Strategic Plan Implementation Quarterly Report

July 1, 2025 – September 30, 2025

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Strategic Development Advisory Committee
October 22, 2025

Celebrations

Key Accomplishments

- This is SG/PRC's first Strategic Plan Progress Report using the Monday.com project management platform.

- The transition to Monday.com marks a major step in how we organize, track, and visualize progress across departments.

- As of October 2025, teams are using the platform to actively manage objectives, assign tasks, and monitor key performance indicators in real time. While the data is still being refined, it already allows for clearer reporting, faster updates, and stronger accountability at every level.

- The quarterly reports will continue to evolve based on feedback from leadership and the Board. In future presentations, we plan to include testimonials, photos from community events, and visuals directly from the platform — such as dashboards, charts, and project timelines — to give the report more life and connect progress to real outcomes

Our Plan is Built Around Four Goals

Guiding Framework

Goal 1 focuses on Service Excellence — that's where we've been focusing on improving access and response times.

Goal 2 centers on Community Engagement and Advocacy — making sure SG/PRC has a strong and trusted presence in our region.

Goal 3 develops our workforce through training and mentorship.

And Goal 4 strengthens our systems and technology so we can deliver services more efficiently.

Executive Summary

80%
Objectives On Track
Completed or on-schedule objectives across all strategic goals

4
Strategic Goals
Service excellence, community engagement, talent development, and operational efficiency

100%
Process Audits
Key operational areas reviewed and optimized

Overall status: 🟢 On Track

Key themes: faster response times, better communication, stronger partnerships, and improved staff training systems.

Focus ahead: automation, data-driven evaluation, and continued mentorship and leadership development.

The "North Star" of our Plan

Takeaways

- The work this year has focused on three big themes: improving response times, strengthening our connection to the community, and modernizing how we operate.

- Over the next few months, our focus will shift toward automation, mentorship, and increasing transparency — areas that build long-term sustainability.

Goal 1: Enhance Service Excellence

Key Accomplishments

- Completed surveys and interviews to identify service response bottlenecks
- Set clear time goals for returning calls and emails; promoting our On-Duty team
- Launched one new community service (ASL Training); second in design phase
- Updated forms/content and started translation review for plain-language access

Upcoming Focus

- Begin monthly response-time tracking dashboards
- Finalize and distribute translated service guides
- Launch first organization-wide satisfaction survey in 2026

75%
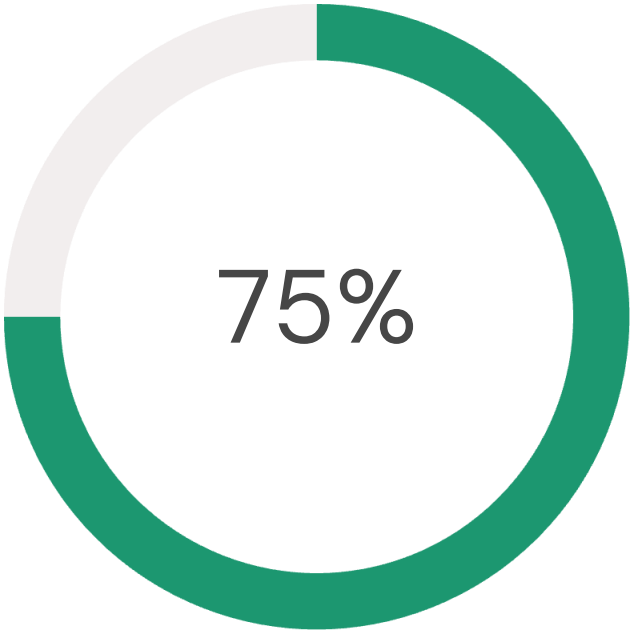
Objectives on track or completed

Areas of watch: Workload impact and staff time for process testing and delays in completing family-feedback system setup

