



Where Great Service Happens!

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William T. Burke
Howard Krick
Sandra Westlund-Deenihan

Administrator
James C. Barr

Memorandum

Date: April 13, 2012

To: Hanover Township Board

From: Katie Starkey, *KMS* Assistant to the Administrator

Re: FY12 Strategic Goals & Action Plans

For your review are the FY12 Strategic Goals & Action Plans. Each of the department goals are outlined with objectives, action steps, and completion dates.

Please note: Those action steps that were not completed in the FY12 fiscal year will be accounted for in the FY13 Strategic Goals & Action plans.

Should you have any questions, please feel free to contact me at extension 2124.

ADMINISTRATIVE SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>I. Hire a professional grant consultant, send staff to advanced grant research and workshops, and apply for three new grants. [High Priority – Strategic]</p>	<p>1. Hire grant consultant (Suhajda – 7/1/11)</p> <p>2. Send staff to grant training (Suhajda – 12/15/11)</p> <p>3. Apply for three significant grants (Suhajda – 10/15/11)</p>	<p>a. Research grant consultants b. Interview grant consultants c. Select grant consultant</p> <p>a. Send three staff to intermediate grant training b. Send Management Analyst to three advanced grant trainings</p> <p>a. Apply for first grant b. Apply for second grant c. Apply for third grant</p>	<p>a. Completed 5/1/11 b. Completed 7/1/11 c. Completed 7/1/11</p> <p>a. Completed 12/15/11 b. Completed 12/15/11</p> <p>a. Completed 6/1/11 b. Completed 8/1/11 c. Completed 10/15/11</p>
<p>II. Review resource development options including the Township-wide fee structures, purchasing efficiencies, and increase fundraising and donations. [Tactical]</p>	<p>1. Fee structures (Starkey – 2/15/11)</p> <p>2. Fundraising donations (Barr – FY13)</p> <p>3. Purchasing efficiencies (Suhajda – 12/1/11)</p>	<p>a. Review and implement Senior Services revised fee schedule b. Review and implement Youth and Family Services revised fee schedule c. Review and implement miscellaneous Township fees</p> <p>a. Senior Volunteer Luncheon sponsors b. Annual Food Pantry event c. Food Pantry Ambassador’s Program</p> <p>a. Review utility costs b. Review commodities costs c. Review other miscellaneous costs</p>	<p>a. Completed 5/1/11 b. Completed 7/1/11 c. Completed 2/15/11</p> <p>a. Completed 6/1/11 b. Completed 11/1/11 c. TBC FY13</p> <p>a. Completed 7/1/11 b. Completed 9/1/11 c. Completed 12/1/11</p>

ADMINISTRATIVE SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>III. Teambuilding in order to facilitate better inter-departmental communication and to break down the silo syndrome. [Tactical]</p>	<ol style="list-style-type: none"> 1. Explore staff sports leagues (Kuttenberg– 5/1/11) 2. Administrator to attend address department staff meetings (annually) (Barr – 12/1/11) 3. Develop and maintain cross-functional workgroups (Starkey – 8/15/11) 	<ol style="list-style-type: none"> a. Research options b. Determine interest a. Schedule meetings to attend b. Develop talking points c. Attend department staff meetings a. Develop social work licensure supervision workgroup b. Develop Environmental Sustainability and Relay For Life workgroups c. Maintain OSOT & Recycling workgroups 	<ol style="list-style-type: none"> a. Completed 4/15/11 b. Completed 5/1/11 a. Completed 8/1/11 b. Completed 9/15/11 c. Completed 12/1/11 a. Completed 5/1/11 b. Completed 6/15/11 c. Completed 8/15/11
<p>IV. Utilize outcome based measurements to determine actual value-added to residents and to increase eligibility of external funding sources. [Tactical]</p>	<ol style="list-style-type: none"> 1. Department report metrics (Starkey – 12/1/11) 2. Technology-based reporting (Barr – 6/1/11) 3. Develop longitudinal studies (Suhajda – 12/15/11) 	<ol style="list-style-type: none"> a. Develop department report format b. Review department reports and adjust metrics if needed a. Research technology options b. Determine feasibility a. Research feasibility of longitudinal studies b. Develop performance measurement plan c. Board endorsement for FY13 priority 	<ol style="list-style-type: none"> a. Completed 4/15/11 b. Completed 12/1/11 a. Completed 5/15/11 b. Completed 6/1/11 a. Completed 10/1/11 b. Completed 11/1/11 c. Completed 12/15/11

ADMINISTRATIVE SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>V. Further utilize community relations staff to address lack of resident awareness of Township services (for example, drive traffic to website). [Tactical]</p>	<ol style="list-style-type: none"> 1. Centralize media relations (Kuttenberg – 10/1/11) 2. Increase participation at community events (Kuttenberg– 1/1/12) 3. Increase website traffic (Kuttenberg – 2/15/12) 	<ol style="list-style-type: none"> a. Create standard Press Release form b. Develop media guidelines c. Train staff on media relations a. Implement new display and marketing materials b. Have presence at six events a. Research search engine optimization b. Ensure community partners have prominent, updated, and active link to Township site c. Increase use of video on website and e-government tools 	<ol style="list-style-type: none"> a. Completed 7/1/11 b. Completed 8/1/11 c. Completed 10/15/11 a. Completed 9/15/11 b. Completed 1/1/12 a. Completed 7/1/11 b. Completed 8/1/11 c. Completed 2/15/12
<p>VI. Investigate the possibility of participating in the sister-city program. [Tactical]</p>	<ol style="list-style-type: none"> 1. Research sister-city options (Kuttenberg – 8/1/11) 2. Board determination (Kuttenberg – FY13) 	<ol style="list-style-type: none"> a. Research sister-city programs b. Research potential sister-cities a. Present sister-city options to Board b. Board decision and implementation 	<ol style="list-style-type: none"> a. Completed 7/1/11 b. Completed 8/1/11 a. Completed 3/31/12 b. TBC FY13

ADMINISTRATIVE SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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5-Year Long-Term Goals

