

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Special Education Team - North
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

SSD North will respond within 24 hours of the service request and address/assess the request with the school staff within the following two working days.

Action Steps	<ul style="list-style-type: none"> - Service requests forwarded to coordinators immediately upon receipt - Coordinators will assign a direct responder and reply to request within 24 hours - Phone messages forwarded via email regardless of voice mail message - Team member will copy site administrator on initial response for appointment
Personnel Responsible	All members of North SSD Team -Director, Coordinators, Facilitators, Behavior Interventionists, Early Childhood Instructional Interventionists, and Floater SPTA's
Monitoring Plan (Evidence/Data the action step has occurred)	<ul style="list-style-type: none"> - Service request log - CCSD Staff/School Staff Survey responses - Customer service survey responses - Email affirmations
Timeline	Ongoing throughout the 2018-19 school year.

GOAL TWO

SSD North Team will demonstrate commitment to the needs of sites, be professional in all responses, and provide overall exemplary services, as evidenced by an increase of 5% on the survey.

Action Steps	<ul style="list-style-type: none"> - Coordinator will contact site administrator to discuss how they would like situation addressed - Team members will check in with administration of all school sites upon arrival - Follow up will be directly between coordinator and site administration to ensure resolution
Personnel Responsible	Zone coordinator and area director - All itinerant staff assigned to school site
Monitoring Plan (Evidence/Data the action step has occurred)	<ul style="list-style-type: none"> - Service request log - CCSD Staff/School Staff Survey responses - Customer service survey responses - Email affirmations
Timeline	Ongoing throughout the 2018-19 school year.