

Jay Nolan Community Services

Strategic Plan 2014-2019

Quarterly Report

January - March 2017



Obj. # 1A	Priority #1
Strategic Objective Create and implement a plan for using technology more effectively within the organization, i.e., assuring all departments are using Soneto reliably, upgrading accounting systems, and maximizing the overall use of technology	Goal Coordinators: Jeff, TerriLynn Team Members: Gavin, Christian

Quarter Ending: March 31, 2017

Activities and accomplishments this quarter:

- New Xerox machine installed in the Antelope Valley office.
- New CSS desktop and laptop set up.
- Auto attendant set up on the Antelope Valley Office phones.
- IT 2017-2018 budget and proposal for telecommuting compiled and submitted.
- New backup drives being used for servers.
- 7 outdated computers were replaced with new ones.
- Purchased a Vimeo account for producing videos.
- MileIQ – Mileage Tracking Application for Mobile Phones update:
 - 1) **Mailed & emailed out an announcement (2/16)**
 - Separate letter to all staff in order to get a greater response rate
 - 2) **Marina met with Supervisors and Directors (2/22)**
 - Introduction to MileIQ and Q&A
 - Covered expectations for supervisors:
 - Introduce staff to MileIQ and encourage them to sign up
 - Marina & Ebelin will be handling all training
 - 3) **Mailed & emailed out Instructions (3/1)**
 - a. Used MailChimp to email all staff
 - b. Email included instructions for downloading and using MileIQ as well as a schedule of training sessions
 - c. Ebelin translated instructions into Spanish
 - d. Gavin used the website “onehourtranslation.com” to translate instructions into Korean, Farsi, Tagalog, and Armenian
 - e. Instructions in all translated languages snail-mailed to all staff without emails on file
 - 4) **Held workshops to train staff (3/13-3/18)**
 - a. 8 one-hour sessions taught by Marina
 - b. One training session help in the Antelope Valley office on 3/14- all AV employees attended
 - 5) **Held webinar (3/13)**
 - a. Webinar lead by Rachel McGrath (Jay Nolan’s MileIQ representative)
 - b. Webinar covered how to use MileIQ as an additional training for staff
 - c. Rachel sent Marina a powerpoint deck with training materials to disseminate to staff

- Matrix Care (formerly Soneto) update:
 - MatrixCare Mobile Pilot
 - **Supervisor Training** (1 on 1 with Christian)– Completed for all supervisors who have staff currently piloting mobile
 - In person and through video conference
 - **Staff Training**
 - Staff have been trained with Christian and Supervisor, individually with Supervisor, and individually with Christian—at Mission Hills and AV office and in the community.
 - **Staff Currently Using Mobile:**
 - Day Services
 - ACE – 2
 - Family Support
 - CF – 6
 - ILS – 1
 - Supported Living
 - SFV – 1 circle with 6 staff using individual profiles
 - SCV – 1 circle with 2 staff using individual profiles
 - AV – 1 circle with 4 staff using a shared profile
 - NOTES:
 - **Individual profile** doesn't allow each person in the circle to see what has been done during someone else's shift and **shared profile** does allow for this
 - **Pending Training:**
 - Family Support
 - CF – 1 (Melissa will train before end of March)
 - Day Services
 - LINK – 2 (Christian will train Friday 3/24)
 - Employment Services
 - SE – 2 (Christian with Derrick will train – awaiting Supervisor to confirm date for week of 3/20)
 - Supported Living
 - SGV – 1 (Darren will train upon return)
 - **Ongoing Support**
 - Christian has setup group texts with staff and supervisors he's trained to provide a place to ask questions and receive technical support
 - Supervisors communicate staff questions or concerns to Christian and he follows up with staff, as needed
 - **Checking Progress**
 - Christian will be running reports from system and sending them to Directors and Supervisors
 - Christian is placing staff and supervisor feedback/questions/concerns in MatrixCare folder on X-Drive

