**Interface Central Strategic Plan Response**

The IYPC team discussed the strategic plan for 2012 during the annual retreat.

Staff participating in the process;

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The team identified the following areas for focus during the FY 2012-2013.

1. Goal:

Increase implementation of the FACE system by staff.

Action Steps:

1. Review/retrain staff on the FACE system.
2. Staff will coach/support each other on the FACE system process.
3. Staff will initiate role plays with participants.
4. The shift leader review point sheets to ensure they are complete at the end of each shift.

Measure of Accomplishment:

1. Participant point sheets will reflect the increase in role plays.
2. Participant point sheets will reflect staff recording points and initialing the sheet.
3. Behavior of participants will reflect ownership of the FACE system.
4. Participants will reach the FACE achievement level.
5. Goal:

Increase the number of intakes.

Action Steps:

1. Screening forms will be completed for all prospective participants.
2. Screening staff will offer the parent an opportunity to take a tour of the program so they may feel safe with their youth being at Interface.
3. Encouragement will be given to parents to bring participants in the day of the screening.
4. When activity is slow and participant numbers are low well check calls will be made to past screenings.
5. Youth Care Workers will accept new participants that meet eligibility requirements without consulting with counselors or supervisors.
6. Staff will in a positive manner inform parents of program services and daily activities.
7. Staff will offer to speak with potential participants prior to arrival to ensure they feel comfortable with coming to IYP.
8. Staff will take advantage of opportunities to do outreach and share information about IYP.

Measure of Accomplishment:

1. Monthly data reports will reflect an increase of intakes.
2. There will be an increase in the number of screenings that result in intakes.
3. Goal:

Increase the length of stay for participants.

Action Steps:

1. Staff will inform parents at the time of the screening that we offer a 35 day program.
2. Staff will discuss a 35 day stay when the parent is completing the intake paperwork, “How many days would you like your child to receive residential services at Interface?”
3. Counselors will inform parents and participants that the 35 day program helps to ensure the most successful outcome.
4. Staff will not discuss going home, getting kicked out or leaving as a consequence with the participant.
5. Staff will encourage the participants throughout the stay to remain in the program, reach achievement level and have a positive discharge.

Measure of Accomplishment:

1. Monthly data reports will reflect an increase in length of stay.