<p>I. Conduct a comprehensive township organization-wide space study and determine and implement necessary renovations for the Town Hall and other facilities. [High Priority – Strategic]</p>	<p>1. Determine space needs based on programmatic and service expectations (Barr – 2/1/12)</p> <p>2. Plan capital improvements for next 5 years based upon determined needs (Starkey – 2/1/12)</p>	<p>a. Review future program and service plans b. Determine department and organizational needs c. Determine available resources d. Review financing options</p> <p>a. Develop 5 year Capital Improvement Plan b. Evaluate 5 year Capital Improvement Plan</p>	<p>a. Completed 11/1/11 b. Completed 12/1/11 c. Completed 1/1/12 d. Completed 2/1/12</p> <p>a. Completed 12/1/11 b. Completed 2/1/12</p>
<p>II. Research and explore the development opportunities of an Elgin campus to house multiple departments and services. [High Priority – Strategic]</p>	<p>1. Research opportunities (Kuttenberg – 10/1/11)</p>	<p>a. Meet with Elgin municipal staff to determine site options b. Meet with staff to determine space needs c. Determine implications of satellite services d. Consult with a local real estate agent</p>	<p>a. Completed 6/1/11 b. Completed 8/1/11 c. Completed 9/1/11 d. Completed 10/1/11</p>

ADMINISTRATIVE SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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FY11 Strategic Goals to be Completed

I. Research alternative general liability and special liability insurance options	1. Review proposals (Starkey – 6/1/11)	a. Review proposals b. Recommend to Town Board c. Adoption of new carriers d. Implementation	a. Completed 12/15/10 b. Completed 4/15/11 c. Completed 4/30/11 d. Completed 6/1/11
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ASSESSOR'S OFFICE

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
I. Offer more home visits for senior's	1. Patty 2/1/2011	a. We have offered this on the website	a. Completed 2/1/2011
II. Offer more seminars to cover, appeals, distressed homeowners, new homeowners, and senior citizens.	1. Cathy 5/1/2011	a. Do a survey by e-mail and see what type of seminars the public wants	a. TBC FY13
III. Team building, to have monthly meetings to cover organization and go over new changes with the County	1. Peggy 5/1/2011	a. Make a schedule and have a monthly lunch meeting set up.	a. Completed 10/1/2011
IV. To get an auxiliary employee to help with filing and monthly mailing	1. Cathy	a. Check with our volunteer coordinator to get a permanent auxiliary employee to train	a. TBC FY13

ASSESSOR'S OFFICE

STRATEGIC GOALS & ACTION PLAN
FY 2011/2012

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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5-Year Long-Term Goals

I. To have computer work stations for taxpayers to come in and do comparisons for an appeal. Also to help taxpayers with filing variances	1. Cathy - 2013	a. Acquire space b. Acquire computers	a. TBC FY13
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**OFFICE OF THE CLERK
STRATEGIC GOALS & ACTION PLAN FY13**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p><i>Records Management</i></p> <p>Compile and sort/determine retention of records of the Road District, Emergency Services, and Office of Community Health. Schedule for records review and destruction with the Local Records Unit Illinois State Archives for the Highway Department, Emergency Services, Office of Community Health, and Administration.</p>	<p>1. Develop a comprehensive database and archival system for the Road District. (Duval – 5/30/12)</p> <p>2. Develop a comprehensive database and archival system for Emergency Services. (Duval – 6/30/12)</p> <p>3. Develop a comprehensive database and archival system for the Office of Community Health. (Duval – 7/30/12)</p> <p>3. Develop a comprehensive database and archival system for the Administration. (Duval – 8/30/12)</p>	<p>1a.. Work out a schedule with the Road District for delivery of box records for sorting. (Crespo)</p> <p>1b. Sort records of the Road District. (Dolan Baumer)</p> <p>1c. Record records of the Road District. (Dolan Baumer/Temp)</p> <p>2a.. Work with Emergency Services to review and record files. (Dolan Baumer/Duval)</p> <p>3a. Work with the Office of Community Health for records review. (Dolan Baumer/Duval)</p> <p>4a. Work with Administration for records review and recording. (Dolan Baumer/Duval)</p> <p>Meet with the Field Representative and introduce the program to Administration, Road District, Emergency Services and Office of Community Health. . (Dolan Baumer/Duval)</p> <p>Provide Education on Local Records Act procedures. (Dolan Baumer/Duval)</p> <p>Implement records destruction as directed by Archival instructions annually. (Duval)</p>	<p>1a. Completed 1/12.</p> <p>1b. Completed 4/12.</p> <p>1c. Completed 4/12.</p>
<p>Update the Application for Authority to Dispose of Local Records – Application No: 94: 021C and adding new applications for Administration, Office of Community Health, Emergency Services, Facilities & Maintenance, and the Road District. Work with Department Heads to gather information to submit on the Records Disposal Certificate for the State’s approval.</p>	<p>1. Update Application and submit to the local authority for approval. (Duval – 11/30/12)</p>		

**OFFICE OF THE CLERK
STRATEGIC GOALS & ACTION PLAN FY13**

<p><i>Community Outreach</i></p> <p>Offer resources and communications, and design special events to reach residents such as Voter Registrations, IL SOS Mobile Drive Facility Service, Cash Dash, Passport Day, Community Shred, and Business After Hours, etc.</p>	<p>1. Establish relationships with the various entities that can provide services at little or not cost or that we can provide to them for our residents and set-up those services.</p> <p>2. Set-up the events as arranged.</p>	<p>1a. Call S.Elgin, Streamwood and Bartlett High Schools to set-up one set of voter registrations at each school. (Duval – 5/15/12)</p> <p>1b. Call Victory Center and Claire Oaks to set-up voter registrations before September 27. (Duval – 6/15/12)</p> <p>1c. Call Secretary of State IL Mobile Drive Facility to set up onsite services for January (perhaps at Astor Avenue). (Duval – 7/30/12)</p> <p>1d. Set-up Mini Passport Day in Hanover Township for September. (Duval – 6/30/12)</p> <p>1e. Contact Treasurer’s Office to set-up Cash Dash for January 2013. (Duval – 9/30/12)</p> <p>1f. Set-up Community Shreds through 2013. (Duval – 8/30/12)</p> <p>1g. Contact Commissioner Ochoa to set-up joint BAH with multiple chambers.</p>	
<p><i>Other Services</i></p> <p>A. Research procedures and cost, to discover is a check acceptance system in the Clerk’s office would be appropriate.</p> <p>B. Research and implement, if feasible and appropriate, additional revenue generating services that could be offered in the Clerk’s office such Kids Safe ID Tags and Senior ID Safety Tags, and consider becoming a Bill Payment Center, Western Union/Money Gram Options, and/or ability to offer gift cards/visa reloadable cards.</p>	<p>A1. Contact the banks we work with to determine the costs of check acceptance at the Township. (Duval – March 2013)</p> <p>B1. Start research through websites to see what is available that would match our services and complement them. Bring ideas forward for discussion with the Clerk. If feasible and appropriate, implement. (Duval – January 2013)</p>		

