
AGENCY/PROGRAM		Date: 2024	
<u>Strength Based Discussion:</u> Describe progress that the agency or program has made in the 12 steps of the CCISC process in inspiring services for customers: e.g., person/family centered, recovery- or resiliency-oriented, trauma-informed, complexity/co-occurring capability.		CQI Team Members and other Change Partners Agency/Program's Inspired Vision:	
List 3-4 issues that were identified through COMPASS self-assessment(step 5) and other processes. Usual starting places for change (steps 6-12): WELCOMING, ACCESS, HOPE, SCREENING & DATA, ALL STAFF COMPETENCY	WHAT DO WE DO? (Small step measurable interventions for each objective)	RESPONSIBLE PERSONS (Who does what for each intervention?)	Timeframes, Milestones of Progress and Opportunities for Rounds of Applause (for each objective)
<i>1. Issue: e.g., Welcoming Agency/Program's Goal for the issue e.g., improve welcoming policies/practice for COD</i> Objectives a. b. c.	a. b. c.	a. b. c.	a. b. c.
2. Issue: Agency/Program's Goal for the issue	a.	a.	a.

Objectives a. b. c.	b. c.	b. c.	b. c.
3. Issue: Agency/Program’s Goal for the issue Objectives a. b. c.	a. b. c.	a. b. c.	a. b. c.
4. Issue: Agency/Program’s Goal for the issue	a.	a.	a.

Objectives a. b. c.	b. c.	b. c.	b. c.
SIGNED BY: CEO () Program Director () Supervisor () Change Agents () Staff () MD () Consumer Rep () etc			