

1. COMMUNICATION

| Goal #1: Communicate effectively with the membership thru multiple media avenues | | |
|---|----------------|-----------------------------|
| Objective (measures) | | |
| Distribute Board Bullets to membership one week after each meeting | | |
| Action Steps | Leader | Projected Completion Date |
| 1. Assign a person at each meeting to collect bullets | Desila | August 2006 |
| 2. Review bullets at end of each meeting for input | Desila | August 2006 |
| 3. Bullets typed up by recorder for that meeting and sent to Bonnie to blast. | Recorder | August 2006 |
| 4. Bullets blasted to membership | Bonnie | August 2006 |
| 5. Gather feedback from membership regarding bullets to determine if they add value | BOD and Bonnie | May 2007, re-eval March 208 |

| Goal #2: Recognition | | |
|---|-------------|--|
| Objective (measures) | | |
| Improve Q Tip reporting through increased "reporters" and distribution methods. | | |
| Action Steps | Leader | Projected Completion Date |
| 1. Each issue blast and on web | Bonnie | To be filled after next Q-Tips issue comes out |
| 2. Each region has an assigned Q Tip reporter for each issue. | Region Reps | Still in process |
| 3. Develop section on "Meet your Board" | Desila | December 2006-not active |

| Goal #3: Recruitment | | |
|--|------------------|---------------------------|
| Objective (measures) | | |
| Track membership involvement of those that got free memberships Survey members that have mentor and orientation to determine if "value added" or monitor through attrition. | | |
| Action Steps | Leader | Projected Completion Date |
| 1. Evaluate membership involvement of those with "one year free membership". | Jessica and Andy | June 2007 |
| 2. Region reps to appoint a mentor to new members for the first year. | Region Reps | February 2007 and ongoing |
| 3. Develop orientation check list to be used by mentors | BOD | In process |
| 4. Evaluate and offer suggested improvements to region distribution. | BOD | August 2008 |

| Goal #4: Partnerships |
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| Objective (measures) |

| Investigate and plan one shared event with a partner for 2007 Investigate and plan two shared events with partners in 2008. | | |
|--|-------------------|---|
| Action Steps | Leader | Projected Completion Date |
| 1. Network with Ohio/ Michigan and others to determine interest. | Bonnie and Desila | Step #1 September 2006 Step #2 July 2007 |
| 2. Determine topics and possible locations | Bonnie and Desila | Step #1 September 2006 Step #2 July 2007 |
| 3. Determine leadership for planning and revenue sharing | Education Team | Step #1 September 2006 |
| 4. Plan and Implement | Education Team | Step #1 October 2007 Step 2 completed March 2008 |
| 5. Evaluate | BOD | Evaluation in process March 2008 |

2. EDUCATION

| Goal #1: To establish at least one new areas for education, as well as measure and report on current activities to membership | | |
|---|------------------|--|
| Objective (measures) | | |
| CPHQ's | | |
| Action Steps | Leader | Projected Completion Date |
| 1. Contact national board to determine availability and access of pass rate information. | Linda O. | January 2007 |
| 2. Evaluate the data | | |
| 3. Determine data usage for either process improvement or marketing. | | |
| Objectives (measures) | | |
| Educational Institutions | | |
| 1. Market the educational conference to education institutions (faculty). | Desila Lynn O | February 2007? Discuss with Desila and Lynn |
| 2. Identify opportunities for fostering relationships with educational institutions. | Desila Lynn O | February 2007? Discuss with Desila and Lynn |
| | | |

| Objectives (measures) | | |
|---|-----------------------|--|
| CEU's | | |
| 1. Include orientation to all new board members on the CEU application process. | Denise | July 2006 and 1 st full BOD meeting after annual conference |
| 2. Develop a new or alternate method of delivery of education content i.e., webinars. | Bonnie to investigate | Not financially feasible at this time March 2008 |
| 3. Investigate the possibility of the replication of the CEU offering. | Sherri Brewer | October 2006 |
| 4. Develop Speakers Bureau and market to other States. | Desila | |
| 5. Advertise CEU hotlinks for NAHQ | | |
| 6. List CEU topics on website | Bonnie | Ongoing |

3. LEADERSHIP DEVELOPMENT

| Goal #1: To identify and develop potential leaders in quality. | | |
|--|---------------|---------------------------|
| Objective (measures) | | |
| # of leaders identified by Region | | |
| # attending 1rst conference | | |
| # joining In AHQ | | |
| # signing up for activities | | |
| Action Steps | Leader | Projected Completion Date |
| 1. Develop potential quality mailing lists in regions | Linda O | 2007 |
| 2. Invite to region meeting | Linda O | 2007 |
| 3. Alert mailing lists contact- Scholarships | Region V Reps | 2007 |
| 4. Develop an involvement list for activities grid with time, allotments and present at conference | Team Leaders | 2006-2007 (March 2007) |
| 5. Research NAHQ career path info to determine membership paths. | Betty Brown | Completed January 2008 |
| Goal #2: Develop Mentoring Program | | |
| Objectives (measures) | | |
| # of volunteers recruited by mail | | |
| # of volunteers recruited at conference | | |
| 1. Research NAHQ career path info to determine membership paths. | Betty | |

| | | |
|---|--------|--------|
| <p>2 Identify mentors</p> <ul style="list-style-type: none"> Develop list of strength categories 2006** Send out volunteerism list 2007 Interest sign up list at conference 2007 Mentoring break out session at conference 2007 | Desila | Tabled |
|---|--------|--------|

** Possible areas: Facilitation, Strategic Planning, Time Mgmt, Data Presentation, Mentoring.

Completion of Strategic Plan

| Item to be completed | Target Date | Actual Date | Leader | Progress |
|--|-------------|-------------|--------|----------|
| Add History and Values section to plan Review, revise, and confirm Goals. Set measures in all areas Establish dates/years for completion. Assign leadership for areas. Assure Action Plans are further refined Assure Board adopts plan Monitor plan to established dates | | | Desila | Tabled |