**Strategic Planning 2010/11**

**Questions/Responses**

**IYP-East**

**August 11, 2010**

Present: Cindy, Pam, Janice, Karen, Izel, Freddie, Kathy, Karma, Jarvis, Jennifer, Apryl, Evelitza, Kevin, Edward, Brenda, Lytinia, Angela W, Christina

Not able to attend: Angela C

**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?**

1. We would like to see consistency come out of this process. We believe it would help with staff morale, participant retention and generally speaking a better program.
2. The improvement of communication between staff and the different shifts
3. Public relations – Getting our agency name out in the community.

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

1. CARF 3 year accreditation
2. Navigating the challenges that accompany the new behavior management program (FACE)
3. Receiving “Deemed Status” on the 2010 QA Review
4. East region has done much better with accurate and timely input of data for reporting
5. The hiring, training and retention of a predominately new team
6. Substantial improvements on the reduction of medication errors

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

1. Public relations – Getting our agency name out in the community.
2. Reduction of maintenance expenses
3. Improving consistency within the team in regards to participant interaction
4. Finding recreational resources for our participants in our region
5. Retaining participants at a higher rate which could be in part due to our difficulty to hire and retain a qualified counselor

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

1. We have made the shelter inviting and Px-centered.
2. We explain the intake process, show respect, and explain we are here to help them.
3. We remind our participant s and their parents that we are a “Safe Place”
4. We orient the Px to the program by going over the staff picture board, taking them on a tour of the facility, going over the Px handbook and answering any questions they might have.
5. We explain that our program is not a punishment but a place to help the family “get back on track”.

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

1. Becoming more consistent in regards to Px interactions as well as the FACE program
2. Coming up with a monthly/quarterly recreational calendar
3. Help our parents “buy into” their child’s progress as opposed to dropping the child off and not actively participating in the program. This behavior by the parent essentially sabotages the participant’s ability to engage.
4. Continued training for staff on methods of communication and participant interaction

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

1. We believe our team is culturally diverse as well as sensitive to issues related to cultural diversity
2. Staff is trained in the area of cultural diversity on a regular basis.