

## Overview

SG/PRC continues to make measurable progress on its 2025–2027 Strategic Plan. With the support of Forward Focus, department leads finalized strategy alignment and KPI definitions this quarter. The focus has now shifted to tracking outcomes, enhancing internal accountability, and capturing data that reflects meaningful progress in service delivery, community engagement, workforce development, and operational effectiveness.

This report summarizes progress on each goal.

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## Goal 1: Enhance Overall Service Delivery Excellence

SG/PRC has made significant strides in strengthening how services are delivered, especially around improving response times and expanding culturally responsive offerings. Families are being served faster, and more are gaining access to information and supports. Several initiatives co-designed with stakeholders are in motion, and early data shows strong outcomes in both equity and satisfaction.

- **Objective 1.1: Improve response times to increase service satisfaction**  
The On-Duty team model, soft-scripting, and improved bridging protocols have reduced average response times to 24–48 hours.
- **Objective 1.2: Expand service offerings to meet the region’s diverse needs**  
New services informed by outreach and community needs are in development, with one offering co-designed alongside underrepresented families.
- **Objective 1.3: Improve access to information about services, eligibility, and application**  
Multilingual outreach materials and quick-reference service guides are being distributed. Forums have been rebranded and simplified for broader access.
- **Objective 1.4: Establish a yearly data collection program**  
SG/PRC has implemented survey tools to collect satisfaction and service access feedback, reaching a major stakeholder group in Q2.

### ***Progress Snapshot:***

- *The No/Low POS rate (defined as 2,000.00 or less annually for POS) for children 3–21 dropped from 37.1% (Fiscal Year 2021/22) to 28.4% (Fiscal Year 2024/25) over two years.*
  - *Equity progress confirmed through improved per capita spending across most ethnic groups. Improvement of 7,667 to 9,706 (which is a 2,039 improvement per person served)*
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## **Goal 2: Strengthen Community Engagement and Advocacy**

This quarter saw high levels of community participation and faster outreach response. Families are showing up, giving feedback, and using SG/PRC resources in greater numbers. Outreach is becoming more multilingual and culturally specific, while digital engagement is expanding through the newly launched website and updated communication channels.

- **Objective 2.1: Facilitate quarterly engagement opportunities**  
Four events held or supported in Q2, including Sirens of Silence and the Empowerment Conference (450+ attendees). Feedback collection is in place.
- **Objective 2.2: Create annual public awareness campaigns**  
Campaigns are running in multiple languages and formats—including texts, emails, and flyers—reaching families across communication preferences.
- **Objective 2.3: Increase engagement through digital platforms**  
The new SG/PRC website has officially launched. Efforts are underway to track visits, engagement time, and resource usage.
- **Objective 2.4: Empower individuals and families to advocate**  
Co-designed training sessions and expanded Parent Mentor Initiative supports are helping families become more confident advocates.

### ***Progress Snapshot:***

- *Bilingual events and campaigns increased family participation.*
  - *PMI and advocacy trainings have expanded to reach more parents.*
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### **Goal 3: Enhance SG/PRC's Human Resources and Talent Development**

Internal systems are improving through structured onboarding, new hiring strategies, and development opportunities for staff. Turnover has dropped sharply, and leadership is building the foundation for long-term employee growth. Recruitment outreach is actively targeting diverse candidates to better reflect the community served.

- **Objective 3.1: Attract and hire a diverse pool of well-qualified staff**  
Job postings and partnerships are targeting bilingual and clinical professionals. Connections to local schools and programs are strengthening pipelines.
- **Objective 3.2: Streamline onboarding**  
Standardized welcome packets and staff check-ins are improving the onboarding experience. Completion rates are now tracked across teams.
- **Objective 3.3: Build a comprehensive employee training program**  
A role-based training system is in development. Paylocity is supporting the tracking of training participation and content delivery.
- **Objective 3.4: Launch mentorship and leadership development**  
Program design is in progress, with stakeholder input shaping a tiered mentorship approach for future rollout.

#### ***Progress Snapshot:***

- *Staff turnover dropped from 12% to under 3%.*
  - *Training and onboarding systems are being formalized and tracked.*
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### **Goal 4: Improve Operational Efficiency and Technology for Service Excellence**

Departments have completed a full process review and are now actively implementing new technologies and workflows. Internal tools are improving communication and support ticket resolution, while external-facing tools—like the website—are enhancing transparency and accessibility.

- **Objective 4.1: Conduct a comprehensive review of internal processes**  
This objective is complete. All departments mapped their core processes and identified opportunities to simplify or streamline.

- **Objective 4.2: Invest in technology to streamline operations**

Atlas rollout and cloud-based tools are in progress. A new ticketing system is tracking resolution times and user experience.

***Progress Snapshot: Discuss ATLAS technology and LOIS***

- **Objective 4.3: Ensure transparency and accountability**

Stakeholder surveys are being used to measure service satisfaction. SG/PRC led the state in NCI survey participation, adding strength to its data reporting.

***Progress Snapshot:***

- *Website and ticketing systems launched.*
- *All departments participated in identifying and fixing inefficiencies.*

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## **Summary**

SG/PRC is advancing across all strategic goals. The past three quarters results show improved service access, deeper community involvement, better internal systems, and a more engaged workforce. The foundation for meaningful, measurable outcomes is in place—and the focus now is sustaining momentum and building trust through data, communication, and follow-through.

Deployment of Monday.com is the tool that will be utilized. This project management platform will help track progress across all departments, ensure timely updates, and support transparent reporting to the Board as implementation continues.