**OFFICE OF THE CLERK
STRATEGIC GOALS & ACTION PLAN FY13**

<p><i>Internal Organization</i></p> <p>A. Update the Clerk’s office procedures and manuals, making the office more resourceful and efficient.</p> <p>B. Increase hours by 5 per week of the Administrative Assistant to the Clerk, allowing for coverage during busy times, as we are seeing increase in in-person traffic to our office and for coverage of the proposed Elgin Satellite Services office.</p> <p>C. Research and if appropriate, implement ISO Certification if it can help our office create better document control and records control systems.</p>	<p>1A. Review current manual to determine new/updated policies needed. (Duval – March 2013)</p> <p>B1. While this goal has been previously approved by the Board, it is now put on hold due to cuts in staffing budget.</p> <p>C1. The first step in the ISO certification is to have complete set of procedure and policy manuals. Refer to step 1A. above. (Duval – March 2013)</p>	<p>1a. Update current manual, putting all in a Word documents. (Duval/Temp – 6/30/12)</p> <p>1b. Discuss policy needs, i.e., FOIA charge policy, etc. with the Clerk to develop new policies. (Dolan Baumer/Duval – 9/30/12)</p>	
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EMERGENCY SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2010/2011**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>I. Develop divisions for community preparedness and awareness which includes EOP, training, exercises and community presentations and involvement such as CERT and Ham radio. [Strategic]</p>	<p>1. Establish community outreach through public presentations, appearances and meetings. (Palmer – 3/31/12)</p> <p>2. Increase community preparedness through CERT training. (Palmer – FY13)</p>	<p>a. Contact Scout groups and offer/host presentations including severe weather/fire safety (Forkin, Potas, Corporals)</p> <p>b. Contact elementary schools and offer/host presentations including severe weather/fire safety. (Forkin, Potas, Corporals)</p> <p>a. Ensure an Emergency Management volunteer is trained in CERT as “Train the Trainer” capable.</p> <p>b. Identify interested residents to cover entire Township</p> <p>c. Offer/host community preparedness CERT training seminars at Township. (Forkin, Potas, Corporals)</p>	<p>a. Completed 3/15/12</p> <p>b. Completed 3/31/12</p> <p>a. Completed 4/15/11</p> <p>b. TBC FY13</p> <p>c. TBC FY13</p>
<p>II. Utilized as a resource to ILEAS and MABAS for equipment and personnel. [Strategic]</p>	<p>1. Establish Hanover Township Emergency Services as a ready and available resource with ILEAS. (Palmer – 6/15/11)</p> <p>2. Establish Hanover Township Emergency Services as a ready and available resource with MABAS. (Palmer – 9/15/11)</p>	<p>a. Meet with ILEAS staff</p> <p>b. Establish regular communications</p> <p>a. Meet with MABAS staff</p> <p>b. Establish regular communications</p>	<p>a. Completed 6/1/11</p> <p>b. Completed 6/15/11</p> <p>a. Completed 9/15/11</p> <p>b. Completed 9/15/11</p>

EMERGENCY SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2010/2011**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
	3. Establish Hanover Township Emergency Services as a ready and available resource with local police and fire departments. (Palmer 6/15/11)	a. Meet with local police and fire departments b. Establish regular communications	a. Completed 5/15/11 b. Completed 6/15/11
III. Research funding opportunities and apply for two grants. [Tactical]	1. Identify grant opportunities (Palmer – 3/15/12) 2. Apply for two grants (Palmer – FY13)	a. Meet with Management Analyst to identify potential grants available b. Research State and Federal grants to determine grants available a. Draft grants and seek input from regional agency experts b. Submit grants and follow up with appropriate agencies	a. Completed 5/15/11 b. Completed 3/15/12 a. TBC FY13 b. TBC FY13
IV. Become part of Illinois Search and Rescue Council and integrate into Emergency Services. [Tactical]	1. Research the Illinois Search and Rescue Council to determine requirements and apply. (Palmer – 5/15/11) 2. Offer training and information to Emergency Services volunteers about the Illinois Search and Rescue Council. (Potas – 9/15/11)	a. Contact the Illinois Search and Rescue Council to determine guidelines for participation b. Apply for membership in the Council a. Host Illinois Search and Rescue Council training for Emergency Services volunteers b. Conduct Search and Rescue Council qualified exercise	a. Completed 5/1/11 b. Completed 5/15/11 a. Completed 9/1/11 b. Completed 9/15/11

EMERGENCY SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2010/2011**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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FY-11 Strategic Goals to be Completed

<p>I. Complete and implement the Emergency Operations Plan (EOP) to include defining core volunteer training, complete training, dispatching plan, and responding to calls [FY11 Goal]</p>	<p>1. Construct promotion, training, and testing requirements for rank positions (Palmer – 3/31/12)</p>	<p>a. Develop training requirements b. Develop testing procedures c. Develop SOP to communicate to staff on selection process for promotion d. Implement process</p>	<p>a. Completed 1/11/12 b. Completed 1/11/12 c. Completed 3/1/12 d. Completed 3/31/12</p>
<p>II. Complete “Comprehensive All Hazards Preparedness Plan” [FY11 Goal]</p>	<p>1. Develop Comprehensive All Hazards Preparedness Plan (Palmer – 3/31/12)</p> <p>2. Exercise Plan (Palmer – 12/15/11)</p>	<p>a. Research Cook County EMA plan b. Develop Township plan needs c. Assemble plan as required by Cook County EMA d. Complete plan and send to CCEMA for certification</p> <p>a. Send staff member to Homeland Security Exercise and Evaluation Program b. Identify Exercise possibilities</p>	<p>a. Completed 9/30/11 b. TBC FY13 c. TBC FY13 d. TBC FY13</p> <p>a. Completed 10/31/11 b. Completed 12/15/11</p>

