

	2023	C=Complete, O=On Track, D=Deferred, N=Not Started
Goals	Initiatives	Status
Build Collaborations and Partnerships	Increase collaboration with school districts.	C
Comment	We created the Specialized Outside Agency Recreation (SOAR) program and a marketing plan to promote the program to any outside organization, including schools, with good success. The process to request a SOAR program has been added to the website so that teachers and other professionals can place request for a program through our website and will then be forwarded to the correct recreation staff member to start the process. The EAGLES staff have also expanded their communications and connections with area high school transition programs. Finally, through the new Behavior Oversight Committee, staff have increased communication with teachers to assist SEASPAR staff with behaviors and try to increase the consistency between behavior modification plans with SEASPAR and student's home school.	
Enhance Member Agency Engagement	Create administrative staff-level committee with SEASPAR and member entities to increase communication and collaboration.	D
Comment	Under this initiative, there were seven sub-initiatives from this committee and many of these have been accomplished and are ongoing but no committee has been formed yet. Matt Corso did ask in the spring for committee member(s) from member entities but only received responses from three member entities so will ask again.	
Enhance Member Agency Engagement	Conduct Board tours of programs and facilities.	O
Comment	This really has been ongoing as we invite Board members to various events but will make a greater effort in 2024 to invite Board members to large events that will allow them to witness programs and the facilities that host them. Examples will include EAGLES, sport tournaments, holiday events, Summer Kick Off, etc.	
Enhance Member Agency Engagement	Evaluate effectiveness of inclusion process through internal committee.	O
Comment	We have nearly accomplished this initiative as we have evaluated the inclusion process that has lead to numerous changes. In 2024, we will continue those enhancements which will include more in-services for member entity staff and more hands-on services to educate and empower member entity staff to better serve their residents within their programs.	

Enhance Personal Communications	Market programs as being interesting, providing opportunities for new experiences and socialization, and being flexible with the ability to pivot.	C
Comment	New and unique programs are marketed as such. New program icons were added to the program guide to provide quick identification of program benefits, including socialization. This will continue with the new brochure format.	
Enhance Personal Communications	Market testimonials and success stories.	C
Comment	The "SEASPAR Spotlight" showcases participants and the programs they enjoy in the Board and e-newsletters and a web story linked to social media on a monthly basis. Press releases are also produced for special success stories.	
Enhance Personal Communications	Market benefits and value-adding programs.	C
Comment	New program icons were added to the program guide to provide quick identification of program benefits, including motor skill development, social skill development, etc.	
Enhance Personal Communications	Create referral service listing online to include counseling, housing, respite, and employment.	C
Comment	A referral listing has been completed and is available online, and will replace other forms of referrals we have used in the past. This will be continually updated as we become aware of new resources.	
Enhance Personal Communications	Offer SEASPAR merchandise online for purchase.	D
Comment	This goal was deferred for a variety of reasons, including supply chain issues, and will be re-evaluated in 2024.	
Hire & Maintain Professional Staffing	Offer unique incentives to potential employees to encourage to work for us.	C
Comment	We instituted a part-time staff/volunteer referral program which has been very successful. We also improved giveaway swag at job fairs and will continue to research different ways we can draw more staff members.	
Hire & Maintain Professional Staffing	Create employee retention program.	C
Comment	We expanded staff appreciation cards for special reasons and occasions. We started offering fitness/pool memberships for summer seasonal staff. We are also offering year-round memberships for regular part-time staff starting in 2024 from member entities that offered them to our staff. In 2024, we will improve the quality of milestone gifts for part-time staff and continue to offer competitive end-of-year merit raises.	