- Discuss the previous items at re-implementation meetings with group
 - **Attrition**
 - Family Support
 - 1 staff stopped using due to getting another job. Had positive feedback while using Mobile. Supervisor has chosen a different staff to use this with and will be trained by end of March.
 - Supported Living
 - SL – 1 Supervisor has requested to test in a different circle because services will be discontinued in this circle.
 - **Measuring Outcome – Proposed End May 31st**
 - Surveys (in development)
 - Participating Staff to complete anonymously
 - Evaluate Reports from System
 - Review daily visit sheets reports produced from using MatrixCare Mobile during each shift
 - Review weekly task detailed reports produced from using MatrixCare Mobile during each shift
- **New Addition to MatrixCare team**
 - Daniel L.!
 - Will provide support with back end configuration/cleanup as well as auditing of system to review results of various agency projects
- **First 3 Tabs & Diagnosis**
 - Daniel L. currently auditing this project with support from Christian
 - Results of review will be communicated to directors when complete
 - At project deadline, Family Support requested more time due to the number of client profiles needing to be updated and resources available to work on this project
- **Weekly Training Support**
 - SL
 - Jocelyn – (new) General Training
 - Donn – Organizing view of caseload/reports/general troubleshooting/suggestions
 - Patty -- Mobile
 - Lou B. – (new) General Training
 - Bryan – Office Area
 - Day & Employment
 - Delmi – Office Area
 - John – Ongoing support/developing projects and tasks
 - Jessica – Mobile
 - Training
 - Camille – How to run and print Training Reports
 - San Jose
 - Tony C. – How to run and print Client Reports

Most common support request – How to view record picture on client main tab? This is due to user settings needing to be changed.

- **Northern California**
 - Due to staffing needs, Luz has requested to put their MatrixCare involvement on pause until staffing needs have improved

Plans/goals for next quarter:

- Set up auto attendant voicemail for the Antelope Valley Office by end of January 2017.
- See notes in the Matrix Care area for projected goals.
- MileIQ:
 - 1) **Offer webinar to all staff (3/20-3/24)**
 - MileIQ will send us a recorded webinar to email to all staff and to host on our website
 - Staff will be able to watch the webinar at any time to get training on using MileIQ
 - 2) **MileIQ training workshop in Ridgecrest (3/29)**
 - Marina will go up to Ridgecrest to train staff
 - 3) **Evaluate reporting process (April)**
 - Asses administrative procedures when the first round of MileIQ monthly mileage reports come in
 - Address and fix problems that may come up
 - 4) **One-on-One discussions (April onwards)**
 - Marina will ask supervisors for a list of staff who are not using MileIQ
 - Marina/Ebelin will have one-on-one trainings with staff who have not downloaded MileIQ yet
 - Create a backup plan for those who opt-out (June)
 - 5) **Introduce new employees to MileIQ during NHO (April onwards)**
 - Marina will work with the Training Department to create a process/training guide to teach MileIQ to all new employees during the New Hire Orientation
- Matrix Care (formerly Soneto) update:
 - MatrixCare Mobile Pilot
 - Continue until May 31st
 - MatrixCare re-implementation group meetings
 - Proposed date of starting back up: April 13th
 - Video Training
 - Christian has started creating video tutorials and will be uploading them to JNCS vimeo page. This is an ongoing project. Video links will be included in weekly support emails to everyone.
 - User Permissions
 - Christian and Terrilynn will set up a date in April to review this
 - Suggestion to help with consistent usage of MatrixCare

- Internal form for supervisors to fill out so that we know all information is up to date on an annual basis— For Clients and Caregivers.

Obj. # 1B	Priority #1
Strategic Objective Create and implement a plan for addressing changes in labor laws that will impact both our payroll costs and our methods of service delivery.	Goal Coordinators: June, Jessica Team Members: Neerod, Luz, Lisa, Jorge

Quarter ending → March 31, 2017

Activities and accomplishments this quarter:

- Employment Recruiter, Christina Naranjo, was hired and has met with all departments including the San Jose office.
 - Christina created a new cover sheet to assist in prescreening and customized recruitment.
- 1B1522 July 2015 Sick Time- addressed
- Mile IQ was rolled out to employees

Legal Counsel

- IHSS meeting March 7, 2017: Gavin will report back- PENDING
 - Gavin discussed with group that he would reinstate the procedures as stated in the Separation of IHSS agreement. This means that no assistance beyond sharing generic information will be provided to those employees who are Separate Party Managed.
 - The long-term goal would be to separate all IHSS workers from JNCS and establish clear boundaries
- Roommate Agreements:
 - Currently there are no formal roommate agreements, only comp formulas and rent deductions through payroll are being done.
 - June will discuss the Department of Industrial Relations- Meals and Lodging with lawyers on March 7 conference call
 - Kevin worked on redlining the agency roommate agreement. June has adjusted and disseminated.