Service Excellence Objectives

01

Improve Response Times

Target: Maintain 4.5/5 access rating by 2027

Status: 🟡 In Progress

02

Expand Service Offerings

Target: Launch 2 new services per year

Status: 🟡 In Progress

03

Improve Access to Information

Target: 75% say info is easy to find by 2026

Status: 🟡 In Progress

04

Establish Data Program

Target: Reach 4.5/5 satisfaction rating by 2027

Status: ⚪ Not Started

Goal 2: Strengthen Community Engagement

Community Events

Hosted Women, Infant, Children Celebrating Families, Empowerment Conference, and National Night Out series
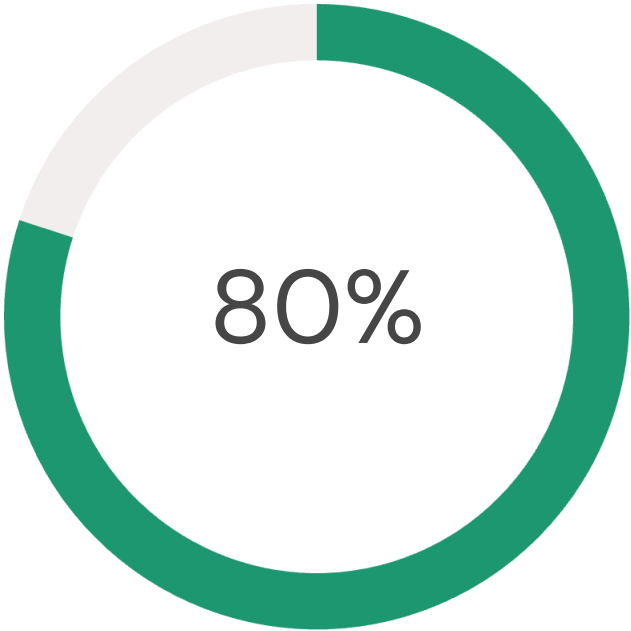
Digital Awareness

Built early awareness through digital posts and co-branded community flyers

Policy Partnerships

Partnered with LA District Attorney and local city offices; completed over 50% of target policy meetings
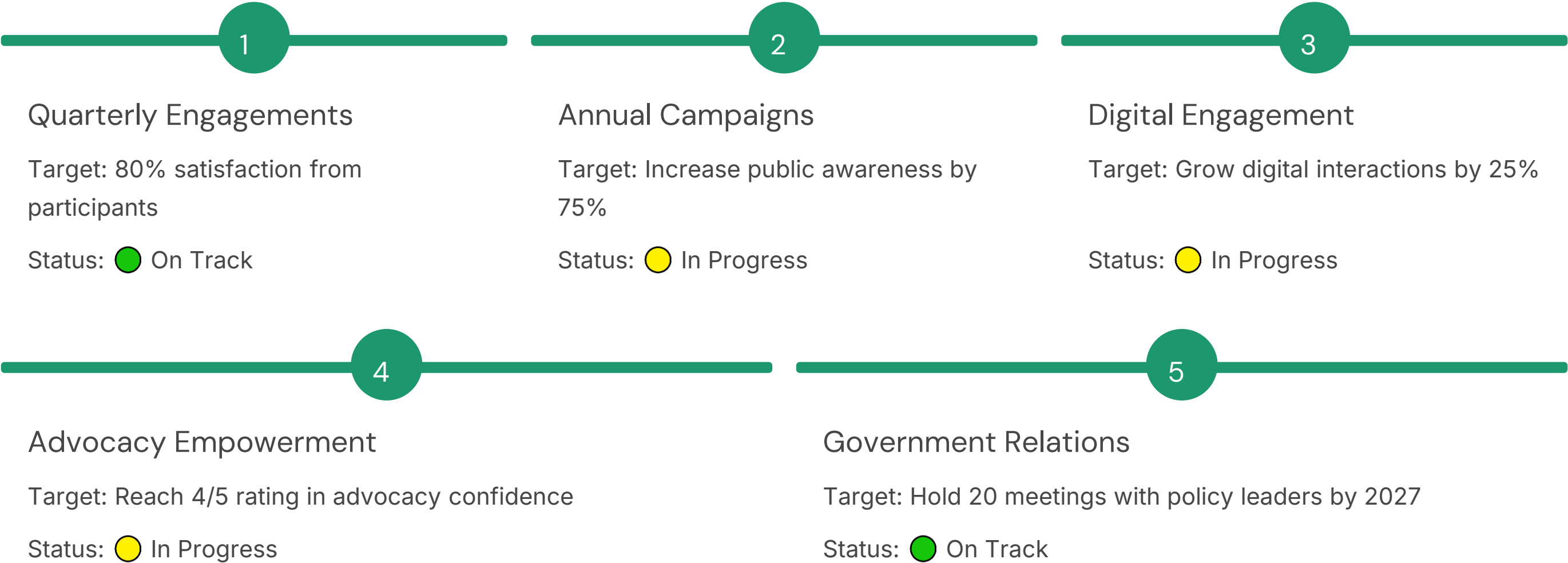
Upcoming Focus

