**Strategic Planning Exercise**

**IYPNW-Family Action**

**June 23, 2011**

**Outcome 1. What will be done in our program to make sure we:**

1. **Increase admissions**

Do frequent visits to schools to remind referral sources that we are available. We also need to do consistent outreach to non-traditional sources such as law enforcement, DCF, Dr.’s offices, family and teen court, etc.

1. **Reduce no-show rates**

Find out families best available times at intake, provide families with more flexibility in scheduling appointment times, do reminder phone call prior to the scheduled appointments. Check in with families between sessions if it would be helpful to maintain good relationships.

1. **Reduce waiting times**

IYPNW usually does not experience many wait list situations however if we reduce no shows and are smart about scheduling this should help with reducing wait times. Also keep close watch on caseloads and close cases in a timely manner.

**Outcome 2. What will be done in our program to make sure we:**

1. **Increase the participant’s sense of control and ownership**

Find out what issues they feel they need to work on and develop the individual plan with them. Refer back to the plan frequently and ask them for progress reports “How do they feel they are progressing?” Make sure the plan gives them enough responsibility to “buy in” Be willing to make changes to the plan to reflect need.

1. **Ensure the individual plan is meaningful to the participant**

Refer to #1

1. **Retain participants**

Engage and involves parents/guardians on a consistent basis to ensure participant retention. Make the plan meaningful and worthwhile to them.

**Outcome 3. What will be done in our program to make sure we:**

1. **Understand the individual’s response to each clinical session**

Be familiar with the stages of change and identify where each participant is. Be prepared with a structured session but be flexible enough to deviate from the plan enough to stray from topic to deal with unplanned reactions/emotions.

1. **Engage the participants support people in their ongoing process**

Identify support people early in the case and connect them to the individual plan. Find out what they think should be addressed in services and do frequent “check ins” with them to keep them engaged as well.

**Outcome 4. What will be done in our program to make sure we:**

1. **Connect participants to internal and external supports**

Help participant and family to identify supports during counseling sessions. Assist family with connecting to supports if necessary. Provide positive reinforcement for parents and teach them how to be positive supports for their children. Explore community resources with the family and help make connections.

1. **Establish a viable transition plan**

Ensure that the family and community supports are established prior to case termination. Make contact with referral sources to ensure that identified needs of the youth and family are addressed and that services are in place whenever possible prior to disposition. Ensure that youth and family are familiar with our agency services and know how to re-engage if necessary.