

Design: SMART Goals & Action Plan

NDSS STRATEGIC PLAN 2021-2023					
<p>Vision statement: <i>The vision of NDSS is to promote the holistic and cultural values of T'aa hwo ajit'eego and K'e to individuals and families in order to have safer and healthier communities for future generations.</i></p> <p>Mission statement: <i>The mission of NDSS is to advocate for changes, empower and strengthen our children, families, and communities by providing quality, holistic, culture and value-based services.</i></p>					
STRATEGIC PRIORITIES					
Recruitment & Onboarding	Staff Development	Communications	Streamlined Technology	CQI	Trauma-Informed
<p>Goal 1: The DSS shall improve the development, recruitment, and selection of applicants to meet the professional needs of each dept and program.</p> <p>Goal 2: Each dept and program shall have onboarding process tailored for the new and current employees.</p> <p>Goal 3: The DSS shall require for all depart and programs to include Navajo language and teachings in staff training requirements.</p> <p>Goal 4: The DSS will develop a comprehensive division-wide training for all employees</p> <p>Goal 5: The DSS will develop a Career Path Training Program for all employees.</p>	<p>Goal 1: Program specific staff training plan is developed for 100% of NDSS programs by December 2021.</p> <p>Goal 2: Expand training capacity within NDSS by December 2021.</p> <p>Goal 3: Cross-training is provided to all NDSS staff by December 2021.</p> <p>Goal 4: Career-path training program is available for all NDSS staff by December 2021.</p>	<p>Goal 1: Communicate the concept of, “one voice” through a consistent brand image.</p> <p>Goal 2: To have consistent internal communications strategy within DSS.</p> <p>Goal 3: A low cost to no cost marketing plan to promote DSS departments and programs collectively.</p> <p>Goal 4: Strengthen employee engagement to support and promote DSS Strategic Plan.</p>	<p>Goal 1: All NDSS staff will have access to up-to-date IT infrastructure and equipment by December 2021</p> <p>Goal 2: Create easily accessible, on-going technology-related training for all program staff.</p> <p>Goal 3: A digital case management database system is utilized by 100% of NDSS programs by December 2021.</p> <p>Goal 4: Clients are served more efficiently because of NDSS technology and communication infrastructure.</p>	<p>Goal 1: Each NDSS Program will have a culturally responsive evaluation plan with relevant metrics that is integrated within the new database system.</p> <p>Goal 2: NDSS customer satisfaction information will be collected.</p> <p>Goal 3: Program data will be used to improve NDSS services in all programs and departments.</p>	<p>Goal 1: By November 30, 2021, 100% of the Trauma-Informed Innovation Team has begun to learn and create a plan for becoming a trauma-informed organization</p> <p>Goal 2: Policy change that supports self-care of staff and clients/customers to reduce the likelihood of re-traumatization .</p>