- Increase SG/PRC Artisan Fair and Market Opportunities
- Begin short event surveys to measure satisfaction
- Expand social media content and analytics tracking
- Ensuring we are reaching even broader audiences

80%

Objectives on track

Community Engagement Objectives

1

Quarterly Engagements

Target: 80% satisfaction from participants

Status: 🟢 On Track

2

Annual Campaigns

Target: Increase public awareness by 75%

Status: 🟡 In Progress

3

Digital Engagement

Target: Grow digital interactions by 25%

Status: 🟡 In Progress

4

Advocacy Empowerment

Target: Reach 4/5 rating in advocacy confidence

Status: 🟡 In Progress

5

Government Relations

Target: Hold 20 meetings with policy leaders by 2027

Status: 🟢 On Track

Areas of watch: staff capacity for frequent event participation and need for more translation and accessibility support at events

Goal 3: Enhance People Operations & Talent Development

Attract & Hire

Hosted two job fairs in 2024 with 2025 events planned

Target: 80% retention of new diverse hires by 2026

Streamline Onboarding

Completed Day 1 Orientation, Digital Welcome Packet, and LMS onboarding at 100%

Status: 🟢 On Track

Training & Development

Created intranet training portal and role-based learning paths

Target: 90% completion / 75% report skill growth

Mentorship Program

Leadership training series launched with over 75% participation

Target: Full launch by 2027

Overall status: 🟢 On Track with approximately 85% of objectives on schedule

Goal 4: Operational Efficiency & Technology

Major Accomplishments

✓ **Process Audit Complete**
100% of key areas audited with automation plan developed

✓ **Information Technology Help Desk**
Implemented ticket system to track and resolve requests efficiently

✓ **Transparency Tools**
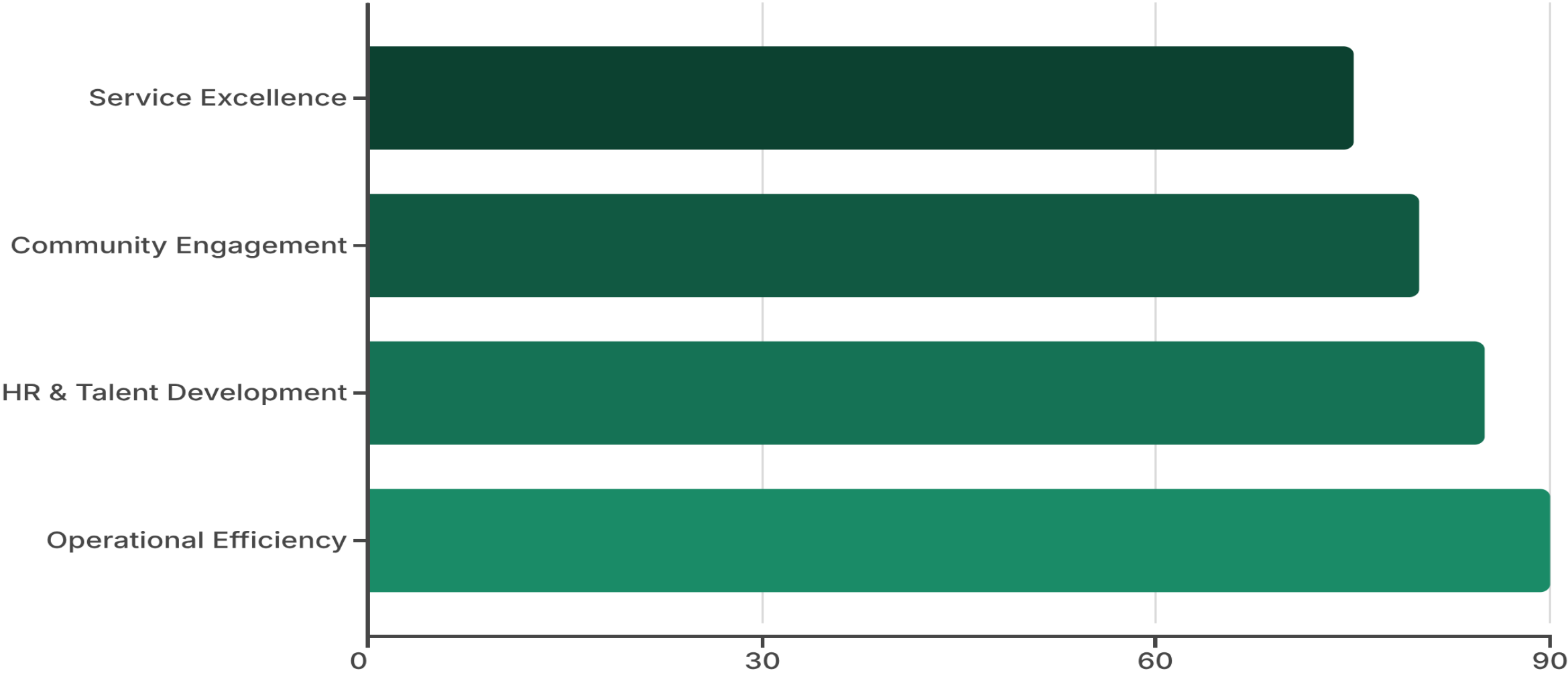Designed first annual progress report template and survey tools