FACILITIES AND MAINTENANCE

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>I. Purchase a new building to store all Highway Department and Senior transportation vehicles. [High Priority – Strategic]</p>	<p>1. Conduct analysis of building options (Spejcher –12/15/11)</p> <p>2. Determine necessity and feasibility (Spejcher – 3/15/12)</p>	<p>a. Consult with Management Analyst to develop cost projections</p> <p>b. Meet with local officials and real estate agents to identify appropriate properties</p> <p>a. Conduct final review of necessity costs and findings</p> <p>b. Present to Board for final decision</p>	<p>Project postponed.</p>
<p>II. Completion of phase 1 of the Senior Center lower center renovation. [Tactical]</p>	<p>1. Go out for bids for contract work (Spejcher –10/15/11)</p> <p>2. Construction on Lower Level (Nelson – 2/29/12)</p>	<p>a. Meet with legal counsel to develop RFB</p> <p>b. Advertise RFB in local newspapers</p> <p>c. Open bids and award contracts to construction firms</p> <p>a. Ensure constructions remains on schedule</p> <p>b. Oversee expenses to verify construction expenditures remain on project budget</p>	<p>a. Completed 4/30/11</p> <p>b. Completed 9/15/11</p> <p>c. Completed 10/15/11</p> <p>a. Completed 2/15/12</p> <p>b. Completed 2/29/12</p>

FACILITIES AND MAINTENANCE

STRATEGIC GOALS & ACTION PLAN

FY 2011/2012

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
III. Completion of Mental Health Resource Center renovation. [Tactical]	3. Go out for bids for contract work (Spejcher – 4/30/11) 4. Construction on Resource Center (Spejcher – 10/1/11)	a. Meet with legal counsel to develop RFB b. Advertise RFB in local newspapers c. Open bids and award contracts to construction firms a. Ensure constructions remains on schedule b. Oversee expenses to verify construction expenditures remain on project budget	a. Completed 4/1/11 b. Completed 4/15/11 c. Completed 4/30/11 a. Completed 9/1/2011 b. Completed 10/1/2011

FACILITIES AND MAINTENANCE

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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5-Year Long-Term Goals

<p>I. Senior Park [High Priority – Strategic]</p>	<p>1. Research senior park concepts (Spejcher – 1/15/12)</p> <p>2. Research architecture firms to develop design plans (Spejcher – 2/15/12)</p>	<p>a. Gather data and background information on regional senior parks</p> <p>b. Tour senior parks</p> <p>a. Identify architects with strong background in Park development.</p> <p>b. Conduct Request for Qualifications</p> <p>c. Conduct reference checks</p>	<p>a. Completed 11/15/11</p> <p>b. Completed 1/15/12</p> <p>a. Completed 2/1/12</p> <p>b. Completed 2/15/12</p> <p>c. Completed 2/15/12</p>
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OFFICE OF COMMUNITY HEALTH
STRATEGIC GOALS & ACTION PLAN
FY 2011/2012

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>I. Continue to explore grant opportunities and collaborative relationships with local agencies. [Tactical]</p>	<p>1. Identify potential grant opportunities with Management Analyst (Simon – 3/31/12)</p> <p>2. Continue to expand relationships with local inter-governmental agencies. (Simon – 3/31/12)</p>	<p>a. Work collaboratively with Management Analyst to expand search, application, and implementation of grant funds.</p> <p>b. Meet bi-monthly with grant writing team</p> <p>a. Attend Designated Infection Control Officer meeting with Bartlett Fire Department, Denise Maiz</p> <p>b. Collaborate with Department of Emergency Services regarding specific program</p> <p>c. Attend other municipality staff meetings. (Arriola, Arciola)</p>	<p>a. Completed 3/31/12</p> <p>b. Completed 3/31/12</p> <p>a. Completed 6/15/11</p> <p>b. Completed 4/30/11</p> <p>c. Completed 3/31/12</p>
<p>II. Expand space with renovations at Astor Ave. site and at the Senior Center lower level build out. [Tactical]</p>	<p>1. Continue with plans for lower level build out and Astor Ave. renovations. (Simon – 2/15/12)</p>	<p>a. Develop new clinic space within FY12 budget and CDBG grant</p> <p>b. Purchase equipment and supplies for both locations (Arciola, Brandes)</p> <p>c. Transfer of records, equipment and supplies to new space</p>	<p>a. Completed 1/31/12</p> <p>b. Completed 1/31/12</p> <p>c. Completed 2/15/12</p>

OFFICE OF COMMUNITY HEALTH

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>III. Increase numbers of unduplicated, high risk, uninsured clients for all screening sites and immunization clinics. [Tactical]</p>	<p>1. Continue all screening clinics at Astor Ave. Victory Centre of Bartlett, Glendale Terrace and Elgin Recreation Center (Arriola – 3/31/12)</p> <p>2. Evaluate marketing strategies (Simon – 3/31/12)</p>	<p>a. Verify clinic dates with site coordinators</p> <p>b. Continue strong working relationship with Community Relations Coordinator for each site</p> <p>a. Present Bartlett Library Seminar on diabetes and hypertension and provide free screenings to attendees.</p> <p>b. Update outreach materials/brochure</p> <p>c. Purchase outreach items, such as magnets for handing out at public events (i.e. parades/fairs)</p> <p>d. Update website, social networking sites, and HT marquee on a weekly basis (Arciola)</p> <p>e. Promote the Office of Community Health services at local events, local health fairs</p> <p>f. Submit programs to Streamwood and Bartlett Cable Channels the first of every month (Arciola, Brandes)</p> <p>g. Distribute evaluation/survey to residents and participants of our services in English and Spanish</p>	<p>a. Completed 4/30/11</p> <p>b. Completed 3/31/12</p> <p>a. Completed 4/15/11</p> <p>b. Completed 5/31/11</p> <p>c. Completed 5/31/11</p> <p>d. Completed 3/31/12</p> <p>e. Completed 3/31/12</p> <p>f. Completed 3/31/12</p> <p>g. Completed 3/31/12</p>

OFFICE OF COMMUNITY HEALTH
STRATEGIC GOALS & ACTION PLAN
FY 2011/2012

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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5-Year Long-Term Goals