Hire & Maintain Professional Staffing	Include staff attributes in recruiting and advertising material.	C
Comment	This was completed with update of all marketing materials.	
Hire & Maintain Professional Staffing	Develop employee newsletter.	C
Comment	Employee newsletter was developed and is sent monthly.	
Provide Quality Programming	Create program development committee.	C
Comment	The Program Development Committee has been established and is meeting monthly. There were ten sub-initiatives and staff have accomplished all or parts of each of them in 2023.	
Provide Quality Programming	Implement fundraisers or sponsorships for fee assistance program.	C
Comment	The 2022 and 2023 Annual Appeals fundraised for the fee assistance program. Our Annual Appeal is now our biggest fundraiser besides some potential grants.	
Provide Quality Programming	Promote fee assistance program.	C
Comment	The 2022 and 2023 Annual Appeals highlighted and fundraised for the fee assistance program. Advertisements for the program are in place in all program guides. More new and young participants are using the program.	
Provide Quality Programming	Create participant behavior committee.	C
Comment	The Behavior Oversight Committee was assembled and meets monthly with very good success.	
Provide Quality Programming	Create and implement program evaluations.	C
Comment	Evaluations are performed with participants and staff after each program season. Survey results are reviewed at a recreation staff meeting.	
Provide Quality Programming	Develop referral program for youth, adults, and older adults.	O
Comment	A process has been created and will be enacted in 2024. Some staff turnover impeded the progress but looking forward to starting the program.	
Provide Quality Programming	Assess expansion of EAGLES program.	O
Comment	The days were expanded in Lemont. We have had discussions about the possibility of expansion at one of the sites. The addition of Willowbrook may provide a new site and the office space needs could also address the expansion of the program.	

Provide Quality Programming	Enhance program interest list to collect more detailed information.	C
Comment	We created a new intake form online that collects more information. This was done for the EAGLES program as well.	
Provide Quality Programming	Assess needs of new families with young participants in programs.	C
Comment	A series of programs for this age range has been added starting with the winter/spring 2024 season.	
Strategic Planning	Implement newly created plan adopted May 2022.	C
Comment	We have integrated the initiatives with all agency goals and periodically reviewed their status.	
Ongoing	Ensure participants' information is protected as though covered by HIPAA law.	C
Comment	SEASPAR has improved its cybersecurity in every way we can. Also, the HIPAA-compliant ePACT software for medical forms has been implemented.	
Ongoing	Continue to implement federal and state COVID-19 recommendations and advisories.	O
Comment	This is ongoing. We continue to track and follow-up with any known cases and adjust programs as needed.	
Ongoing	Budget resources within tax levy and realistic revenue projections.	C
Comment	We redesigned the agency budget to be more realistic and also projected out three years past the next fiscal year.	
Ongoing	Monitor legislation and unfunded mandates.	C
Comment	We continually tracked legislation through multiple sources and reached out to legislators to provide feedback. We have also reached out to IAPD with questions and feedback and attend all LAC meeting to receive updates from JLC committee. We also attend IAPD legislative breakfasts and sessions when available.	
Ongoing	Be mindful of the effects of program changes on participants and families.	C
Comment	Staff have become more mindful of this and discuss the effects in program development and recreation staff meetings. Expanded surveys have also provided more feedback to staff.	

Ongoing	Track tax levy contributions, comparing the ratio/rate of other SRAs.	C
Comment	We reached out to all other SRAs and received most levy rates to compare.	

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Goals	Initiatives	Status
Build Collaborations and Partnerships	None	N/A
Comment		
Enhance Member Agency Engagement	Assess office space needs.	O
Comment		
Enhance Personal Communications	Conduct internal focus group on customer service and communications.	O
Comment		
Enhance Personal Communications	Implement communication system for program updates and changes.	O
Comment	ePACT software offers text messaging, emailing, and robocalling, and will be utilized beginning with the winter/spring 2024 season.	
Enhance Personal Communications	Increase use of social media.	N
Comment		
Hire & Maintain Professional Staffing	Conduct internal focus group on employee appreciation program.	N
Comment		
Hire & Maintain Professional Staffing	Create employee development/evaluation program.	N
Comment		
Provide Quality Programming	Undertake program study of wants and needs of participants (transportation, length of snack times).	N
Comment		
Provide Quality Programming	Create additional family-oriented programs.	N
Comment	Three family programs are being offered in the winter/spring 2024 season.	
Provide Quality Programming	Assess lottery procedure/description to promote fairness and equity.	N
Comment		
Provide Quality Programming	Assess length of program seasons, holiday breaks, and gaps.	N
Comment		

Strategic Planning	Assess increasing bandwidth for technology access.	O
Comment	Discussion was initiated for a potential connection to the Downers Grove Park District's internet system for fiber-optic access.	
Strategic Planning	Create a diversity, equity, and inclusion committee.	O
Comment	A DEI statement has already been established and included in the General Operating Policies Manual.	