**East Strategic Planning Meeting**

**August 16, 2012**

Attending: Cindy, Pam, Angela, Lytinia, Carrie, Kevin, Izell, Apryl, Patricia, and Edward

Unable to attend: Karen, Jarvis, Brenda, Eveliza

We started the meeting by reviewing the following documents:

Strategic Plan Synopsis 2011-2012

Review of East suggestions 2011-2012

Then each person was asked to write down responses to the following statements/questions and the group discussed the ideas presented.

1) Please identify three things that you would like to do in the next year to improve your performance as a CDS staff member or to enhance shelter/FA services.

2) Please list the steps that would be needed to achieve your goal(s).

3) How would we be able to measure your accomplishment(s)?

4) What do you think is the one thing that we do best for the children we serve?

5) What do you think is the one thing that we need to most improvein order to better serve our participants?

The following is a synopsis of the discussion:

**Goal:** To consistently follow policy and procedures related to the supervision of participants.

**Action Steps:**

Review P&P’s related to supervision at staff meetings - Quarter 1, 2

Provide supervision related training to staff quarterly- Quarter 1,2,3,4

Have supervisors and senior staff model appropriate supervision of participants -Quarter 1,2,3,4

Continue to focus on ensuring the whereabouts of all residential participants are a top priority whether in or outside the shelter. Quarter 1,2,3,4

**Measure of Accomplishment:**

Decrease the number of UER’s related to supervision of participants.

Monitor bed check logs for compliance with P&P.

Review Log Books for accuracy.

Supervisors will review camera system to check for appropriate staff/participant supervision.

Maintain appropriate male/female staff to participant ratio at all times.

**Goal:** To increase the number of admissions into shelter program.

**Action Steps:**

Review Risk Management report to identify any trends related to screenings and admissions Quarter 1, 2

Ensure that all families/participants are welcomed in a service friendly manner and treated in a manner consistent with our “No Wrong Door” policy. Quarter 1,2,3,4

Ensure that our interactions with others are consistent with our Mission Statement “Strengthening Communities by Building Strong Families”. Quarter 1,2,3,4

Continue outreach efforts to the community. Quarter 1,2,3,4

Complete and bring on-line the new web site. Quarter 3

**Measure of accomplishment:**

Identify # of screenings per month by reviewing Risk Management Reports.

Identify # of admissions each month by reviewing Risk Management Reports.

**Goal:** Decrease the number of Unusual Event Reports related to medication issues.

**Action Steps:**

Provide ongoing training to all staff on P&P related to Medications----Quarters 1-4

Staff will “stop” all other scheduled house activities and have “quiet time” during medication counts/actions. Quarters 1-4

Managers or designee will review medication record log daily.

**Measure of accomplishment:**

Decreased UER’s and CCC reports related to medications.

**Goal:** Increase parent participation in programs services.

**Action Steps:**

Counselors will offer flexible schedules to accommodate parents/guardians. Quarter 1,2,3,4

Explain the importance of family counseling sessions to parents prior to scheduling the initial appointment. Quarter 1,2,3,4

Implement and offer group educations to parents. Quarters 1,2,3,4

**Measure of accomplishment:**

Monitor attendance of parents/guardians at family counseling sessions.

Seek input from families of interest in attending educational groups.

Review satisfaction summaries.