



STRATEGIC PLAN 2017-2018

OUR VISION
To meet the early learning needs of each and every child in our community.

OUR MISSION
To enhance children's school readiness by providing opportunities for quality early learning, while strengthening family stability for a healthy community.

- CORE VALUES**
- A**ssume Positive Intent
 - B**e Effective
 - C**hoose Responsibility
 - D**eliver Excellent Customer Service
 - E**mbrace Your Fun
 - F**ind the Solution that Best Helps the Child

KEY RESULTS AREA	GOALS/CRITICAL SUCCESS FACTORS	OUTCOMES	STRATEGIES/ACTIONS	WHO'S RESPONSIBLE
PEOPLE	<ul style="list-style-type: none"> - Recruit, hire, retain excellent people 	<ul style="list-style-type: none"> - Average Employee tenure increases by 10% each year. - 100% of employees and board members can identify why they are passionate about our mission. 	<ul style="list-style-type: none"> - Create Strategic Communication Opportunities - Offer Concise Training Plans - Perfect Multi-faceted Hiring & Retention Process - Remodel Employee Appraisals 	All Departments
SERVICES	<ul style="list-style-type: none"> - Children are ready for kindergarten. - All children received targeted support - Increase accessibility to quality services 	<ul style="list-style-type: none"> - 90% of ASQs requiring rescreens will show a resolution of delays. - 100% of children attend 2 or less programs annually. - Increase # of Providers have CLASS scores (see UW grant). - All providers in Quality Initiatives participate in TS Gold. - 95% of surveyed families received excellent customer service. - 95% of surveyed providers received excellent customer service. 	<ul style="list-style-type: none"> - Family & Provider Targeted Case Management - Every provider receiving CLASS assessments receive TA - Identify Providers Readiness for participation in Quality Initiatives - Increase use of TSG Assessments for targeted providers - Customer focused practices including Modeling Quality Structure & Processes 	Family Services, Quality & Compliance, Quality Initiatives
SYSTEMS & PROCESSES	<ul style="list-style-type: none"> - Efficient and effective continuous system advancements 	<ul style="list-style-type: none"> - 100% of Policies and Procedures are current & easily accessible. - 100% of sign in/sign out sheets are accurate. - Decrease the # of monitorings with noncompliance by 25% annually. 	<ul style="list-style-type: none"> - Quarterly Procedure Review - Policies will be accessible on the website - 100% of providers will be monitored - Incentivize Provider Compliance 	All Departments
FUNDING	<ul style="list-style-type: none"> - Cultivate sustainable funding 	<ul style="list-style-type: none"> - 90% of Match Funds will be committed by end of 3rd Qtr. - Contact with donors will increase to quarterly within three years. - Identify and apply for grants 10% (\$) above previous year. 	<ul style="list-style-type: none"> - Increase fund development activities - Diversify communication method to donors - Expand Data Warehouse to support Grant Opportunities 	Executive, Community Partnership
COMMUNITY IMPACT	<ul style="list-style-type: none"> - Raise the quality of life in the community 	<ul style="list-style-type: none"> - 100% of community partners are positively impacted by their collaboration with ELCFV. 	<ul style="list-style-type: none"> - Participate in community activities - Facilitate Partner Collaborations 	All Departments