

Idaho National Guard Family Program

Performance and Quality Improvement

Annual Report

October 2019

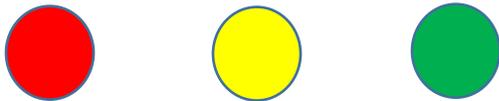


Section One – Introduction

This report is for all stakeholders, including Service Members, their Families, staff, community members and any individual who is interested in the great work that we do. Performance and Quality Improvement (PQI) is an integral part of our organization. We are always open for new opportunities to change and grow. We hope this report demonstrates our commitment to the Service Members and their Families, our transparency for when things don't go as well as planned, and a desire to receive feedback from others. If you have ideas on how this document can be improved, let us know.

An important feature of this report is that we want to provide information to our stakeholders, both our accomplishments and areas we need to improve on. As an organization, we want to learn from our experience and grow. When we find areas that are not up to our expectations, we create a plan on how to address the challenge and improve.

We will use a simple icon system through the report for our outputs. A red dot signifies an area that does not meet our benchmarks (DNM), a yellow dot indicates an area of improvement that we are currently working on or in progress (IP) and a green dot indicates an area where we are meeting our benchmarks (MB).



Section Two – Long Term Strategic Direction and Annual Goals

The Idaho National Guard Family Program (IDNGFP), completed a 5 year Strategic Plan for 2018-2023. This section looks at our outputs. Our outputs are simple numeric measurements of productivity. The Strategic Plan is a base through which the IDNGFP can develop annual plans. The Next formal plan will be completed in 2022.

Section Three – Goals from Strategic Planning

Strategic Direction	Communication	
Goal (Measurement System)	Increase and maintain communication between Service Members, Families, Units/Wings, and National Guard Leadership	
Short Term Objectives	Create communication opportunities through marketing media, outreach training, and face to face distribution at every level of command	
Long Term Objectives	Utilize Military leadership, Service member and participant feedback to improve and implement new/effective avenues of awareness and communication methods	
Comments	The Idaho National Guard Family Programs has slowly worked to improve communications. The biggest improvement has to be that the Army and Air programs now work together better than they have in many years. Going forward, plans and actions need to be started to increase the communication to military leaders at every level	
Strategic Direction	Readiness	
Goal (Measurement System)	Maintain Family Readiness through the INGFP at a national rating of 85% high readiness standard	
Short Term Objectives	Conduct annual face to face meetings with Commanders/State Family Program Director (SFPD) or Airman & Family Readiness Program Manager (AFRAM) and support personnel for awareness of unit needs and continues command support. In addition, work with Volunteer Leadership and Commanders in achieving and maintaining charters (if applicable) and high readiness standards.	
Long Term Objectives	Continued refinement in communication between the SFPD/AFRAM and Commanders with open dialogue on the needs of their units. Units' volunteer corps to become self-sufficient by achieving and maintaining high readiness standards with Family Program staff providing assistance and support where needed.	
Comments	The overall readiness for the state is below the 85% (77%). Idaho saw a 24% increase in 2019. The program still has difficulties of getting unit commanders to complete the processes of certifying their FRGs. The SFPD and AFRAM have not made individual face to face meetings with lower unit commanders. They speak often with generals and chiefs of staff.	

Strategic Direction	Marketing	
Goal (Measurement System)	Increase program awareness and utilization by providing information on support services and opportunities that are available to the Service Members and Families	
Short Term Objectives	Increase local community capacity building efforts aimed at the availability of resources and partners in the geographical regions where service members and families reside who are willing to support the Idaho Family Programs.	
Long Term Objectives	Continued growth and participation with local community based resources focusing on a wider availability of resources for military connected families.	
Comments	One of the biggest goals of the IDNGFP is to increase its marketing and information sharing. Small gains have been made on the short term goals. Staff regularly participate on community organizations they meet to collaborate on services. Continued growth and marketing will be the next focus.	
Strategic Direction	Credibility	
Goal (Measurement System)	Become an accredited Family Readiness program in 2018	
Short Term Objectives	Complete the Self-Study and Site Visit from Council of Accreditation (COA).	
Long Term Objectives	Implement necessary changes due to guidance and suggestions from COA in order to maintain accreditation and nationwide credibility of the Idaho National Guard Family Program.	
Comments	The IDNGFP received its accreditation from the Council on Accreditation in late 2018. The program is now in a maintenance phase and will continue to meet all requirements to keep their accreditation.	
Goal (Measurement System)	Establish credibility of Family Readiness Programs by providing a knowledgebase of support services and opportunities available to the Service members and their Families, this improving retention and strengthening the Idaho National Guard	
Short Term Objectives	Inform leadership of opportunities and services provided. Communicate with internal staff the functions of the Family Program Support Team to establish “buy-in” from all levels of leadership.	
Long Term Objectives	Maintain credibility with Commanders by providing a Family readiness program that exceeds baseline	

