**Strategic Planning 2010/11**

**Questions/Responses**

**Administrative Team**

**August 6, 2010**

Present Sam, LaVonya, Estela, Randy, Herman, Roy, Nivaldo, Rene and Ryan

Not able to attend: Peggy, Cheryl, Linda, Jeanne

**What is the most important outcome that you would like to see emerging from this strategic planning process? Why do you think it is so important?**

It served as a good opportunity for us to look at our operations in the mirror and self assess how we are doing and to consider improvements that could be made and to recognize accomplishments and achievements to date

We would also like to see the agency process consider how we can better serve the other components of CDS or meet unmet needs through our departments

**What challenges have we met well in the past two years and what helped us meet them?**

Strengthening our Maintenance Department by providing additional on sight support and regular inspections to manage affairs through preventative interventions

Increased Intranet development

Increased access to training online through the Intranet and Internet

Development of new evaluation forms

CARF 3 year accreditation

Increased access to rapid availability of reports for productivity and financial management

Development of new reports to assist managers with participant and staff information

Updating fiscal and data systems policies

Improved efficiency in the fiscal department with less staff time available

Enhanced expertise and responsiveness related to our Information Technology resources to respond to and troubleshoot problems

Enhanced expertise and responsiveness in our ability to generate useful reports and information quickly through by creating efficiencies streamlining functions through programming improvements

In an austere fiscal environment, management and negotiations of grants to assist in generating savings that resulted in salary supplements to CDS staff

Renting the 1300 building to a potentially long term tenant

Have done a good job upgrading computers through donations (the PFSF helped considerably with this endeavor) and deploying these computers for staff use

Upgraded Windows and Office Software

Upgrading copiers and printing systems reducing costs

**What challenges have we failed to meet in the past two years and why have we failed to meet them?**

Our new name, new phone numbers and new administrative address still present challenges on a daily basis

Progress in the area of retirement contributions

Medical benefits have become more costly to staff

Quarterly meetings lack in substance and participation

Planning at least one good event a year to facilitate relationships and camaraderie among employees

We have not demonstrated to a level of full satisfaction to staff the need to have all the information in the system in a timely manner to create monthly reports and billings.

This would also be true of purchase orders, volunteer timesheets, receipts for materials ordered etc.

While we want to remain flexible to meet the needs of staff and managers any increased focus in these areas would be greatly appreciated and help ensure our payments to vendors and invoices to contractors are accurate and timely.

**Tell us how you welcome new participants to our Program?**

Thinking in terms of other department staff and outside vendors and contractors as being our participant base, we think of ourselves as being flexible, approachable and service oriented.

We would appreciate knowing how we are perceived by others to enhance our performance

**What ideas do you have to improve our ability to engage participants as a system?**

We want to maintain our efforts in cross training particularly as it relates to information technology trouble shooting

We want to communicate clearly to other departments whom to address their requests to in the absence of a key contact person

We want to continue to promote team work among ourselves and with other departments.

We are excited about the potential of the server and associated software to come on line in the first and second quarter of the year as it will help us enhance communication and other functions throughout the agency. Training will be a key component to maximize this opportunity

**Do you believe our program is culturally diverse? If so how do we demonstrate this and/or how could we improve?**

We believe our staff to be culturally diverse and sensitive and respectful of issues related to cultural diversity

Our approach remains driven by agency policy and procedure

We are goal and objective oriented with the intent to achieve the desired results