**Strategic Retreat**

**Independent Living**

**August 29, 2011**

1. **Identify Barriers in accessing services.**
2. Internal
3. Clear communication of requirements and expectations.
4. Understanding expectations and requirements.
5. Physical access to 1218 building, stairs and staffing issues (it is not staffed all the time).
6. Attitudinal issues toward PFSF related to lack of communication and clarity of expectations. We don’t recognize the “driver” for PFSF their priorities change and it’s not communicated to us.
7. Transparency of roles – Who does what, who to contact for what functions.
8. Outdated Curriculums especially with educational planning and financial literacy.
9. Training especially related to understanding Resources for youth/young adults with serious mental health issues and developmental delays (APD).
10. External
11. Geography and transportation. The majority of our youth are placed out of district and long travel distances from our area and they are moved frequently. Providing services in a timely manner is very challenging.
12. Lack of Communication with PFSF.
13. FSFN is not updated regularly which makes locating and serving youth in a timely manner difficult.
14. RDC use and expectations.
15. FSFN Billing and acquiring checks for youth turning 18.
16. **How we can we address any barriers identified.**
17. Internal
18. Communication-Internal- we can schedule and hold monthly staff meetings to stay apprised of issues and concerns. External- we need to increase face to face time with Anita and the FCC. Invite Anita to monthly meetings. Give FCC’s plenty of notice on staffings’s etc.
19. Understanding Expectations-Discuss in monthly staff meetings.
20. 1218 Building- We can schedule meetings at Bivens if we know there are going to be numerous people involved or if any participant has physical issues with accessing upstairs office at 1218 building. Contact Joy for scheduling Bivens room. Staffing Issue-We can designate an area downstairs as an IL box and IL Counselors should leave items for IL youth here and instruct IL youth to ask a staff downstairs to assist them.
21. Attitude issues-Increase staff understands of contract and statutory requirements to help see the “bigger” picture. Understand that we are a provider and PFSF is contracting with us for these services.
22. Transparency of Roles-identify internally the roles and contact people for different functions and communicate that to the PFSF.
23. Curriculums- Research and acquire updated materials for identified life skills.
24. Training/Resources-Seek information, resources and schedule training related to mental health and developmental delays. Invite APD personnel to a staff meeting
25. External
26. Geography and transportation-Explore using a PFSF vehicle for IL trip. Consider staying in a hotel overnight in Jacksonville to maximize time (2 days for 1 trip).
27. Communication with PFSF-have monthly meetings with Anita, quarterly meetings with FCCs, do our part in ensuring FSFN is current with our notes and activities.
28. FSFN – do our part in timely data entry and scanning into Image Now. Bring other issues to Anita’s attention to address with PFSF.
29. RDC Use-Clarify expectations for use by IL staff with PFSF and ensure that it is working properly.
30. FSFN Billing-Work with PFSF to incorporate a process to ensure that eligible 18 year olds receive a check on their birthday.
31. **How can we enhance our culture of quality improvement as a program and an agency?**

By meeting regularly to address identified problem areas. Also we can achieve this by being successful in the areas mentioned in #2 above.

1. **What practical steps could be taken to make your program easier and more satisfying?**
2. Meet monthly as discussed,
3. Clean up IT issues so things work properly in order to do our job
4. Improved internal and external communication
5. Additional training on navigating FSFN
6. **What goals should be priorities during the next 12 months?**
7. Complete corrective action plans and satisfy contractual outcome measures.
8. Establish effective communication strategies with PFSF.
9. Improve FSFN and internal (service tracking form) documentation.
10. **How can the above goals be achieved?**

Goal 1. Strategy-Develop/ implement effective tracking mechanisms for outcomes. Supervisors review data to ensure completion. Discuss pending items in each staff meeting.

Goal 2. Strategy-Establish monthly meetings with Anita, quarterly meeting with FCCs. Establish standard communication loops that include Rhonda, Tracey, Sam and Anita when appropriate.

Goal 3. Strategy- Implement a standard practice that FSFN notes and service tracking forms are entered/completed at least weekly. All Service tracking forms are given to data no later than the 5th of each month with a FSFN note attached to it.