**TRUST & SUPPORT**

* Establish and implement provider-driven approaches to quality and compliance.
* Build trust among and between providers, funders, and regulators.
* Empower the OPRA Community to envision the future and implement transformative system changes.

**SERVICES**

* Develop comprehensive, shared understanding of “special populations” and “unmet service needs”.
* Strengthen providers’ ability to proactively adapt to evolving needs, changing landscapes, best practices and innovative approaches.
* Build capacity to pilot and scale supports for special populations.

**FISCAL SUSTAINABILITY**

* Develop mechanism for on-going increases.
* Lead efforts to reform fiscal practices, business and service models.
* Explore and pursue new or additional revenue streams for providers.

**GUIDING PRINCIPLES**

The OPRA Community believes:

1. Positive, supportive relationships on the front-line are key.
2. Providers must be trusted and supported to run good businesses.
3. Providers need fair pay to deliver and evolve essential services.
4. Every service is equally important to the people we serve.

**RELATIONSHIPS**

* Shape industry-wide culture that values, respects, and invests in front-line professionals.
* Strengthen relationships with families and caregivers.
* Expand the workforce to include people with disabilities.

**OPRA INNOVATION**

**STRATEGIC PLAN**

**2024-2025**