



Benchmark Human Services and AWRC Strategic Plan Summary

The world of human service delivery is changing very fast. Part of that is due to the COVID-19 pandemic and part of it is because people are asking for services in new and different ways. It is clear that all people need a home, food, relationships, health, and a job. These are often called the Social Determinants of Health. For people with disabilities and those with behavioral health needs, finding these and other resources may be harder for them than others. Benchmark Human Services (Benchmark) and sister company, AWRC, have always tried to provide supports that people want in the way they want them, and not make people fit into certain types of supports.

One of the big issues facing all workplaces is finding and keeping good workers. This will become more and more important for a variety of reasons. Many people are getting to the age they want to stop working and want to stay in their homes and may need help with things they used to do for themselves. There are also many more people diagnosed with autism who need help to stay in their chosen homes. Most people do not want to live in an institution or nursing home, or can't afford to do so. All of these people may need support to help them remain independent and to continue living where they want to live while participating in activities of their choice.

Another big change in the industry is the way services and supports are paid for. For a long time, most states had a Medicaid program that provided services and healthcare for many people who did not have their own insurance. Now, many states have contracts with insurance companies to take over that job. More states do this for health insurance, but many are starting to do it for services such as supported living or transportation.

As Benchmark has grown it has established services in states throughout the U.S. All states, and the people who live there, want things to be done their way, and Benchmark has always tried to do that. Because of that, the people we support and the staff who help them are very diverse, and Benchmark works hard to honor that diversity and makes sure all people are treated well and recognized for their unique value. To support that, Benchmark has goals and strategies, to continue to help people for many years. They are:

Children's Services: Focus on early intervention, autism services, and services that help families live together.

Case Management: Provide excellent case management services to help people reach their goals and get the support they want and need.

Transitions: Help people move from large settings to small settings in communities.

Behavioral Health: Provide crisis supports using a peer model to help people who are having a hard time balancing their lives.

Employment: Help people find jobs they like in places of their choosing.

Information Technology: Provide systems that helps staff support people in communities and show how much progress they are making.

Human Resources: Make Benchmark an exciting and rewarding place to work so people stay and the people we support get the best staff.