| **Objectives** | **Actions (Short/long Term)** | **Current Status** | **Next Steps** | **Monitoring** |
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| 1. Share the outcomes of May 2015 Strategic Planning with all staff. | Short Term:   1. Inform all staff of the work the Strategic Planning Group (Board, Executive Management, and Leadership) is planning based on the information from the Surveys and Forums.   Long Term:   1. Revisit Communication as Strategic Plans progress. | Target Date:   1. June 1, 2015   Karen Korotzer (KK)   1. Ongoing   Strategic Communication  Committee |  | 1. May 8, 2015   Completed by KK   1. Follow Up (FU)   Survey |
| 1. Increase Visibility of Leadership and look for opportunities to demonstrate caring and empathy. | Short Term: Determine EMT visibility Plan   1. Reintroduce and refocus site visits of all programs. Do not make the visit an “oversight” visit”, but rather a personable, “get to know you” visit.   Be visible and interactive while at programs, including: participating in activities, leaving cell phones in pocket/purse/car, spending a good deal of time with staff and people we support.  a. Consider Dinner Visits/ Breakfast Visit or “Coffee Talks” – round table discussions.   1. Administration to attend Lewis County events such as EOQ, etc. 2. Continue Executive and Leadership Information Forums – consider different set-up/ round table discussions.   Long Term**:**   1. Develop positive relationships with direct support staff and the people we support. | Target Date:   1. July 30, 2015 - KK   a. deferred until further discussion   1. Completed   June 2015 KK via email outlining clear expectations of attendance   1. Deferred until Fall 2015 2. April 2015   EMT/ Leadership | 1. Determine up/down to what level includes site visits - KK 2. Discuss with CEO 3. Monitor attendance 4. Spring 2016 | 1. Follow through with assigned visits.   Review documentation forwarded.   1. Review Attendance 2. FU Survey 3. FU Survey |
| 1. Improve communication between departments | Short Term: With all the recent promotions, reorganizations, and other changes it has become challenging to determine who is “ the go to person”.   1. Develop a “Whos Who” directory for routine issues and services. Central contact for unexpected issues. 2. Create Culture of respect with leadership to discuss issues between teams and how to improve dialog. 3. Each team promote knowledge about staff by recommending staff positions/staff to be highlighted on the internet.   a. Brand the Intranet – new content, pictures. | Target Date:   1. August 1, 2015   Faith Burke (FB)   1. November 2015   Mary Rahn   1. Completed June 2015   CD Dept./ Leadership  a. Russ Bell/Mark Dudek | 1.  Each Department releases a “Who’s Who” Summer 2015  Jeopardy Game developed by Ed & Train introducing Managers/ Supervisors - Completed   1. Leadership Mtg. set date | 1. Update as needed. 2. FU Survey 3. FU Survey |
| 1. North and South | Short Term:   1. Embrace the differences and increase leadership visits via the site visit schedule. 2. Create an advisory board in Lewis County that includes community members | Target Date:   1. July 30, 2015   KK   1. KK/EMT |  |  |
| 1. Suggestion Box | Short Term:   1. Develop On-line Suggestion Box. 2. Getting to Great Committee Reviews and Assigns process. 3. Status Placed on the Intranet. 4. Possible rewards for things that save the agency money. 5. Consider using Survey Monkey to assure confidence in anonymous suggestions. 6. Evaluate Success in next survey. | Target Date:   1. Dec 2015   Russ Bell (RB)  a. September 2015  b. October 2015  c. December 2015  2. Spring 2016 | 1. Russ will join “Getting to   Great Committee”.  To facilitate  1. a,b,c.   1. Reconvene Survey Committee from 2013-2015 Strategic Plan – Faith Burke | 1. Suggestions received? 2. FU Survey |
| 1. Overall Agency Communication   ***Electronics cannot over shadow the face to face meetings and information sharing with staff. There needs to be a healthy balance.*** | Short Term:   1. Insider – monthly. EMT/Leadership submitting contributions. Include board activities in the Arc Insider Updates so staff knows what the board is working on. 2. Arc Herald – quarterly. EMT/Leadership submitting contributions. 3. Effectively communicate efforts we are addressing (i.e. tuition reimbursement, incentive initiatives, recruitment efforts, success stories of employees using Arc benefits). 4. Within the work day (whenever possible) check current voice mails in an effort to respond timely or forward calls. Within 24 hours. 5. Research ways to increase Intranet usage. 6. Develop a video channel via You Tube to house and display videos to increase communication for staff to view information on program events, department updates, administrative and board announcements. | Target Dates:   1. 23rd. of every month   EMT / Leadership/Board   1. Fall 2015   EMT/  Leadership  3. Ongoing – HR Team Email sent to L.I. to discuss Plan of Action  4. EMT, Leadership/ front line supervisors.  5. Promote Intranet  6. January 1, 2016 | 1. N/A ongoing 2. N/A ongoing 3. Chair of Communication Strategic Plan to meet with HR Director to develop Plan of Action. 4. Discuss at Leadership Mtg & Supervisory Team meeting. 5. & 6. Discuss with Community Development   Develop Links in: Intranet, email, internet | 1. – 6.   FU Survey |