

The ArcTM
Greater Boone County



Strategic Plan
2025-2028

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Executive Summary

At The Arc of Greater Boone County, we help people living with disabilities and those in need reach their fullest potential — in partnership with the community. Our 2025–2028 Strategic Plan reflects that mission, with a clear focus on inclusion and guided by our core values of empowerment, integrity, collaboration, and respect.

Over the next three years, we'll prioritize:

- Community Engagement
- Transportation
- Employment & Skills Development
- Infrastructure
- Organizational Sustainability

Our core programs remain strong:

- Day Services supports skill-building and independence, including creative outlets through Arc Artisans.
- Supported Living helps people of all ages live as independently as possible.
- WIC provides nutrition and health resources to families with young children.
- Family Opportunity connects families with tools and training to move toward stability.

Together, we're building a more inclusive community where everyone has the chance to thrive. We hope you'll join us.



Pam Verbarg
Executive Director

Mission, Vision, & Values



Mission

The Arc of Greater Boone County assists people living with disabilities and those in need to achieve their maximum potential in partnership with the community.



Vision

We want to see a day when all people are fully accepted and valued by all for their unique gifts and contributions.



Values

Empowerment
Integrity
Collaboration
Respect

Core Programs & Services

Career Connections	Through Career Connections, Vocational Rehabilitation, and Pre-Employment Transition Services, the Arc supports individuals with disabilities by offering career exploration, job placement, and tailored employment support from high school through adulthood.
Day Services	The Day Services program offers personalized, skill-building support for individuals who are not working, helping them pursue independence, community involvement, and creative expression through structured activities and individualized goals, including through the Arc Artisans program.
Supported Living	The Supported Living program helps individuals of all ages live as independently as possible by providing personalized, in-home and community-based support tailored to each person's goals and needs.
Main Street Enterprises	MainStreet Marketing Enterprises is a social enterprise that employs individuals with disabilities in paid positions to build workplace skills and prepare for competitive community employment. Main Street Enterprises includes the Mr. Canary company.
Women, Infant, and Children (WIC)	The Arc of Greater Boone County sponsors the WIC program in Boone and Hendricks Counties, supporting families with young children through nutrition assistance, health screenings, and referrals to essential services.
Family Opportunity	The Family Opportunity program, funded by United Way of Central Indiana, helps families at risk of poverty by providing life skills training, financial coaching, career support, and connections to essential community resources.



Strategic Goals

Goal 1:	Community Engagement
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Goal 2:	Transportation
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Goal 3:	Employment & Skills Development
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Goal 4:	Infrastructure
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Goal 5:	Organizational Sustainability
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Community Engagement

Goal: To deepen inclusion by building meaningful connections between the Arc of Greater Boone County, those we serve, and the broader Boone County community.

Key Objectives

- Host town hall sessions with clients, families, and general public
- Launch or expand community-based programming (e.g. fun activities, volunteer opportunities).
- Develop storytelling campaigns featuring client accomplishments and staff impact.
- Strengthen marketing and communications efforts through social media.

Measuring Success

- Track number of public events hosted and attendees per event.
- Measure social media reach and engagement with storytelling content.
- Record number of new community partnerships and volunteers engaged.
- Survey community awareness at beginning, midpoint, and end of plan cycle.



Transportation

Goal: To advocate for and support inclusive transportation options that enable full participation in work, services, and community life.

Key Objectives

- Explore feasibility of a dedicated driver.
- Advocate for a county-wide transportation solution that supports inclusion.
- Pilot internal ride coordination tool or route optimization app.
- Identify grant opportunities to support accessible transportation solutions.

Measuring Success

- Establish baseline and track number of clients able to attend services, events, and jobs due to transportation improvements.
- Document transportation-related barriers removed or reduced.
- Track funding or advocacy outcomes (e.g., grant awards, partnerships, legislation engagement).
- Monitor waiver utilization related to transportation access.

Employment & Skills Development



Goal: To expand access to meaningful employment and skills-building opportunities that match client interests, abilities, and long-term goals.

Key Objectives

- Revive and grow Arc Artisans and client-led microbusinesses; consider rolling under Main Street Enterprises.
- Expand job training offerings.
- Develop career readiness tracks with mentorship and community apprenticeships (e.g., retirees as trainers).
- Increase post-placement support and job coaching to improve retention.
- Host employer education sessions on inclusive hiring.

Measuring Success

- Track number of clients placed in jobs and retained at 30, 60, 90, and 120 days.
- Record skills training sessions delivered and participation rates.
- Collect pre & post-assessments on confidence, skill growth, and employment readiness.
- Monitor business partnerships created and maintained for training or job placement.

Infrastructure

Goal: To reimagine internal systems and physical spaces to better support inclusion, efficiency, and accessibility.

Key Objectives

- Upgrade technology systems (e.g., tracking software, app for family/client communication).
- Reduce paper use; improve onboarding and document access.
- Improve buildings: lighting, flow, sensory spaces, maintenance.
- Explore use and capacity of existing buildings to align with programming needs.
- Create a capital improvement plan for long-term property and equipment needs, including staffing requirement.

Measuring Success

- Ensure full utilization of The Arc of Greater Boone County's software program by all employees.
- Track number and type of tech upgrades implemented.
- Monitor reduction in paper-based processes.
- Assess impact of upgrades through facility satisfaction surveys.
- Complete formal infrastructure audit and capital plan by mid-plan cycle.

Organizational Sustainability

Goal: To build a resilient, inclusive organization through leadership development, succession planning, and diversified funding.

Key Objectives

- Launch staff mentorship and training programs.
- Update standard operating procedures (SOPs), including succession planning for key executives.
- Create an annual fundraising plan and major donor strategy.
- Conduct a comprehensive staff assessment to evaluate individual effectiveness, identify professional development needs, and align roles with organizational goals.

Measuring Success

- Track number of internal promotions and mentorship pairings.
- Review SOP completion and succession documentation.
- Monitor fundraising revenue against annual goals.



Let's build an inclusive community together.

At The Arc of Greater Boone County, we assist people living with disabilities and those in need to achieve their maximum potential in partnership with the community, and our work is only possible because of people like you.

Your support fuels:

- Independent living skills and supported housing opportunities
- Inclusive employment programs and job coaching
- Meaningful community engagement
- Critical services like Day Programs and Family Supports

Your gift helps create a community where everyone is seen, valued, and empowered.

Whether you're ready to make a one-time gift or want to become a sustaining donor, your support makes an immediate impact. Let's discuss how you can get involved.

Contact Us



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