Next Steps

- Expand automation to People Operations and Finance processes

- Launch data dashboards showing ticket times and workload savings

- Publish first SG/PRC Annual Progress Report in all threshold languages

90%
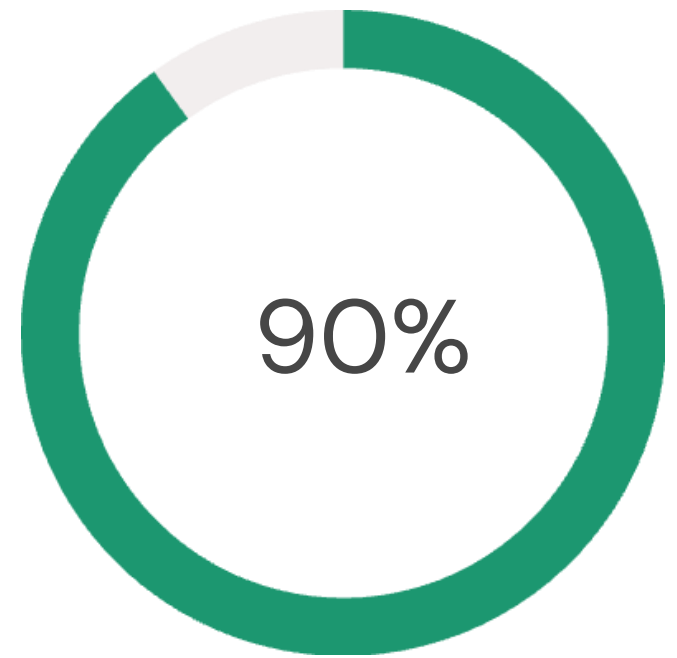
Objectives on track or completed

Percentage of Objectives on Track

Goal 1
Response times and access improving

Goal 2
Visibility and advocacy growing

Goal 3
Training and leadership building

Goal 4
Technology and process improvements

Resources to Prevent Roadblocks

1	**Funding Support** Tracking any fiscal impacts to our budget regarding federal uncertainties
2	**Outreach Support** Staff and Board community outreach efforts, which have proven effective in building trust and reputation.
3	**Report Feedback** Strategic Development Members to provide feedback on annual report format and data dashboards before final release
4	**Environmental Scanning** Help SG/PRC anticipate emerging policy, funding, and service trends that may impact our strategic plan

Your guidance and support has contributed to our continued progress toward our 2024-2027 strategic objectives and strengthen our ability to serve the community effectively.

Foresight Planning

Takeaways

- The main barriers identified, although we are navigating, right now are staff capacity — balancing day-to-day work with new initiatives, significant state directives, rate reform, performance contract, quality incentive measures, standardization of assessment tools, vendorization, new statewide vendor portal, statewide launch of new technology (Life Outcomes Improvement System), and intake standardization — in addition to strategic planning efforts.

- Overall, we're confident in our momentum, but we're also identifying where additional support and cross-department collaboration can help accelerate results. The Project Leads and Executive Team meet monthly specific to Strategic Plan Implementation where updates, barriers, and supports are discussed.