<p>I. To have more free screenings in the area of dental, child psychology, and foot care to assist in the prevention of the spread of disease and illness. [Tactical]</p>	<ol style="list-style-type: none"> 1. Establish relationships with local physicians and advanced practice providers. (Simon – 8/1/11) 2. Provide seminars to Township residents in area of foot care/diabetes (Arriola – FY13) 3. Identify gaps in service/resources in area of child psychology (Simon – FY13) 	<ol style="list-style-type: none"> a. Set up meetings with GEFCC to inform staff of new dental program criteria and details. b. Meet with Advanced Family Dental <ol style="list-style-type: none"> a. Develop educational tool for diabetic support group. b. Continue podiatry clinics at Senior Center location. a. Continue involvement/Board seat at GEFCC. b. Collaborate with Youth and Family Services Director to identify gaps in service areas/resources. 	<ol style="list-style-type: none"> a. Completed 7/15/11 b. Completed 8/1/11 <ol style="list-style-type: none"> a. TBC FY13 b. TBC FY13 a. TBC FY13 b. TBC FY13
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OFFICE OF COMMUNITY HEALTH
STRATEGIC GOALS & ACTION PLAN
FY 2011/2012

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>II. Increase public awareness through education and health promotion to encourage early detection and treatment to minimize overall long term cost to the healthcare system and to increase the quality of life for residents.</p>	<p>1. Identify gaps in service areas and educational needs. (Simon – 3/31/12)</p> <p>2. Provide public awareness of department services to fulfill mission of health promotion. (Arciola – FY13)</p>	<p>a. Continue working relationships with fire and police to identify resident needs.</p> <p>b. Program development according to needs identified.</p> <p>a. Create flyers/brochures/educational materials.</p> <p>b. Attend local health and resource fairs, offer free screenings.</p> <p>c. Attend kindergarten round-up for District U-46 schools within and nearby Hanover Township to advertise for services and immunization clinic.</p> <p>d. Continue outside screening sites, identify high risk areas, locate site and offer screenings as appropriate to staffing ability.</p>	<p>a. Completed 2/15/12</p> <p>b. Completed 3/31/12</p> <p>a. TBC FY13</p> <p>b. TBC FY13</p> <p>c. Completed 5/1/11</p> <p>d. TBC FY13</p>

SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>I. Develop nutrition/congregate meal program [High Priority – Strategic]</p>	<ol style="list-style-type: none"> 1. Explore Age Options RFP for Nutrition Services (Kurth-Schuldt – 4/1/11) 2. Explore other food providers (Kurth-Schuldt – 5/1/11) 3. Present nutrition options to Hanover Township Board (Kurth-Schuldt – 5/1/11) 4. Develop partnership with food provider (Colagrossi – 7/15/11) 5. Evaluate new food provider (Colagrossi – 2/15/12) 	<ol style="list-style-type: none"> a. Attend AgeOptions technical assistance meetings a. Visit Arlington Heights Senior Center Nutrition Center b. Visit Palatine Senior Center Nutrition Site c. Discuss partnership opportunities with local culinary college a. Decision made to partner with Catholic Charities a. Volunteer training with new provider b. Develop communication procedure for mutual understanding c. Coordinate programming to promote nutrition site attendance a. Create nutrition survey. b. Distribute survey and compile results. 	<ol style="list-style-type: none"> a. Completed 4/1/11 a. Completed 4/15/11 b. Completed 4/15/11 c. Completed 5/1/11 a. Completed 5/1/11 a. Completed 10/1/11 b. Completed 12/1/11 c. Completed 7/15/11 a. Completed 1/15/12 b. Completed 2/15/12

SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>II. Study how to build more efficiency into the bus transportation system to maximize ridership opportunities and minimize long-term financial burden [High Priority – Strategic]</p>	<p>1. Research dispatch operation methods (Varsalona – 12/31/11)</p> <p>2. Address donation increase per ride (Kurth-Schuldt – 7/1/11)</p> <p>3. Research alternative transportation efficiencies (Varsalona – 12/31/11)</p>	<p>a. Visit Schaumburg Township, Rich Township, Wheeling Township, Palatine Township</p> <p>b. Research methods of dispatch and provide written report to Director</p> <p>c. Contact local colleges, taxi service, limos and medi-van companies for information on dispatching for their transit program.</p> <p>d. Contact transportation agencies, RTA, RTAC, etc. to discuss dispatch options</p> <p>a. Discuss and ask for recommendation from Senior Committee</p> <p>b. Research other fares and make recommendation to Board</p> <p>c. Publish new donation increase</p> <p>d. Implement increase</p> <p>a. Buying versus leasing of vehicles</p> <p>b. Purchase of vans versus buses</p> <p>c. Contracting with outside agency</p>	<p>a. Completed 9/15/11</p> <p>b. Completed 10/15/11</p> <p>c. Completed 10/5/11</p> <p>d. Completed 12/31/11</p> <p>a. Completed 4/15/11</p> <p>b. Completed 6/1/11</p> <p>c. Completed 6/1/11</p> <p>d. Completed 7/1/11</p> <p>a. Completed 9/1/11</p> <p>b. Completed 9/15/11</p> <p>c. Completed 12/31/11</p>

SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>III. Develop auxiliary “staff” volunteers, minimal hour part-time instructors, and part-time Program Assistant position to increase program options and availability. [Strategic]</p>	<ol style="list-style-type: none"> 1. Research Auxiliary Staff roles in other Township departments (Kurth-Schuldt – 6/1/11) 2. Determine opportunities for Auxiliary Staff (Sass – 8/31/11) 3. Develop Auxiliary Staff Handbook (Sass – FY13) 4. Recruit Auxiliary Staff (Sass – 12/31/11) 5. Evaluate Auxiliary Staff (Colagrossi – FY13) 6. Hire Program Specialist (Colagrossi – 11/15/11) 	<ol style="list-style-type: none"> a. Meet with Welfare Services b. Meet with staff to determine how to use Auxiliary staff a. Conduct research for possible uses of auxiliary staff b. Write job descriptions for auxiliary staff positions a. Research other handbooks from other agencies b. Write Auxiliary Staff Handbook c. Approval from Administration and Township lawyer if required a. Publicize Auxiliary Staff opportunities b. Recruit seven Auxiliary Staff volunteers a. Create survey mechanism for evaluation of auxiliary staff b. Implement evaluation process a. Gain approval and hire position b. Identify job hours and write job description 	<ol style="list-style-type: none"> a. Completed 5/1/11 b. Completed 6/1/11 a. Completed 8/15/11 b. Completed 8/31/11 a. Completed 12/31/11 b. TBC FY13 c. TBC FY13 a. Completed 10/1/11 b. Completed 12/31/11 a. TBC FY13 b. TBC FY13 a. Completed 4/1/11 b. Completed 5/15/11

SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
		<ul style="list-style-type: none"> c. Recruit via webpage, Craigslist, recreation associations d. Hire and train e. Add two different evening and weekend programs each Club 59 newsletter 	<ul style="list-style-type: none"> c. Completed 5/15/11 d. Completed 10/1/11 e. Completed 11/15/11
<p>IV. Complete NISC/NCOA Accreditation [Tactical]</p>	<ul style="list-style-type: none"> 1. Form Accreditation Committee (Kurth-Schuldt – 7/15/11) 2. Create document review notebook (Kurth-Schuldt – 11/1/11) 3. Request Peer Review (Kurth-Schuldt – FY13) 	<ul style="list-style-type: none"> a. Meet with Senior Center Directors b. Develop timeline for meetings c. Meet with internal committee d. Recruit & select external Committee members e. Complete Gap Analysis f. Send invitation to external group g. Kickoff meeting of the whole a. Develop plans and procedures required for accreditation standards b. Compile final notebook c. Final Committee review of notebook a. Notify NISC to arrange Peer Review b. Receive Accreditation 	<ul style="list-style-type: none"> a. Completed 5/31/11 b. Completed 7/15/11 c. Completed 7/15/11 d. Completed 6/30/11 e. Completed 7/15/11 f. Completed 6/30/11 g. Completed 7/15/11 a. Completed 10/15/11 b. Completed 11/1/11 c. Completed 11/1/11 a. Completed 3/31/12 b. TBC in FY2013
<p>V. Research and evaluate the senior fee structure [Tactical]</p>	<ul style="list-style-type: none"> 1. Research similar program fee structures (Colagrossi – 5/1/11) 	<ul style="list-style-type: none"> a. Create and distribute fee structure survey on survey monkey. b. Evaluate survey data. 	<ul style="list-style-type: none"> a. Completed 4/15/11 b. Completed 5/1/11

SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
	<p>2. Calculate direct and indirect costs per program and assign donations (Colagrossi – 5/15/11)</p> <p>3. Create & Implement sliding scale procedure (Kurth-Schuldt – 5/15/11)</p> <p>4. Evaluate new fee structure and sliding scale use (Colagrossi – 3/31/12)</p>	<p>a. Meet to discuss system of recouping direct and indirect costs</p> <p>b. Finalize revised fee structure and implement</p> <p>a. Research government program eligibility guidelines</p> <p>b. Create sliding scale and get final approval</p> <p>c. Change donation calculations</p> <p>a. Evaluate procedure of sliding scale</p> <p>b. Create spreadsheet to log complaints</p> <p>c. Submit survey mechanism for evaluation</p>	<p>a. Completed 4/15/11</p> <p>b. Completed 5/15/11</p> <p>a. Completed 4/15/11</p> <p>b. Completed 5/1/11</p> <p>c. Completed 5/15/11</p> <p>a. Completed 4/15/11</p> <p>b. Completed 5/1/11</p> <p>c. Completed 3/31/12</p>
<p>VI. Financial resource development including the procurement of three (3) new grants. [Tactical]</p>	<p>1. Research grants (Kurth-Schuldt – 3/31/12)</p> <p>2. Implement plan giving program (Colagrossi – FY13)</p>	<p>a. Research grants and collaborate with Management Analyst</p> <p>b. Apply for and procure 3 new grants</p> <p>a. Design and develop a plan giving brochure</p> <p>b. Create marketing strategy for plan giving</p> <p>c. Purchase recognition display for donors</p>	<p>a. Completed 1/6/11</p> <p>b. Completed 3/31/12</p> <p>a. Completed 3/31/12</p> <p>b. Completed 3/31/12</p> <p>c. TBC FY13</p>

SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
	3. Implement sponsorship opportunities for senior events (Colagrossi – 3/31/12)	a. Create sponsorship brochure b. Develop database of vendors c. Prioritize major senior event sponsorship opportunities d. Market sponsorship opportunities	a. Completed 3/31/12 b. Completed 10/1/11 c. Completed 1/15/12 d. Completed 3/3/12

SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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5-Year Long-Term Goals

<p>I. Develop a long-term research and educational relationship with a university to position Hanover Township Senior Center as a model senior services organization utilizing longitudinal study regarding outcome-based measurements.</p>	<p>1. Create a contracted position for a liaison of higher education and research (Kurth-Schuldt – 3/31/12)</p> <p>2. Develop outcome-based measurement process (Kurth-Schuldt – 3/31/12)</p> <p>3. Implement outcome-based measurement study (Colagrossi – 12/31/11)</p>	<p>a. Ask for Board approval of the Active Senior Options contract to act as consultants on Hanover Township’s behalf for this purpose</p> <p>b. Distribute survey to staff regarding their associations with education institutions</p> <p>c. Consistently fill internship opportunities</p> <p>d. Create research opportunities</p> <p>e. Integrate higher education programming into senior center</p> <p>a. Explore how to implement matrix effectively with current programs</p> <p>b. Explore Performance Outcome Measures Project (POMP) through the Administration on Aging and how it can be used</p> <p>c. Develop outcome based measurement tool</p> <p>a. Set up timeline to implement</p> <p>b. Implement evident-based outcome measurements</p>	<p>a. Completed 4/1/11</p> <p>b. Completed 6/1/11</p> <p>c. Completed 1/15/11</p> <p>d. Completed 3/31/12</p> <p>e. Completed 3/31/12</p> <p>a. Completed 10/15/11</p> <p>b. Completed 3/31/12</p> <p>c. Completed 10/15/11</p> <p>a. Completed 10/31/11</p> <p>b. Completed 12/31/11</p>
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SENIOR SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
II. Expand program offering to attract the baby boomer generation of seniors.	1. Research nationwide senior centers for programs (Colagrossi – 1/31/12) 2. Implement 6 evening programs of interest to baby boomers (Colagrossi – 3/31/12)	a. Contact 6 senior centers nationwide b. Choose programs specifically marketed to Baby Boomers c. Implement 6 evening programs (1 per Club 59) of interest to Baby Boomers d. Evaluate programming	a. Completed 1/15/12 b. Completed 1/31/12 c. Completed 1/15/11 d. Completed 3/31/12