	standards and expectations. Also, develop and implement training sessions available to all Gowen Field personnel on topics including financial, mental, and family stability.	
Comments	The IDNGFP has done a tremendous job of establishing a good working relationship with the units within the Idaho National Guard. They are very knowledgeable and are able to assist customers quickly and efficiently. The area for improvement lies in getting the commanders to have a full buy-in for the program. Commanders understand the need and purpose of the family readiness programs but have not put them as a priority yet.	
Strategic Direction	Recruiting	
Goal (Measurement System)	Increase recruiting and retention efforts that provide continuity within the Family Program Volunteer network	
Short Term Objectives	Implement teams that allow for a balanced work load and time commitment/participation for the volunteers.	
Long Term Objectives	Utilize a lead volunteer that supports consistency and effectiveness to increase participation in activities held across the state while maintaining balance in responsibility and communication.	
Comments	The IDNGFP has done a good job of trying to recruit new volunteers. There has been an increase in both the Family Readiness and Child & Youth programs. This is evident in the number of files being reviewed during the quarter. The short term and long term objectives were not used and will need to be modified when the strategic plan is reviewed.	

Improvement Plans

- Family Readiness – This area has two areas where improvement plans can be written. The first will be to improve the communication between the SFPD/AFRAM and Commanders. Both of the positions meet regularly with high level commanders and should leverage that. However, the time to meet with lower level commanders is not there. The improvement plan will look at utilizing the assistance to these positions to assist in these responsibilities or other ways to delegate.
- Marketing – While the IDNGF has done a good job at marketing, there is still room to improve. Increased use of an external website, social media on other media methods will be looked at. Additional funding from NGB to hire staff whose specific jobs and roles to market will be looked at.

- Credibility – Finding a way to get commander buy-in. A method similar to the medical readiness project. Leveraging the natural competition of military officers to “race” each other to be the first to show a higher level of readiness.
- Recruiting – The improvement plan centers around improving the Strategic Plan. Each individual program has an improvement plan in place to increase recruiting of volunteers.

Section Four – Operational Effectiveness and Risk Management

Human Resources – Sampling of PQI Initiatives Implemented this year:

CPR and 1 st Aid training	
Volunteer Recognition	
Staff Meetings	
Training Needs Assessment	

Improvement Plans

- CPR/1st Aid Training – while this was conducted, very few staff attended.
- Training Needs Assessments – have only been completed by the Family Readiness program



Improvement Plans

- Providing more CBI classes as well as quarterly Professional Development training will increase the number of trained employees.
- Training for FY19 dropped significantly. A plan to improve this will incorporate these monthly trainings into semi-annual professional development.

Complaints and Grievances

Staff: No grievances filed in FY19	●
Client: No grievances filed in FY19	●

Improvement Plans

- N/A

Information Technology

Computers upgraded	●
Wifi disabled	●
Printer issues (now have 2 functional printers)	●

Improvement Plans

- Wifi – there is currently no long term solution to this. A temporary solution has been the use of a program owned Wifi hotspot.