Overtime

- Department Specific Issues:
 - Family Support
 - One family is accruing several hours of overtime. There are two children in the family. Mother is working with JNCS and RC. Costs are still within the budget- this continues
 - Family Support will pay overtime when it comes to training requirements.
 - Day Services
 - No specific scenario sited, though some overtime accrual occurs, usually in support of coverage needs on another program

- Day Services will pay overtime when it comes to training requirements.
- Supported Living
 - San Jose has worked to reduce their overtime expenditures to \$500.00 last pay period.
 - Work was done to recruit for two circles accruing the highest overtime. One circle is now running smoothly with no overtime, the other had quick turn over and is still recruiting.
 - Neerod and Jorge will meet with Vickie to review the Overtime Tracking sheet.
 - Rocio did confirm that any roommate or overnight support person taking vacation time for one overnight would then be disqualified from the sleep time rule and thus would need to be paid any overtime over 40 hours in that work week.

Separation of IHSS/JNCS

- Gavin will report any pertinent changes.

ADP

- ADP may still prove to be very helpful in completing hourly billing.
- June and Rocio are working on creating “sub” departments for people in the day programs and S.E.
- With Jeff’s approval, overnights will only be docked 4 hours of sick/vacation time as a slight benefit

State Minimum Wage Adjustments

- January 2017 will be the first Federal increase to \$10.50
- The projected proposed plan is through 2022- \$15.00

City of Los Angeles Minimum Wage Increase

- AB279 has since been tabled and likely will not have impact
- July 2016 to \$10.50 with a plan to increase: 7/17- \$12.00, 7/18- \$13.25, 7/19- \$14.25, 7/20- \$15.00
- JNCS will likely pay the \$12 7/17 increase since recruitment is already so problematic.
- June is willing to accept the Status Changes for the next min wage ASAP
- These increases are not applicable to Exempt Staff members
- Health and Safety Waiver:
 - According to the Regional Centers the waivers are not being accepted by DDS for the min wage increase

Plans/goals for next quarter(s):

The group has expanded to all of Senior Management to discuss the following ongoing topics:

- Office space- downsizing, working remotely, moving spaces- Gavin, June and Jeff will provide Senior Management with updates
 - Lisa created a survey for the middle managers to bring about discussion on telecommuting
 - Program Directors will also begin discussions with their teams
- True cost of doing business: examining OT vs. increasing hourly rates of pay- Gavin is working on a spreadsheet
- Family Support increasing rates of pay to deal with compression and preserve the CF4 position

- SLS/LINK termination- Jessica will schedule a meeting with Jorge, Neerod, Jeff, June and Gavin- Meeting scheduled March 31st- invite extended to Vickie
- SLS Hourly conversion- Neerod/Jorge will schedule or include with above meeting if time allows
- Reviewing contracts- Luz possibly entering renegotiations with SARC as all expenditures have been examined and costs are stabilized in her area.

Ongoing analysis of costs: Admin, medical, workers

Obj. # 1C (combined with 2D)	Priority #3
Strategic Objective Create a plan for increasing our ongoing capacity for fund raising by utilizing professional consultation services to assist us to develop and implement strategies.	Goal Coordinators: Jeff, Board Team Members: Jessica

Quarter Ending: March 31, 2017

Report to be distributed at Board meeting.

Activities and accomplishments this quarter:

Obj. # 1D	Priority #1
Strategic Objective Develop and implement an effective system for creating an agency annual report and for developing the organization's budget each year.	Goal Coordinators: Jeff, TerriLynn, Gavin Team Members: Lisa

Quarter Ending: March 31, 2016

Activities and accomplishments this quarter:

- Marina and Lisa created the final edition of the Annual Report
- The annual report was widely distributed.
- Gavin working on a five year budget.

