

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Support Unit	<b>Department Name</b>	Education Services/Attendance Enforcement
<b>Division Name</b>	Educational Opportunities	<b>School Year</b>	2017-2018

## IDENTIFY GOALS AND ACTION STEPS

Select two areas in need of improvement from your list of concerns. Use the space below to identify the goal for each concern.

### GOAL ONE

The Department of Attendance Enforcement will commit to meeting school needs by requiring attendance officers to meet with school attendance clerks or designated personnel at least two times per week. Maintaining and fostering focused attention on student truancy issues.

<b>Action Steps</b>	Attendance officer's daily logs will be utilized to create a weekly spreadsheet that will document school visits for each officer and the area that they service.
<b>Personnel Responsible</b>	Attendance Officers Senior Attendance Officer (Pam Foltz)
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	The spreadsheets will be reviewed monthly by the coordinator over the office of attendance enforcement (Thomas Gerbracht).
<b>Timeline</b>	Starting August 14, 2017, and documented weekly throughout the school year

### GOAL TWO

The Department of Attendance Enforcement will focus on improving the consistency and overall services that we provide schools. Monthly training meetings will take place for all personnel who respond to school phone calls and e-mail.

<b>Action Steps</b>	Monthly meetings will be held with dispatch, support staff and attendance officers who consistently answer school phone calls and email inquirers; Best practices, department policy and prior school concerns will be the focus.
<b>Personnel Responsible</b>	Senior Attendance Officer (Pam Foltz) Attendance Enforcement Coordinator (Thomas Gerbracht)
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Meeting agendas and minutes will be kept in a binder in the senior attendance officers office; The Attendance Officer Coordinator will visit and survey schools reviewing overall services provided for by the department.
<b>Timeline</b>	Starting August 10, 2017, followed by monthly trainings

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Support Unit	<b>Department Name</b>	Education Services/Due Process
<b>Division Name</b>	Educational Opportunities	<b>School Year</b>	2017-2018

## IDENTIFY GOALS AND ACTION STEPS

Select two areas in need of improvement from your list of concerns. Use the space below to identify the goal for each concern.

### GOAL ONE

"Survey Q2: The commitment to address 'school' needs."

Increase available resources to prepare and assist site administration with procedures and guidelines prior to and during due process hearings

<b>Action Steps</b>	AS1: Create an eLearning tutorial to prepare site administration for upcoming due process hearing proceedings AS2: Create a resource manual with procedural information and guidelines for site administration to reference during due process hearings (updates for resource manual will come from Goal Two, Action Step 1).
<b>Personnel Responsible</b>	Matthew Henne Kimberly Bassett
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	AS1: eLearning tutorial available on Pathlore; Emails sent to site administration with link to eLearning tutorial AS2: Completed resource manual, with updates/additions from Goal Two, Action Step 1 (Google Form responses)
<b>Timeline</b>	AS1: eLearning tutorial available on Pathlore by 9/1/17 AS2: Resource manual available by 9/1/17 (ongoing updates based on responses for Goal Two, Action Step 1)

### GOAL TWO

"Survey Q4: The overall satisfaction with the service provided."

Provide an opportunity for schools to share input regarding possible improvements and/or modifications to due process hearing procedures

<b>Action Steps</b>	AS1: Create a Google Form for site personnel to provide feedback regarding procedures following due process hearings AS2: Add a feedback survey link to all outgoing emails: Please provide feedback about your interaction with this employee: <a href="https://www.surveymonkey.com">https://www.surveymonkey.com</a>
<b>Personnel Responsible</b>	Matthew Henne Kimberly Bassett
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	AS1: Google Form responses; Updates to Goal One, Action Step 2 (resource manual) AS2: SurveyMonkey feedback
<b>Timeline</b>	AS1: Google Form available for site administration feedback by 9/1/17 AS2: SurveyMonkey link added to outgoing emails by 8/14/17

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Support Unit	<b>Department Name</b>	Education Services/ Educational Options
<b>Division Name</b>	Educational Opportunities	<b>School Year</b>	2017-2018

## IDENTIFY GOALS AND ACTION STEPS

Select two areas in need of improvement from your list of concerns. Use the space below to identify the goal for each concern.

### GOAL ONE

In an effort to make a commitment to better address school needs, ESD will increase social and emotional learning opportunities in ESD schools.

<b>Action Steps</b>	Additional staff (social workers, counselors, behavior supports); Social and emotional curriculum used daily; Counseling Social work groups weekly
<b>Personnel Responsible</b>	Eric Gant, ESD Principals
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Student and staff surveys on effectiveness; Formal and informal observations; Student monitoring visitation logs; Recidivism data
<b>Timeline</b>	Student surveys completed quarterly or in alignment with release dates; Observations made throughout the school year; Student visit logs provided to school supervisor quarterly (October, Dec, March, June); Recidivism data collected throughout the year and reported out in July

### GOAL TWO

In order to increase overall satisfaction with the services we provide at ESD, we will work with schools to assist with the transition of ESD students leaving Academic Centers back to the comprehensive environment. Show a 5% growth in students mentored/visited.

