IYPNW Strategic Plan 2014

1. **Shelter & Non-Residential Utilization**

Below are areas identified to help increase shelter utilization:

* Promote the program as a 21 to 35 day program.
* Continue outreach efforts including the Columbia County Fair.
* Target and promote a suspended students program and create a special flyer for dissemination to schools.
* Accept and schedule shelter intakes at the initial phone call.
* Follow up with all no-shows immediately.
* Get more staff involved in the 30 day follow up process to complete more of them by phone rather than mail.
* Be welcoming and helpful in each phone interaction.
* Increase Family Action referrals to shelter.
* Utilize 48 hour furloughs to enhance shelter successes and program completion.
* Provide a certificate of completion to qualifying participants.

Below are areas identified to help increase non-residential cases:

* Targeted outreach to specific school personnel as well as area doctors, churches, etc.
* Increase non-residential cases coming from shelter by linking families prior to shelter disposition.
* Reduce time/weeks worked on each case when appropriate to accommodate more room for additional intakes.
* Don’t allow case staffing cases to linger and “bog” down the counselor.
* Go where the intakes are. If Suwannee County is generating more referrals, assign some of those cases to another counselor to “strike while the iron is hot” so to speak.
* Counselors to call or text appointment reminders to families.
* Counselors to get involved with community boards, etc. be a team player in their work communities.
* Participation/attendance at teen and juvenile courts to engage parents and families.

1. **Communication**

Below are areas identified to improve communication in the Northwest Region:

* Utilize the pass along section of the Logbook more effectively in shelter.
* Conduct a shift meeting at the beginning of each shift to discuss the upcoming events and who will do what during the shift.
* Conduct a verbal “shift exchange” between oncoming and outgoing youth care workers on each shift.
* Increase Family Action Counselors visibility and frequency in shelter so youth care workers see them as team members.
* Family Action Counselors to identify to YCW shelter kids they have a non-residential case open on for increased communication.

1. **Hiring and Retention of Qualified Staff:**

While we are fully staffed at the present time, below are areas identified to assist with hiring and retention:

* Reduce the time between advertising, interviewing and background screening to reduce number of potential candidates lost to other positions.
* Brainstorm ways to provide more competitive salaries.
* Highlight to potential candidates other incentives i.e. clinical supervision.
* Increase number of interns in Family Action.
* Offer valued training opportunities.
* Continue to provide pleasant work environments and flexibility.

1. **Programming: Can it be more effective?**

Below are areas identified to improve programming:

* Add more scheduled activities to the weekend calendar.
* Beef up the Achievement Level privileges and actively promote advancement.
* Consistent utilization of the behavior management system.
* Update our curriculums and counseling materials.
* Solicit feedback from participants on programming desires.
* Provide certificates of completion for participants.
* Provide staff and participant activities such as cookouts.

1. **Staff Incentives for Increased Utilization:**

Below are incentive ideas solicited from staff:

Quarter 1 – Incentive money will be used for design and print company shirts for the IYP residential and non-residential staff members.

Quarter 2 – Incentive money will be used to host a barbeque/cookout event for staff and participants.

Quarter 3 – Incentive money will be used to purchase gift cards for dinner out to various restaurants, movies, etc.

Quarter 4 – Incentive money will be used for an end of year event for staff and gift cards.