

2023-2024 Management Plan

2023-2024 Priorities

Task Name

Assigned To

Due Date

3 month
check in

6 month
check in

9 month
check in

Final

	Task Name	Assigned To	Due Date	3 month check in	6 month check in	9 month check in	Final
LCCS Visitation Center	Hire an architect to determine if the property on Leavitt Road is sized right to meet our needs.	LCCS Board/KFB	10/1/2023				
	the Lorain County Visitor's Bureau Board on a Letter of Intent regarding the property on Leavitt Rd.	LCCS Board/KFB	10/31/2023				
	Work with architect to finalize plans	LCCS Board/KFB	adj. date 3/1/2024				

Improve retention and reduce turnover in Direct Services by 5%	Launch the Peer Mentor Program	HR/DS Managers	10/31/2023 adj. date 11/15/2023				
	revise and improve upon the current training program for new employees. Peer mentor program completed. Next phase is to update training curriculum. Fully implement new way of providing training to staff by March 31, 2024	HR/DS Manager	1/31/2024	3/31/2024			
	Update and improve upon the current onboarding program for new employees.	All Management Group	12/1/2023 adj. date 4/15/2024				
	Review exit interview feedback by 3/1/2024 Conduct a stay survey of all agency employees by 5/1/2024.	All Managers Group	3/1/2024	5/1/2024			

Upgrade the Agency Website	Select Design/Hosting Company	PJB/KFB	12/1/2023				
	Design company to survey managers for design and content input	PJB/KFB	2/1/2024 (in process) adj completion				
	Draft website available	Design company & PJB	5/15/2024				
	Launch new website		6/15/2024				