UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services Unit	**Department Name**	Climate Initiatives
Division Name	Education Services Division	**School Year**	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

Q3- Commitment to Address My Needs

ESD Climate Initiative staff will ensure that they remain focused at all times on addressing the needs of school staff, as evident by an increase of 10%.

Action Steps	Climate Initiative staff, PBIS/SEL/SSP, will each identify and focus on one individual strategy to best address meeting the needs of school staff in their implementation of the climate initiatives throughout the school year. That strategy will be reported to the Assistant Superintendent on or before September 1.
Personnel Responsible	Dr. Tammy Malich, Brian Adams, Paul Hernandez, Kevin Higley, Douglas Garner
Monitoring Plan (Evidence/Data the action step has occurred)	Formal Google surveys will be sent to school principals utilizing the climate initiatives at the end of each semester to gather information to gauge how well climate staff are meeting the needs of the schools, allowing corrective action in any area of need. This area received 100% positive responses, but all questions did except for one, however, this is an area that is key to ensuring that as a Division we are serving schools.
Timeline	August 1, 2018- All Climate Initiative staff will identify their strategy to best address meeting the needs of school staff December 1, 2018- All principals of schools that are implementing a climate initiative at their site will be surveyed to determine how well Climate Imitative staff are meeting their needs January 1, 2019- Survey results will be reviewed and any concerns or deficits will be addressed and a corrective action plan will be created and implemented June 1, 2019- All principals of schools that are implementing a climate initiative at their site will be surveyed to determine how well Climate Iniative staff are meeting their needs

GOAL TWO

Q4- Professionalism of the Response

ESD Climate Initiative staff will ensure all responses to school staff, central staff, and community partners are professional, timely and accurate, as evident by a 20% increase.

Action Steps	Climate Initiative staff, PBIS/SEL/SSP, will receive training on customer service with a focus on remaining professional at all times.
Personnel Responsible	Dr. Tammy Malich, Brian Adams, Paul Hernandez, Kevin Higley, Douglas Garner
Monitoring Plan (Evidence/Data the action step has occurred)	Formal Google surveys will be sent to school principals utilizing the climate initiatives; central services divisions/departments that support climate initiatives, SSD, Grants, HR, purchasing; and Progressus, our community agency provider at the end of each semester to gather information to gauge how well climate staff reply to all correspondences in a professional, timely manner and relay accurate information.
Timeline	August 1, 2018- All Climate Initiative staff will receive training on excellent customer service December 1, 2018- All principals of schools that are implementing a climate initiative at their site, central offices that support climate initiatives, and our community agency provider will be surveyed to determine how well Climate Initiative staff are responding in a professional, timely, and accurate manner January 1, 2019- Survey results will be reviewed and any concerns or deficits will be addressed and a corrective action plan will be created and implemented