

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Services	<b>Department Name</b>	Office of Compliance and Monitoring
<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

The Office of Compliance and Monitoring (OCM) will provide training to compliance monitors who are new to the position that will allow them to respond effectively to customers as evidenced by a 2% increase on the central services survey.

<b>Action Steps</b>	Provide information through the District's SBCT process. Provide peer mentors who will assist the new compliance monitor in learning the requirements of their position. Provide opportunities for the new compliance monitor to observe the workings of the office and required tasks associated with the position. Provide the new compliance monitor positive feedback on the completion of OCM tasks.
<b>Personnel Responsible</b>	Compliance Officer
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Observation of work performance and task completion. Review of completed work and dialog with CCSD staff and parents.
<b>Timeline</b>	Goal 1 will be complete by May 23, 2019

### GOAL TWO

The Office of Compliance and Monitoring will increase the usage of technology and electronic reporting by 2% for report completion and training.

<b>Action Steps</b>	OCM will pilot the use of electronic reporting for the completion and report writing for Section 504 and Aversive Interventions, physical, and mechanical restraints. Development of on-line training modules for individual and employee groups.
<b>Personnel Responsible</b>	Compliance Officer
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Development of electronic training modules. Provision of Section 504 and Aversive Intervention training and report writing.
<b>Timeline</b>	Goal 2 will be completed by May 23, 2019