Plans/goals for next quarter:

Obj. # 2A	Priority #2
Strategic Objective Use the PATH plan process and a comprehensive Strategic Plan to guide the operation of the agency in order to keep us aligned with our mission and values, to aid us in working together effectively, and to hold us accountable to each other and the people who rely on us.	Goal Coordinators: Jeff Team Members: TerriLynn, Cindy

Quarter ending → March 31, 2017

Activities and accomplishments this quarter:

- There was no meeting for this quarter.
- Strategic Plan still guides us to assist our efforts in various aspects of the functioning of the agency. We are challenged by it and day to day realities.
- Departments are continuing to use the PATHS created for their department as a guide for their programs.

Plans/goals for next quarter(s):

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Obj. # 2B	Priority #
Strategic Objective Strengthen the Board of Directors by expanding the numbers and diversity of the people who serve on it including providing support for valued roles for people with disabilities on the Board.	Goal Coordinators: Jeff. Allen, Board Team Members:

Quarter ending → March 31, 2016

Activities and accomplishments this quarter:

- Two candidates were lined up for the March meeting, however both postponed until the April board meeting.

Plans/goals for next quarter(s):

Obj. # 2C	Priority #2
Strategic Objective Create and implement a plan for assuring our staff are valued and professional by providing a living wage, career paths for advancement, opportunities for having a voice and valued roles in the operation of the agency, and recognition for their accomplishments.	Goal Coordinators: June, Camille Team Members: Jorge, TerriLynn

Quarter ending → March 31, 2017

Activities and accomplishments this quarter:

1. The Wellness Committee
 - a. The committee added five new members to our team this quarter. There is one representative from each department including our San Jose office.

- b. Committee hosted a fruit smoothie day in March.
 - c. Yoga classes have been offered consistently each month.
 - d. Committee hosted an essential oils session for employees in the office.
 - e. Committee started a weekly walk around the block activity for the office.
 - f. The first Wellness Committee Newsletter was sent to all employees including Board Members in March (see page 2).
2. Jeff and June met with a broker to discuss financial assistance opportunities for employees.
 3. Each month Marina and Lisa coordinate the distribution of monthly newsletters to highlight an employee from a specific department.

Plans/goals for next quarter:

1. Jeff and June will share with the senior management team the proposed financial assistance program for employees.
2. There will be a discussion with our brokers regarding the potential to offer Pet Insurance to our employees.

Obj. # 2D	Priority #3
Strategic Objective Create and implement a plan for expanding our presence in the community and strengthening our connections to businesses, community organizations, and others.	Goal Coordinators: Lisa, Camille Team Members: Luz, Jorge

Quarter ending → 12/16

Activities and accomplishments this quarter:

1. Fund Development plan for the next year utilizing classy has been developed and is currently being implemented. In the process of our first Classy campaign. Results have been so successful that we are raising our goal to \$3500 for this campaign.
2. Creation of a monthly Agency wide newsletter. Currently being implemented
3. Increase Social media presence, currently have increased Facebook outreach to 655.
4. Family Mandt training conducted 10 people participated and it was well received by all in attendance.

Plans/goals for next quarter:

1. Create podcasts to be disseminated on website and social media outlets to increase agency viewership. First recording scheduled for April 19th, 2017
2. Create a new type of Classy campaign (reoccurring donor campaign) to be launched mid - summer.

Obj. # 3A	Priority #2
<p>Strategic Objective Effectively and consistently use a values based method of planning and delivering supports for individuals across the agency (using PATH and circles of support.)</p> <p>Sub-goal: Create and utilize an effective method of ongoing staff training and support that addresses the across-department needs of providing quality services.</p>	<p>Goal Coordinators: Lisa, Cindy</p> <p>Team Members: Jorge, Luz, Jessica</p>

Quarter Ending: March 31, 2017

Activities and accomplishments this quarter:

- No formal meeting was held this quarter.
- Open Futures Learning the on-line training system is in full use by Middle managers
- Monitoring of progress and feedback is being completed by Camille.

