

Strategic Work Plan Tasks: May 2025

STRATEGIC PRIORITY A: Develop a succession plan for key staff positions and strategy to maintain adequate staffing levels.			
OBJECTIVE 1: Define optimal organizational structure and key positions.			
Activities/Tasks	Results	Board Lead – Others	Time frame
Task 1. Assess organizational structure, explore alternative structures and roles for key positions.	Potential new organizational chart showing modified or new roles for key positions.	Barb, Heather, Amy, Shannon	<i>Completed 8/24. Org chart has been updated.</i>
Task 2. Review staffing levels and budget implications of proposed alternative organizational structure(s). Determine areas where additional staff are needed.	Identification where additional staff are needed and budget implications.	Barb Heather Amy Shannon Treasurer	<i>Completed 8-9/24. Bd discussion with Rebecca Chow along with subsequent review of proposed 2025 budget.</i>
Task 3. Review job descriptions and roles of current staff and determine if changes are needed.	Updated job descriptions and develop new job descriptions as needed.	Heather Amy	<i>Approved Cottage Manager 9/24. HH Manager and Exec Dir approved 10/24.</i>
OBJECTIVE 2: Increase staff satisfaction and retention.			
Task 1. Survey/interview staff to determine overall satisfaction with employment and reasons people might leave the organization. Revisit task annually.	List of key concerns of staff affecting professional fulfillment and reasons staff might leave the organization. Develop procedure for annual review	June Kip Heather	<i>Completed 3/2025. Conduct annually beginning first quarter 2026.</i>
Task 1.1 Survey approved with addition of ‘Anything else?’ added at the end to encourage additional information. Begin scheduling and monitoring results.	June to pick up gift cards to distribute once survey is completed by each employee.	June Kip	<i>Staff survey completed 3/2025. June/Kip to review</i>

			results with Amy, May 2025
Task 1.2 Develop an exit interview procedure.		June	May 2025
Task 1.3 Include staff survey procedure in Handbook revision.		Heather	Completed 4/2025.
Task 2. Review pay and benefit levels for similar organizations in the region and determine if the Hamlet's pay and job conditions are competitive.	Comparison of the Hamlet's pay, benefits, and working conditions with similar organizations in the area.	June	HH Mgr. to be reviewed May. ED to be reviewed in June. Cottage Manager to be sometime in 2025.
Task 3: Develop a plan to address reasons identified in Task 1 and change pay and benefits plan if needed and if possible	A proposal addressing wage and benefits and other issues as needed.	June	After Tasks 1 and 2 are complete.
Task 4: Determine if proposed changes are financially feasible and develop budget proposal.	Budget proposal.	June	After Tasks 1 and 2 are complete.
Task 5: Develop a plan to express appreciation to staff. Confirm budget line item.	Program to recognize and award staff for their work.	Amy, June,	October 2024 May 2025
Task 6: Develop annual evaluation process and metrics for managers.	Process completed annually to provide feedback on work and evaluate salary levels.	Karen, Mary Ann, Ann Marie	Early Fall, 2025
OBJECTIVE 3: Identify additional nursing or medical services for Hamlet House.			
Task 1: Identify volunteer or paid Nursing or other medical service necessary for guiding daily resident care operations.	Retention of Nurse Practitioner or other needed nursing or medical consultation and/or services.	Karen Amy	Completed 10/24. Kai Sanborn retained.
Task 2: Develop triage guidelines.	Written guidance for medical situations faced by Hamlet House residents. Advisor says we may not be able to do this.	Karen Amy	Discuss with HH Committee and Robin. Report back in May.
OBJECTIVE 4: Explore partnering with other agencies to jointly provide services.			

Task 1: Identify candidate services that may be provided through a partnership.	List of needed services that could be provided through a partnership arrangement.	All Board Heather Amy	<i>Completed 12/24.</i>
Task 2: Identify potential agencies that could participate in a partnership arrangement.	List of potential partner agencies.	All Board, Heather, Amy	<i>Completed 12/24.</i>
Task 3: Identify services most needed and most viable potential partners. Review and edit handout.	Proposal to provide specific services in partnership with specific agencies.	Shannon	<i>Completed 1/25. To be reviewed and updated each month.</i>
OBJECTIVE 5: Develop a succession plan for key positions.			
Task 1: Determine initial steps to be taken if a key position becomes vacant (Acting role or temporary hire or other step).	A plan of action to address a key position becoming vacant on short notice.	Karen Amy Heather	<i>Completed 9/24. To be updated once HH resident position is filled.</i>
Task 2: Identify potential current staff positions and staff who could move into key position.	Review of current staff and positions with potential to assume a key position.	Karen Amy Heather	TBD
Task 3: Identify training needed to prepare movement of a current or new staff position to move into key positions	Training plan to position staff for new role.	Karen, Amy Heather	TBD

