

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Services	<b>Department Name</b>	Child Find
<b>Division Name</b>	Student Services	<b>School Year</b>	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

Child Find team will take a proactive approach in providing quality services to families as evidenced by a 20% increase in positive responses in the Annual Summative Assessment Survey.

<b>Action Steps</b>	Outline the internal/external communication structures to be used by the department. Complete all procedures. Share outlined information among the department for implementation.
<b>Personnel Responsible</b>	Coordinators, licensed staff members, and support staff
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Review completed reports Survey data reviewed monthly at team meetings Meeting notes and procedures
<b>Timeline</b>	August 2018- May 2019

### GOAL TWO

Child Find team will take a proactive approach in providing quality customer service to all of our constituents (via phone and email contacts) as evidenced by a 20% increase in the Annual Summative Assessment Survey.

<b>Action Steps</b>	Team members will collaboratively develop a method of keeping track of phone calls and email contacts with parents and community members.
<b>Personnel Responsible</b>	Coordinators, licensed staff members, and support staff
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Survey data reviewed monthly at team meetings Meeting notes Procedures
<b>Timeline</b>	August 2018 - May 2019