<b>Action Steps</b>	Site visits and mentoring from the ESD Director and Academic Center school staff (principal, counselors, social workers); Open lines of communication with comprehensive school principals
<b>Personnel Responsible</b>	Eric Gant
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	ESD Notes in Infinite Campus; Documentation log of visits; Formal and informal discussions with comprehensive school administrators on effectiveness at ESD Workstream Meetings (monthly) and at Leveled Meetings (monthly)
<b>Timeline</b>	Site visit mentoring logs provided to ESD school supervisor quarterly; Comprehensive principal feedback gathered monthly

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Support Unit	<b>Department Name</b>	Education Services/Pupil Personnel Services
<b>Division Name</b>	Educational Opportunities	<b>School Year</b>	2017-2018

## IDENTIFY GOALS AND ACTION STEPS

Select two areas in need of improvement from your list of concerns. Use the space below to identify the goal for each concern.

### GOAL ONE

Demonstrate commitment to address the needs of school personnel by providing support with understanding progressive discipline options for behavior events

<b>Action Steps</b>	Create video presentations on discipline, accessible in Pathlore via eLearning media; Provide resource information to school administrators and counselors in the InterAct District Link folder
<b>Personnel Responsible</b>	Frances Hall, Matthew Henne, Michelle King
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Pathlore Registrations; InterAct Link
<b>Timeline</b>	August 9, 2017 - May 25, 2018

### GOAL TWO

Improve overall satisfaction of school personnel with the Department of Pupil Personnel Services by soliciting feedback via a survey link

<b>Action Steps</b>	Create a Survey Monkey link to the Director of Pupil Personnel Services for immediate feedback on interactions with a DPPS employees
<b>Personnel Responsible</b>	Frances Hall, Donald Clay, Wyatt Villegas
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Survey Monkey feedback results
<b>Timeline</b>	September 5, 2017 - May 25, 2018

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Support Unit	<b>Department Name</b>	Education Services/Safe and Drug Free Schools
<b>Division Name</b>	Educational Opportunities	<b>School Year</b>	2017-2018

## IDENTIFY GOALS AND ACTION STEPS

Select two areas in need of improvement from your list of concerns. Use the space below to identify the goal for each concern.

### GOAL ONE

The overall satisfaction with the service provided will be monitored to gage increased overall satisfaction among school administration and staff

<b>Action Steps</b>	Google survey link will be added to the the bottom of name signature on every email, for all department employees; Feedback results will be monitored and reviewed
<b>Personnel Responsible</b>	SDFS- Coordinator and support staff
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Google survey link will provide report and it will me monitored weekly by the Coordinator SDFS, Rosa O'Bannon, to ensure excellent serviceis provided and to address any concerns
<b>Timeline</b>	Monitoring weekly; Feedback provided to employees quarterly (October, December, March, June)

### GOAL TWO

The commitment to address school needs will be improved through ongoing monitoring and feedback gathering, making necessary changes as needed

<b>Action Steps</b>	Ensure all school concerns have been addressed, via phone or email; Follow-up within one business day when necessary
<b>Personnel Responsible</b>	SDFS- Coordinator and support staff
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Google survey link will provide report and it will me monitored weekly by the Coordinator SDFS, Rosa O'Bannon, to ensure excellent serviceis provided and to address any concerns
<b>Timeline</b>	Monitoring weekly; Feedback provided to employees quarterly (October, December, March, June)

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Support Unit	<b>Department Name</b>	Education Services/Student Adjudication
<b>Division Name</b>	Educational Opportunities	<b>School Year</b>	2017-2018

## IDENTIFY GOALS AND ACTION STEPS

Select two areas in need of improvement from your list of concerns. Use the space below to identify the goal for each concern.

### GOAL ONE

Due to our commitment to better address the needs of schools, we will decrease by 5% the behavior school recidivism rate.

<b>Action Steps</b>	Adjudicators will perform campus visits and establish a mentor relationship with behavior school released students at their newly appointed comprehensive school; Behavior incidents will be reviewed, discussed, reflected upon and alternative models will be presented with various behavior skills being introduced.
<b>Personnel Responsible</b>	Education Services Division Adjudicators
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	A behavior evaluation will be conducted prior to each campus visit; post visit, Education Service Division Notes will reflect the integration of the action step and the results of the student putting those newfound behavior skills into practice.
<b>Timeline</b>	Throughout the school year; Quarterly visitation reports will be provided to adjudicators' supervisor (October, Dec, March, June).

### GOAL TWO

In order to increase overall satisfaction with the services we provide to schools, ESD will increase by 5% the amount of communication with comprehensive schools regarding expulsion investigations, release placements, and hearing panel results.

<b>Action Steps</b>	Adjudicator will establish a combination of in person, and telephonic communication with comprehensive schools regarding issues involving expulsion incident investigations, release placements and hearing panel results.
<b>Personnel Responsible</b>	Education Service Division Adjudicators
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Logging of communication and subject typology through Education Services Division ESD Notes tab in Infinite Campus to track the various incidents in which the adjudicator established contact with a comprehensive school, this communication will better facilitate a comprehensive understanding of ESD expulsion investigations, release placements and hearing panel results.
<b>Timeline</b>	Throughout the school year; Quarterly visitation reports will be provided to adjudicators' supervisor (October, Dec, March, June).