STRATEGIC PRIORITY B: Improve financial management and monitoring and fundraising capabilities.			
OBJECTIVE 1: Increase Board financial expertise			
Task 1. Recruit a new Treasurer for the board.	Ongoing discussions through Governance Committee.	Barb, Heather, Shannon	<i>Governance committee meets again in June.</i>
Task 2: Determine other means to acquire financial expertise and advice.	<i>John Bedeson joined finance committee. He has ideas for other committee members.</i>	Chris Heather	<i>Completed 12/24. Reevaluate after new Treasurer on board.</i>

OBJECTIVE 2: Analyze current revenue and investments			
Task 1. Review current revenue streams, i.e. Medicaid bed		Treasurer, Peggy, Heather, Amy	<i>Completed 10/24 w/presentation to LI Hospital District</i>
Task 2. Identify potential increases or new ongoing revenues	Heather to check in regularly with Ann Grech re: grant station at library.	Heather	<i>Quarterly. Next June 2025.</i>
Task 3. Evaluate if cottages rent is representative of the industry.	Matt put summary of March results into file for future reference.	Heather, Matt	<i>Complete 3/25</i>
OBJECTIVE 3: Develop performance measures for tracking financial health of the organization		Heather	Postponed until new Treasurer on board.
OBJECTIVE 4: Develop a long-term fundraising strategy and plan.			
Task 1: Review expertise on Fundraising committee and determine needs.	Kip to develop a letter that identifies the needs of the Fundraising Committee. Follow up with letter recipients.	Kip, Shannon (Gov committee) Heather to assist.	May 2025
Task 2: Identify and cultivate donors		Kip, Fundraising Committee, Peggy	To be completed once committee has additional members (Task 1)
Task 3: Develop an annual fundraising cycle with events and milestones	Develop timeline.	Kip, Peggy, Matt Fundraising Committee	May 2025
Task 4: Plan for future major campaigns and fundraising targets		Kip, Heather, Peggy, Fundraising Comm, Treasurer,	June 2025

STRATEGIC PRIORITY C: Review and update policies for facility and grounds management and operations.

OBJECTIVE 1: Develop asset management plan for major buildings, ground maintenance, and equipment replacements and upgrades.

Task 1. Analyze age and condition of facilities	Comprehensive report on facilities and their condition. Analysis of the age of the buildings to determine useful life and an appraisal of the value of the buildings in their current use (homeowners assessment)? Inspection completed of each cottage.	Heather Consultant	<i>Completed Jan 2025.</i>
Task 2: Develop a work plan for major renovations.	Spreadsheet of maintenance items required as a result of January inspection	Heather, Dave, Matt, Consultant	June 2025.
Task 3: Review and update cottage garden/yard policy	Updated policy to be included in resident handbook.	Heather Barb	Spring 2025 <i>Completed 2/2025.</i>

OBJECTIVE 2: Plan for climate change and organization resiliency. This objective to be discussed by entire Board once a new Resident board member has been appointed.

Task 1: Identify potential impacts of climate change on The Hamlet and its residents.	Working paper.	?? Nancy	TBD
Task 2: Identify steps to reduce impact and the organization's ability to respond to extreme weather conditions (heat, cold, flooding, etc.)	Plan to increase organization's ability to manage extreme weather occurrences.	Barb Nancy	TBD
Task 3: Update emergency power and inclement weather policies.	Board discussion/action	Amy Shannon Heather	TBD
Task 4: Develop (or Review) an Emergency Response Plan for Entire Hamlet		Heather Amy	TBD

		Shannon	
OBJECTIVE 3: Review policy concerning use of the Gathering Place, including its kitchen and exercise areas			
Task 1: Review current utilization and policy	Working Paper	TBD	TBD
Task 2: Develop new guidelines and initiatives.	Bd discussion/action	TBD	TBD

STRATEGIC PRIORITY D: Review and update policies addressing selection process for new residents and expectations for existing residents.			
OBJECTIVE 1: Develop and document criteria for selecting new residents.			
Task 1. Document current process and criteria for selecting new residents.	Written documentation of current process and criteria for selecting new residents,	Heather, Angie, Shannon, Nancy	<i>Completed 8/24.</i>
Task 2. Develop policy stating selection criteria for new residents.	Policy with documented criteria for selection of new residents.	Heather Shannon	<i>Completed 10/24.</i>
OBJECTIVE 2: Review current cottage resident policies			
Task 1. Conduct legal review of policy for residing in cottages.	Review the policy by a legal professional	Heather Legal consultant	<i>Completed 11/24.</i>
Task 2. Update cottage lease document and resident handbook.	Review both documents and update as needed for consistency. Draft submitted to legal. Waiting for comments.	Heather Matt	May 2025