**Strategic Planning 2010/11**

**Questions/Responses**

**Interface Northwest**

**July 28 & August 26, 2010**

Present: Tracey, Rhonda, Wanda, Walter, Carlton, Johnnie, Ralph, Tammy, Casharo, Doug, Doris, Jill, Ron, Stephanie, Dana

Not able to attend: Ann, Thomacia, David, Jeremy, Ellen

**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’s an opportunity for self reflection and to identify areas to target for improvement.

We would also like to see the agency process consider how we can identify strategies to secure additional funding in order to at a minimum, maintain current staffing levels and possibly increase the number of non residential positions in our region.

We would also like to see additional outreach efforts in our region to increase our program recognition and increase our shelter utilization.

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

Maintained services with a tighter budget

Implemented a new behavior management system

Decreased calls to law enforcement

Pulled together as a total staff and met outcome measures after a big deficit earlier in the year

CARF 3 year accreditation

We feel that we achieved these things through more effective teamwork and communication.

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

Consistent improvement in our paperwork

Consistency with regards to behavioral management shift to shift

We feel that we have not achieved these things primarily due to still needing to improve communication among different shifts and work as a team in all aspects of the program.

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

Staff spend a good amount of time at intake listening to the families issues and concerns.

Through the intake and orientation process the staff explains the program, tours the px through the shelter, introduces the new px to the staff and other pxs and tries explain the routine as it happens. Staff make an effort to be welcoming to new participants.

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

Get more participant involvement in planning program activities.

Make sure we are using the behavior management system as designed on all shifts.

Work with other staff members to be consistent as possible on all program aspects.

Make sure we are getting accurate program information out to the communities we serve.

Be good community partners so we have a positive image in our service areas.

**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 believe our program staff is fairly reflective of the communities we serve.

We have Spanish speaking people on staff to assist with communication issues if necessary.

We also have and distribute a Spanish version of the parent brochure.