Plans/goals for next quarter:

- Continue to monitor the progress being made by Supervisors in the completion of the assigned modules.
- Determine a protocol for using the side by side and video training modules with Direct Support Staff and persons receiving support services.

Obj. # 3B	Priority #2
<p>Strategic Objective Assure that all individuals we support have effective means of communication and opportunities to have a voice and control in the delivery of their supports and in their lives.</p>	<p>Goal Coordinators: Neerod, Lisa</p> <p>Team Members: Jessica, Cindy</p>

Quarter ending → March 31, 2017

Activities and accomplishments this quarter:

- Communication class update
 - Lisa and Neerod met with REACH trainers after January's session on January, 6, 2017, to check in about each participants, review goals, and determine if new people should rotate in. The result of the discussion was that 3 new participants would rotate in to the communication class. Two individuals are now sharing a session to work on social interactions using communication device. Two individuals are utilizing 30 minute sessions vs. 1 hour, as 1 hour was too long for them. One individual is fading out, as he/staff are successful in using his communication device. This individual will come in quarterly to check in, or as needed.
 - The three new participants and circle members attended JNCS training as an introduction for the communication class, what to expect from REACH, and what is expected of them, etc. This training took place on January 26th, 2017.
 - Currently 8 participants are attending the communication class monthly. Sessions are 1:1 between 30 minutes to 1 hour per session, from 10am-1pm. REACH has an extra trainer as back up for IT issues.
 - REACH sends a monthly follow up report of each session in the communication class. Neerod disseminates to appropriate middle managers.
 - There have been ten classes since the reconfiguration of the communication class, June 3rd, July 8th, August 5th, September 9th, October 7th, November 4th, December 2nd, January 6th, February 3rd, and March 3rd. Upcoming communication class April 7th.
- Implementation of Social Dictionary - follow up
 - Work group discussed providing more support to middle managers around the utilization of the social dictionary. Work group agreed that having a focus group to support the middle managers to utilize the social dictionary was the best direction to go. Each department will have a middle manager join the social dictionary focus group. They will identify one person on their caseload to develop a social dictionary for. Lisa will meet with work group regularly to identify successes, barriers, etc. Each program director reported back who will participate from their team. Pending the roll out of the social dictionary focus group.

- Work group agreed that when there is the hiring of new middle managers, Lisa Fisher will provide the communication training with the roll out of the Social Dictionary and Communication Bill of Rights. This would be open to all middle managers to attend as a refresher as needed. In addition, it was suggested that Day Program’s leads attend next communication training.
- Advocacy
 - In March, Brenda, Community Support Supervisor coordinated a self-advocacy meeting with guest speaker Wesley Witherspoon to discuss abuse prevention. Wesley also provided self-advocates with a Consumer's Guide to the Lanterman Act.
 - Open Future Learning video about abuse prevention was also shown at advocacy meeting.
- **Plans/goals for next quarter(s):**
 - Continue with the monthly communication classes with REACH.
 - Pending when the next communication training for middle managers will take place to include any new middle managers and leads.
 - Ongoing - work group will continue to follow up on the utilization of the social dictionary. Focus group for middle managers around social dictionary.
 - Ongoing – work group is developing a resource guide for assistive technology.
 - Work group discussed that in the coming year, we would like to expand the goal in addressing a deeper meaning/understanding of self-advocacy through communication. Work group will identify outcomes for this expanded goal next quarter.
 - Jessica will watch Open Future Learning videos to see if any could benefit a self-advocacy training for circle members and individual served.

Obj. # 3C	Priority #2
Strategic Objective Assure that the adults and young adults we support have opportunities to earn income in meaningful jobs or small business ownership, starting with the important process of providing increased educational opportunities to all stakeholders to insure that everyone considers employment.	Goal Coordinators: Jessica, Lisa Team Members: Cindy, Jorge

Quarter Ending: March 31, 2017

Activities and accomplishments this quarter:

- No formal group meeting was held this quarter.
- Day Services’ continues to work on developing plans discontinue its ratio services instead focusing on employment efforts.
- Jessica has worked extensively with Gavin to develop an understanding of current and future financial data.
- Jessica, Karen N. and Cindy have been meeting regarding the use of the Community Facilitator program as an interim service for those transitioning from the traditional Day Services model.
- Karen N. will be shadowing Family Support Coordinators to develop a clear understanding of the way services are provided so that Day Services can mirror the program.
- ACE program continues to re-establish itself as an Employment Program based upon the Discovery Model of services.

