**Strategic Planning 2010/11**

**Questions/Responses**

**Independent Living**

**August 9, 2010**

Present: Tracey, Rhonda, Stephanie, Jennifer, Debbie, Izmane, Tamesha,

Not able to attend: None

**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 is a good opportunity to sit back and analyze what we are doing, what works well, what doesn’t and how to improve our services.

We would also like to see some strategies emerge to better stabilize agency funding. We would like to begin to explore ways to secure flexible funding sources for our IL youth and young adults and to increase our resource base.

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

We have increased our communications and cooperation with other related agencies. We have achieved this through regularly scheduled meetings and working hard to promote an environment of team work with the other agencies.

We have achieved more manageable caseloads. This was made possible by working with PFSF.

We have upgraded our technology. Also achieved by working with PFSF.

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

We have not done a good job of establishing and maintaining relationships with IL youth placed out of district. The reasons for this include lack of manpower, geographical barriers, lack of placement information, and lack of a “courtesy IL” relationship with other providers throughout the state.

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

We introduce ourselves and our purpose.

We thoroughly explain the IL program and the benefit to them for participating in the program.

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

We believe the key is relationship building at the individual level and to continue to discuss direct benefits for participation.

**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.

We need to maintain a focus on the importance of diversity through continued awareness and training opportunities.