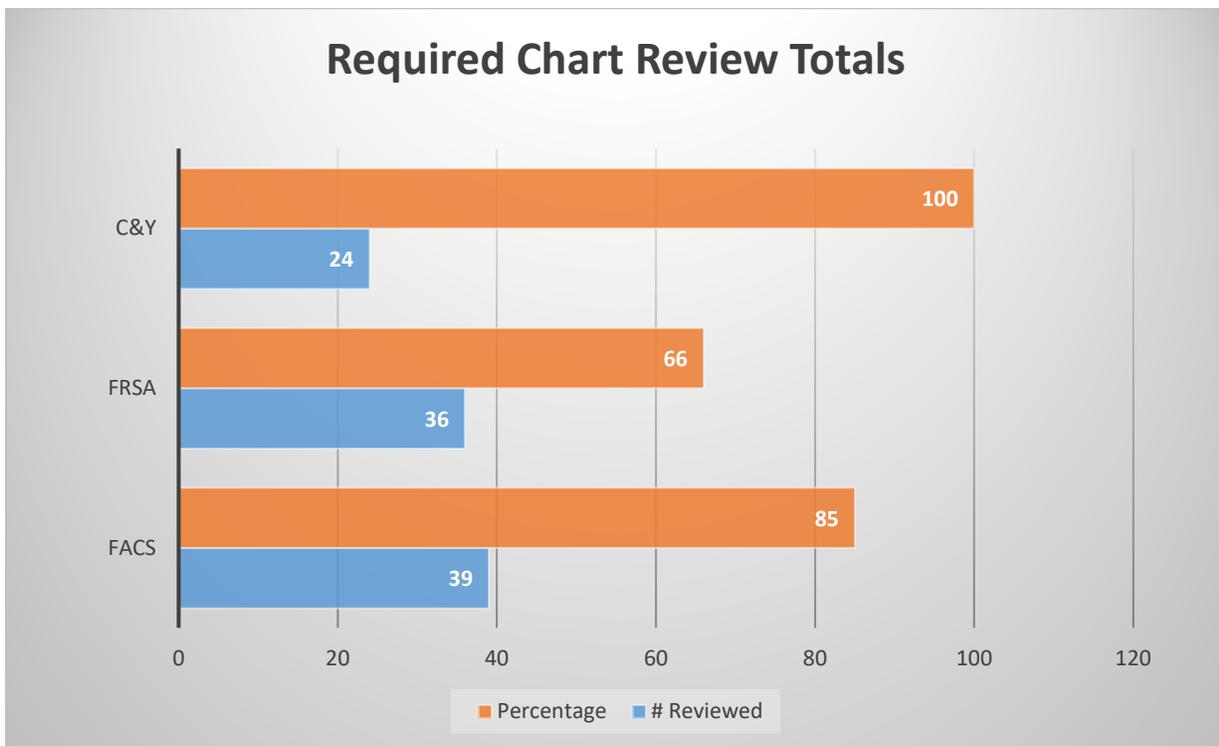
Risk Management and Health & Safety

Staff & Client Safety – Fire drills conducted	●
Annual Risk Assessment completed	●
Incidents – none	●
Fire Drills (outlying areas) – 100% compliance	●
Training on Mental Health First Aid	●

Improvement Plans

- Training for staff on Mental Health First Aid was conducted. However feedback from staff indicated improvements are needed. Looking to an outside agency.

Section Five – Case Review

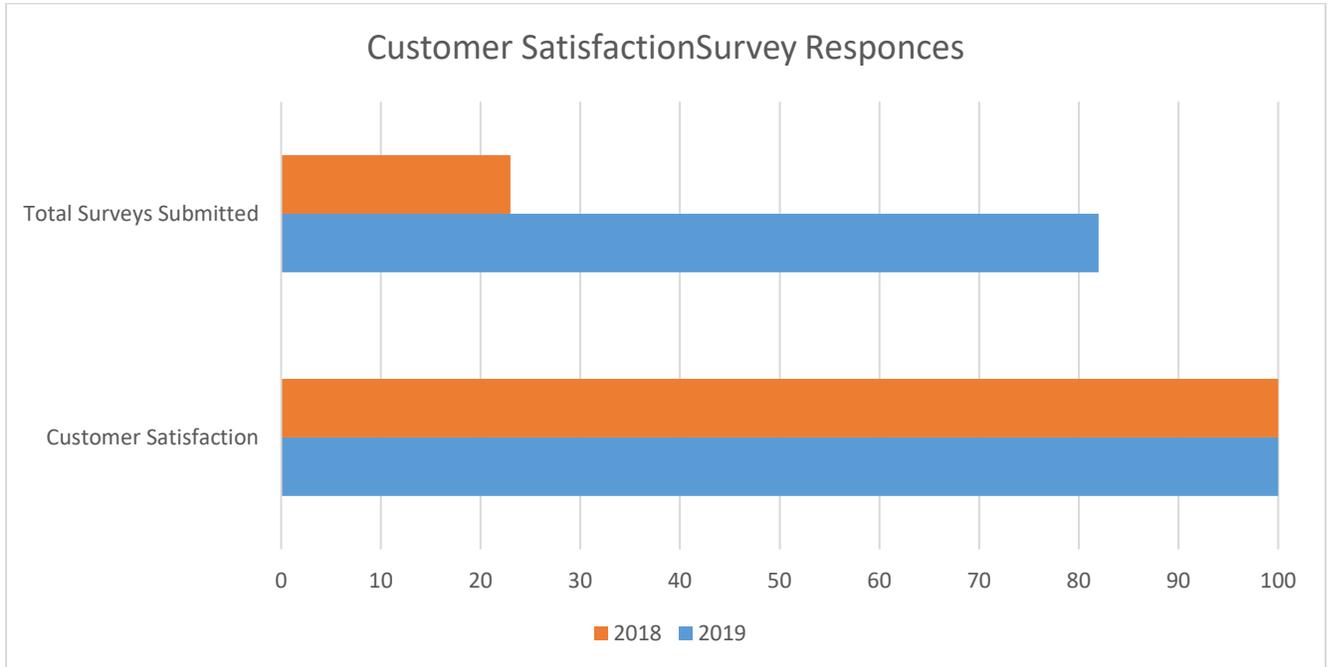


The lower compliance rates reflected above were caused by the on-going implementation of the Case Review Tool and changed in standards.

Improvement Plans

- The creation of a scoring matrix has helped improve the accuracy of the case reviews.
- No data was collected in 3rd quarter due to the State’s NTC rotation. Additionally, the FACs did not submit data for the 4th quarter.

Section Six – Client Satisfaction



ICE Customer Comments: See quarterly reports.

AAR Event Customer Comments: See quarterly reports.

Improvement Plans

Contact Us!

If you have any feedback about this report, please contact us via email or phone

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