

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Foster Care
Division Name	Student Services	School Year	2018-2019

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 Foster Care Department will respond to inquiries from schools within 2 working days 85% of the time by May 23, 2019.

Action Steps	Use a tracking system to document time between incoming inquiries from schools and responses back to schools from Foster Care department.
Personnel Responsible	Department administrator and staff
Monitoring Plan (Evidence/Data the action step has occurred)	Foster Care Department will tally the time between school inquiries and Foster Care Department responses monthly.
Timeline	Goal one will be completed by May 23, 2019.

GOAL TWO

The Foster Care Department will achieve a 90% positive rating for customer satisfaction specific to schools, as evidenced by the Central Services Survey School Staff Ratings of the department by June 2019.

Action Steps	Compile and analyze survey data on a monthly basis.
Personnel Responsible	Administrator - review survey results
Monitoring Plan (Evidence/Data the action step has occurred)	Monitor survey responses and review with support staff Provide training and support as needed Review monthly with supervisor
Timeline	Goal will be completed by May 23, 2019.