**Strategic Plan 2013-2014**

**Interface Central**

**Training**

Training goals for the year;

* Ensure staff will develop their skill and perform position responsibilities in a manner that will meet and exceed program expectations.
* Ensure service to participants is professional and skill based as a result of trainings focused on agency policies and procedures.
* Ensure all staff meet or exceed the required hours of training in the required subject areas.
* Increase staff support for the agency and program as a result of gaining general and specific knowledge of services.
* Support team building through regular group trainings.
* Identify special target training areas as a result of ongoing reviews of day to day staff performance.

Action Steps;

* Establish a monthly two hour training session that all staff are required to attend. The two hour shift is included in the youth care worker budget. Any new staff hired must be able to work the established shift for the training sessions.
* Incorporate various ways to present material and meet various learning styles.
* Provide policy and procedure support whenever applicable to support topic material.
* Include pre and post test to ensure increased knowledge as a result of training.
* Track staff participation in monthly trainings to ensure compliance with the required attendance.
* Review training logs, with staff, quarterly to ensure accurate documentation of at least six hours each quarter.
* Enlist staff who have demonstrated proficiency in specific skills to participate as peer trainers in the monthly training sessions.
* Utilize unusual event reports and reviews of the program log book, medication record logs and participant files to target trends of behaviors that could benefit from additional training.
* Follow the training plan established by the agency to ensure required trainings occur.
* Use computer trainings to supplement training needs.
* Utilize the agency established recording form to track individual staff participation and progress.

Community Outreach/Safe Place

* Safe Place – replaced signs at all sites
* Created a new power point presentation on Runaway and Homeless Children which I have updated regularly and shown to many groups
* Updated volunteer training to include CARF and Runaway/Human Trafficking connection information
* Created a crossword puzzle to reinforce CARF information to new volunteers
* Created a “What is CDS?” single page flier
* Establish a more organized volunteer file format with check list
* Establish connections with the newly formed Alachua County Coalition Against Human Trafficking at their initial public meeting
* Establish “universal contracts” with school board, library district, and fire stations so that we only have one contract signed from each (instead of each individual school, library, fire station) though volunteers still visit each site to train and check signage
* With the technical expertise of Acceleration, establish a brand new web site