WELFARE SERVICES

**STRATEGIC GOALS& ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>I. Continue to bring new programs to Astor Avenue so residents can improve financial literacy, educate clients who are facing foreclosures as well as continue with employment counseling for any township resident. [Tactical]</p>	<p>1. Educate clients as well as residents on financial literacy and employment counseling (Cumbo - 3/31/12)</p> <p>2. Offer education workshops throughout the year on financial literacy, foreclosure, loan modifications, reverse mortgages. (Imperato – 3/31/12)</p>	<p>a. Continue scheduling and marketing monthly financial literacy and employment counseling workshops with CEDA at Astor Avenue. (Bonilla)</p> <p>b. Evaluate effectiveness of workshops. (Bonilla)</p> <p>a. Follow up with local banks to plan workshops at Astor Avenue to educate and inform residents on loan modifications and reverse mortgages. (Bonilla)</p> <p>b. Schedule a workshop and information seminar on how to reduce debt. (Cumbo, Bonilla)</p>	<p>a. Completed 10/1/11</p> <p>b. Completed 3/31/12</p> <p>a. Completed 3/31/2012</p> <p>b. Completed 10/1/11</p>
<p>II. Develop a training program for general assistance clients as well as residents where interview skills and how to dress for an interview will be covered as well as the importance of personal hygiene and other topics of discussion. [Tactical]</p>	<p>1. Offer community workshop to educate clients and residents on current interviewing styles as well as how to prepare for an interview. (Imperato – 3/31/12)</p>	<p>a. Research interviewing styles and develop agenda. (Bonilla)</p> <p>b. Incorporate into the Community Resource Groups at Astor Avenue. (Cumbo, Bonilla)</p> <p>c. Evaluate effectiveness of workshops. (Cumbo)</p>	<p>a. Completed 4/1/11</p> <p>b. Completed 4/15/11</p> <p>c. Completed 3/31/12</p>

WELFARE SERVICES

**STRATEGIC GOALS& ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
	<p>2. Offer community workshops on basic job searching and computer literacy (Imperato – 5/15/11)</p>	<p>a. Have CEDA present on current interviewing techniques and job searching using the internet. (Cumbo, Bonilla)</p> <p>b. Have Office of Community Health present on the importance of personal hygiene and other health related topics. (Cumbo, Bonilla)</p>	<p>a. Completed 5/1/11</p> <p>b. Completed 5/15/11</p>
<p>III. Increase the stock of fresh produce, perishables, personal care items and paper products in the pantry. [Tactical]</p>	<p>1. Increase the stock of fresh produce and perishables. (Orozco – 10/1/11)</p> <p>2. Increase the stock of personal care items and paper products. (Orozco – 10/1/11)</p>	<p>a. Contact local Farmers Markets for contributions.</p> <p>b. Work with local grocery stores and community gardens to increase the number of fresh food and vegetables available in the food pantry.</p> <p>c. Continue to monitor fresh produce and perishables available through the Northern Illinois Food Bank.</p> <p>a. Contact local schools and churches asking them to have drives for personal care items as well as other higher needed products.</p> <p>b. With Management Analyst, write grants and specialty requests to area grocery stores. (Imperato, Bonilla)</p>	<p>a. Completed 7/15/11</p> <p>b. Completed 5/1/11</p> <p>c. Completed 10/1/11</p> <p>a. Completed 10/1/11</p> <p>b. Completed 10/1/11</p>

WELFARE SERVICES

**STRATEGIC GOALS& ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>IV. Form a food pantry committee where community members will offer ideas to increase donations and develop new major annual fundraising events. [Strategic]</p>	<p>1. Develop Ambassador program to increase donations to benefit foundation. (Orozco – FY13)</p> <p>2. Plan a new annual fundraiser to benefit foundation. (Imperato – 7/31/11)</p> <p>3. Plan a new annual fundraiser to benefit food pantry. (Orozco – 10/31/11)</p>	<p>a. Create steering committee to establish funding levels, scope, benefits, and program goals. (Imperato, Bonilla, Cumbo)</p> <p>b. Recruit corporation representatives and individuals to serve as Ambassadors. (Imperato, Bonilla, Cumbo)</p> <p>c. Sustain program through recommendation of Ambassador membership. (Imperato, Bonilla, Cumbo)</p> <p>a. Plan foundation fundraiser in unique location.</p> <p>b. Recruit sponsors for fundraiser. (Orozco, Bonilla)</p> <p>c. Advertise fundraiser. (Orozco, Cumbo)</p> <p>d. Host fundraiser. (Orozco, Bonilla, Cumbo, Bucaro)</p> <p>a. Plan Oktoberfest to benefit food pantry. (Imperato, Bonilla, Cumbo)</p> <p>b. Recruit sponsors for fundraiser. (Imperato, Bonilla)</p> <p>c. Advertise fundraiser. (Imperato, Cumbo)</p>	<p>a. Completed 5/31/12</p> <p>b. TBC FY13</p> <p>c. TBC FY13</p> <p>a. Completed 4/1/11</p> <p>b. Completed 6/30/11</p> <p>c. Completed 6/30/11</p> <p>d. Completed 7/31/11</p> <p>a. Completed 9/1/11</p> <p>b. Completed 9/15/11</p> <p>c. Completed 10/1/11</p>

WELFARE SERVICES

**STRATEGIC GOALS& ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
		d. Host fundraiser. (Imperato, Bonilla, Cumbo, Bucaro)	d. Completed 10/31/11

WELFARE SERVICES

**STRATEGIC GOALS& ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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5-Year Long-Term Goals

<p>I. Develop relationships with other agencies where they would schedule office hours at Astor so residents would be able to get convenient services and develop active case management collaborations with key agencies.</p>	<p>1. Contact the Department of Human Services to have a representative help with link card applications on site at Astor Avenue. (Bonilla – 6/15/11)</p> <p>2. Work with CEDA to bring housing/rental assistance, WIC and other programs to Astor Avenue (Cumbo– 6/30/11)</p>	<p>a. Reach out to SchaumburgTownship to get contact for DHS Representative. (Imperato)</p> <p>b. Contact DHS to schedule meeting. (Imperato, Cumbo)</p> <p>a. Contact CEDA to get scheduled office hours at Astor to help residents with housing options. (Imperato, Bonilla)</p> <p>b. Continue to follow up with CEDA on the WIC program to bring the program to Astor. (Imperato)</p>	<p>a. Completed 4/30/11</p> <p>b. Completed 6/15/11</p> <p>a. Completed 6/15/11</p> <p>b. Completed 6/30/11</p>
<p>II. Once renovation of Astor Avenue is complete, offer the facility to ElginCommunity College to teach ESL classes as well as other self improvement seminars on an ongoing basis for residents.</p>	<p>1. Meet with ElginCommunity College to form partnership. (Imperato – 1/31/12)</p>	<p>a. InviteElginCommunity College to Astor Avenue to showcase facility and discuss opportunities. (Bonilla)</p> <p>b. Inquire about what is required to be a GED site. (Bonilla)</p> <p>c. Host GED classes at Astor Avenue. (Bonilla, Cumbo)</p>	<p>a. Completed 1/31/12</p> <p>b. Completed 1/31/12</p> <p>c. Completed 1/31/12</p>

