



## Mature Services, Inc. Strategic Plan 2013-2018

### Vision

All people should be able to age with the greatest degree of dignity, independence, and health possible.

### Mission

Mature Services provides high-quality programs to empower the economic, social, physical, and mental well-being of adults as they age.

### Mission Fulfillment

Mature Services fulfills its mission as an umbrella organization serving the holistic needs of older adults through:

- Employment and Training: assessing, training and assisting in securing employment
- Addiction treatment, prevention, recovery support and mental health counseling
- Homecare and support services to help people stay independent in their own homes
- Nutrition to meet individual's needs both in the home and through congregational meal sites
- Retired and Senior Volunteer Program to connect older adults with opportunities to stay active and make a difference in their communities.

### Values

We are guided in our work by our values, the people we serve, our partners, funders and the community-at-large.

### Sustainability

We are good stewards, using our resources carefully to achieve mission results in the present, while developing capacity and self-reliance for long-term success.

### Responsibility

We are accountable for fulfilling regulations, commitments and obligations. We hold ourselves to the highest standards of client confidentiality, operational transparency and sound fiscal management.

### Integrity

We respect each other and the people we serve. We speak and act in ways that build trust and uphold the dignity and well-being of others.

### Adaptability

We stay on top of changing trends and regularly assess the needs in our field and the community, and among the people we serve. We are open to innovation, learning and change to stay relevant and resilient.

### Concern

We are compassionate and empathetic to the needs of others. Regardless of difficulties or challenges, we see the person first and then determine the best way to help them.

## Strategic Direction

The aging population is growing both in numbers and in the complexity of their needs and expectations.

Our longstanding reputation as experts in the field and our success in adapting to change, enables our strategy to serve the needs of the whole older population.

By combining our own excellent service, and building effective collaborations with external partners, we will be able to address people's needs in a comprehensive way.



With this model we will make the best use of community resources, have the capacity to serve more people, and build our brand as a creative integrated agency whose dedication to its customers is second to none.

## Goals

Provide excellent service to achieve positive outcomes for more people.

Diversify funding to ensure we maintain the best staff and administer the best programs.

Practice continuous improvement in the best interest of our employees and the people we serve.

## Programs

Avenues to Recovery  
Employment & Training Solutions  
Homecare  
Nutrition  
RSVP Volunteer Program

## Fee-For-Service Programs

Cleaners to the Rescue  
Festive Foods Catering  
Mature Staffing Systems  
Stay@HomeCare  
Fees go to support our other programs.



[www.matureservices.org](http://www.matureservices.org)

**Keeping Pace with the Changing Needs of Older Adults since 1975**