Day Habilitation		40%	
Achievement of Individual Goals	Vocational Services	NSI	Design & Implement Tracking	Due Jan. 2023
	Day Habilitation			
	Residential Services			
Successful Advancement through Programs	Vocational Services	NSI	7%	Due July 2023
	Day Habilitation		5%	
	Residential Services		2%	

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	Due July 2023
	Promotion vs External Hire	NSI	30%	
Team Member Turnover	Turnover Rate (Average)	US: 43.6% NJ: 35.5%	15%	Due July 2023
Team Member Feedback	Response Rate	33%	38 %	Due July 2023
	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%	Due July 2023
	Medical Appointments Completed	NSI	100%	
Quality Assurance Quarterly Inspection	Vocational Services	80%	85%	Due July 2023
	Day Habilitation		85%	
	Residential Services		85%	
Quarterly Residential Services “Gold Star” Program	Percentage of Homes receiving Gold Star	NSI	80% Gold Star	Due July 2023
Family/Guardian Feedback	Response Rate	33%	60%	Due July 2023
	Recommend to Family or Friend	NSI	70%	

NSI: No Standard Indicated



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Strategic Plan