Plans/goals for next quarter:

Complete the restructure Plan.

Obj. # 3D	Priority #2
Strategic Objective Assure that individuals’ PATH planning includes consideration of aging and end of life issues, both for themselves and their family members.	Goal Coordinators: Jorge Team Members: Luz, Cindy, Camille

Quarter Ending: March 31, 2017

Activities and accomplishments this quarter:

- This continues to be considered on an individualized basis.
- Some materials have been identified that will be presented to the different programs to see how they could be used.

Plans/goals for next quarter:

Team should set a meeting time to review how to ensure that these conversations are had at every level.

Obj. # 4	Priority #1.5
<p>Strategic Objective Expand our services by developing new service options and additional revenue sources.</p> <p>Sub-goals:</p> <ul style="list-style-type: none"> · Explore and create a model for providing services in a self-directed service delivery system. · Expand our current services into a broader geographic area particularly in the northern part of our Los Angeles service area. · Explore and create a report on the feasibility of new ways to provide services that will enlarge and diversity our revenue base. 	<p>Goal Coordinators: Cindy, Jorge</p> <p>Team Members: Lisa, Jessica, Luz</p>

Quarter Ending: March 31, 2017

Activities and accomplishments this quarter:

Self Determination:

- The state has been negotiating with the Feds, but there are still 20-28 questions that need to be resubmitted

CMS Project:

- Sherry Beamer has submitted a final report, as we will not be actively pursuing this project at the same capacity because Sherry's availability has changed. However, we may look into consulting in the future.

Expansion Ideas:

- Gavin submitted a proposal for the development of a new department.
 - At this juncture, it is the recommendation of the group to not invest in a Communication Department.
 - Lisa shared that a candidate has been identified to outsource Classy, the JNCS newsletter, and Annual Report
 - Social Media: Lisa shared that JNCS identified a potential candidate to launch Social Media
 - Starting with a podcast series on April 14th
 - Could develop into a contract for a Social Media plan
 - Cost is reasonable

- MindSpark & the use of Virtual Reality to teach social skills have been tabled at this time
- We continue to use the Expansion Statement as our measure on how we invest our time and resources.

Program

Cindy has completed the new job description and posted the RFPs for Family Facilitator with the higher hourly wage and Gavin provided a fiscal analysis

- Karen has completed the Ticket to Work application and looks forward to an upcoming conference this summer
- Lily, Jessica and Vickie meet with NLACRC to roll out the new ACE program design.
- LINK’s numbers continue to decrease as Karen and Jessica work with Cindy on using the already established Family Facilitator program design to augment Employment Services. The goal is that our focus be prevocational skill development, Social Role Valorization, and community building.

Plans/goals for next quarter(s):

- Cindy created a clearing house of ideas ****Please see attachment****
- Next meeting the group will review and update the list of ideas
- Jeff, Cindy, June and Marina will be meeting on April 5th to discuss Communication Department further