YOUTH AND FAMILY SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>I. Development of a Phase B to the Alternative to Suspension Program. Phase B will include programming for students who are out of school serving suspension. [Strategic]</p>	<p>1. Develop and implement day school programming for youth who are serving out of school suspensions. (Cohen – 5/1/11)</p> <p>2. Develop in-school suspension programming based on need to be offered at Streamwood High School. (Cohen – 1/15/12)</p> <p>3. Train Department staff to accommodate and operate program. (Cohen – 2/15/12)</p>	<p>a. Assess the metrics/needs for service from local high schools to determine the demand and type of program to develop. (Parquette)</p> <p>a. Research Best Practices to develop program. (Kleiman)</p> <p>b. Develop procedures for program in cooperation with Streamwood High School Administration.</p> <p>a. Train staff on procedures and program content.</p> <p>b. Implement program. (Chacon)</p>	<p>a. Completed 5/1/11</p> <p>a. Completed 12/15/11</p> <p>b. Completed 1/15/12</p> <p>a. Completed 2/1/12</p> <p>b. Completed 2/15/12</p>
<p>II. Research, apply and secure grant funding to further develop Youth and Family Services Programs. [Tactical]</p>	<p>1. Develop a plan to work with Township’s Management Analyst in applying and securing grant funding for Outreach and Prevention Services Programs. (Cohen – 7/15/11)</p>	<p>a. Meet with Management Analyst to develop objectives for researching and assimilating findings, and to develop working relationship expectations. (Parquette)</p> <p>b. Research and compile possible grants to pursue (Parquette)</p>	<p>a. Completed 5/15/11</p> <p>b. Completed 7/15/11</p>

YOUTH AND FAMILY SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
	<p>2. Apply for grants. (Parquette – 8/1/11)</p> <p>3. Develop data bases for utilization in applying for future grants. (Concepcion – FY13)</p>	<p>a. Select grants to pursue. b. Complete grant applications and submit.</p> <p>a. Examine data required for grants applied for to determine what data needs to be collected. (Parquette) b. Develop data base for pertinent data collection. (Parquette) c. Input data.</p>	<p>a. Completed 7/15/11 b. Completed 8/1/11</p> <p>a. Completed 9/15/11</p> <p>b. Completed 9/15/11</p> <p>c. TBC FY13</p>
<p>III. Further develop the Peer Jury Program to include service learning opportunities, leadership development, and job skills training. [Tactical]</p>	<p>1. Determine community partner’s interest in participating in the Peer Jury program. (Kleiman – 5/15/11)</p>	<p>a. Discuss Peer Jury program benefits with Village of Streamwood. (Parquette) b. Determine interest in Peer Jury program with Village of Streamwood. (Parquette)</p>	<p>a. Completed 5/15/11</p> <p>b. Completed 5/15/11</p>

YOUTH AND FAMILY SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
<p>IV. Develop documentation for implementation of longitudinal and outcome-based measures for Youth and Family Services programs. Research the software opportunities to manage and track data. [Tactical]</p>	<p>1. Research data collection systems and software that measure desired outcomes, which support our mission statement. (Alborell – 3/31/12)</p> <p>2. Implement data collection system. (Parquette – FY13)</p> <p>3. Evaluate the system for efficiency and compliance to State Statues. (Alborell – 6/1/12)</p>	<p>a. Consult with University partners, including the Research Institute at Loyola University.</p> <p>b. Develop a proposal of possible measures/instruments for data collection.</p> <p>c. Garner approval from Township Administrator and Attorney. (Parquette)</p> <p>a. Purchase data collection system and software.</p> <p>b. Train staff on use and management of data. (Alborell)</p> <p>c. Address HIPPA and Confidentiality requirements for use of data collected. (Alborell)</p> <p>d. Modify clinical documentation to include necessary requirements as per State Statute to assure compliance. (Alborell)</p> <p>e. Implement system. (Alborell)</p> <p>a. Review data for efficiency and accuracy.</p> <p>b. Review data for compliance to State Statutes.</p>	<p>a. Completed 1/15/12</p> <p>b. Completed 3/31/12</p> <p>c. Completed 3/31/12</p> <p>a. TBC FY13</p> <p>b. TBC FY13</p> <p>c. Completed 2/15/12</p> <p>d. TBC FY13</p> <p>e. TBC FY13</p> <p>a. TBC 6/1/12</p> <p>b. TBC 6/1/12</p>

YOUTH AND FAMILY SERVICES

**STRATEGIC GOALS & ACTION PLAN
FY 2011/2012**

STRATEGIC GOAL	OBJECTIVES	ACTION STEPS	STATUS
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5-Year Long Term Strategic Goals

<p>I. Determine the feasibility of designing a youth job incubator. [High Priority-Strategic]</p>	<p>1. Research best practices and visit area incubators to formulate a plan. (Cohen – 9/15/11)</p> <p>2. Develop proposal for a job incubator/youth employment program for Board review, selection, and approval. (Cohen – FY13)</p>	<p>a. Develop a Research group to complete research on best practices and locate incubators to visit.</p> <p>b. Review findings from research and visits. (Parquette)</p> <p>a. Write proposal for youth job incubator for Board review.</p> <p>b. Review proposal for legal, financial, and human resource feasibility. (Parquette)</p> <p>c. Present proposal to Town Board (Parquette)</p>	<p>a. Completed 7/15/11</p> <p>b. Completed 9/15/11</p> <p>a. TBC FY13</p> <p>b. TBC FY13</p> <p>c. TBC FY13</p>
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