Next meeting: May 9, 2017 at 2PM

PROPOSED PROJECTS

a/o 3.21.17

WHAT	WHO	PROGRESS

Actively Expand Community Facilitator (Integration) Services into the AV esp. for persons with significant challenges	Jorge/Cindy	Preliminary Conversation with Regional Center Gavin suggests we review this option For San Jose. Luz is considering it.
Actively Utilize Ticket to Work Program	Jessica/Karen	Application to be submitted
Alternative Billing Sources	Jeff/Lisa	Have met with a group in Colorado that will assist with insurance billing
Alternative Day Services Mirroring the Community Facilitator Program	Jessica/Karen	Several Conversations with Cindy, Jessica, Karen N. & Vickie V. Karen to set up times to shadow current Family Support Coordinators Family Support is primed to assist Karen/Jessica
Caseload Realignment	Luz	Internal Conversation
CLASSY	Lisa/Marina	Newsletters have been distributed; better e-mail address list developed; Daniel now working on inputting donor data; Lisa is working with Sheri V.; Podcasts
Close LINK Program	Jessica	Date determined?
Communications Dept.	Gavin/Lisa/Marina	Presentation to Strategic Plan Goal 4's team; detailed notes created as to rationale and purpose The Strategic planning group upon review recommends that we do not consider creating an unfunded new department. Rather elements of the department can be outsourced to subject matter experts/consultants. A meeting is scheduled for April 5 th to discuss Agency needs for the gap that Marina's departure will create.
Community Parent Training	Family Support Team	Consider moving this item under Expanding Training & Consultation TBD

Conversion to Hourly Billing	Neerod/Jorge/ Jeff/Gavin	Pending meeting & negotiations with Kim Rolfes, NLACRC Gavin has created a form to analyze the regional centers proposal and assumptions once they submit them to us. Gavin will distribute the calculations upon completion to the group
Employment First	Jessica/Lisa	Internal conversation for larger implementation. Employment first statement created, board approved and uploaded onto website
Expanding Day Services	Luz	Internal Conversation
Expanding ILS	Luz	Internal Conversation
Expanding Training & Consultation	Lisa/Cindy	Sherry beamer completed and submitted CMS training white paper with instruction guide for how we can implement this service. Calculation of how to convert all of our services into fee for service private pay model has been completed Next step is to determine which services we want to focus on and market them
Expansion of All Current Services	Cindy/Neerod/ Jorge/Jessica/ Lisa/Gavin	???
Grant Development	Gavin/Lisa/ Jeff	Potential topics & grantors have been identified
Housing	Lisa/Sherry Beamer	
Improving Internal Training Materials	Cindy	To Set Up Conversation with Camille & June

Infant/child Development Services	Cindy/Board	Board has expressed interest
Negotiating Higher SL Admin Rate	Luz	Internal Conversation
Office Move/Downsize	Senior Management	Several team meetings; Survey questions developed to solicit input from Middle Managers regarding changes; Wed. 3.22 all program staff in the office will be discussing possible changes/concerns/rationale/survey questions Survey will be closing Friday march 31 st . Lisa will disseminate all information and distribute to the Sr. management team for discussion
Other Child/Young Adult Services - TBD	Luz	Internal Conversation
Recruitment - Current Needs & Back Fill	June/Terrilynn/Gavin/Strategic Plan Goal 1B Group	CF4 Job Description has been written for internal use; Gavin has provided data on real costs for wage increases; recruitment efforts are focused Gavin has created a comp formula to determine impact of employee wage increases and has distributed to Sr. Team. We understand the numbers of people we need to serve to realize profit and have the referrals the issue of recruitment still remains.
Re-establish ACE as an Employment Program	Lily/Jessica	Lily is speaking with existing clientele regarding focus
Technology to Increase People's Ability to Become More Independent	Jeff/Lisa	Initial meeting with SL to determine desire to pursue grant money for smart home technology; Training webinars training webinars to be created and Marsha Threlkeld consultant. All areas will be covered in training webinars - home, work, & community

		Marsha is schedule to conduct a series of informational trainings (late June) regarding smart technology to increase independence. A formal announcement will go out late May
Termination of P24739	Gavin/Jeff/Neerod/Jorge	Pending meeting with Kim Rolfes, NLACRC
The Uniquely Abled Project	Gavin/Jeff/Lisa/Jessica/Luz	Jeff & Gavin met with Ivan Rosenberg Jessica, Luz, Lisa and I will be visiting Glendale CC Thursday April 13 th to visit technical classes and soft-skill classes and to meet Glendale CC staff and aides. On April 14 th , we will sent in on monthly meeting of all UAP/UAA partners.
Training Pre-Identified Staff (internal & external) on Advance MANDT	Jorge	Idea
UFO's Program	Cindy/Jessica/Lisa	Rough outline of transition services has been developed

Vet Services

On Hold