

2010 Strategic Plan

For: Confirm Youth Needs in a One-Stop

Challenges/Opportunities: SLOT Analysis

The Future State You Want To Achieve: (5 Years)

Programs and services offered within the Next Gen Zone are reflective of the needs and desires of its customers.

Current State:

1. Current program offerings are not based on youth customers' articulated needs.

2. There is inconsistency among Next Gen Zone program providers in gathering customer feedback data.

3. Not collecting feedback from youth not accessing Next Gen Zone services. There is no mechanism to obtain feedback from youth who have not participated in Next Gen Zone programs regarding their employment and educational needs.

4.

5.

Desired State:

1. Programs offered at the Next Gen Zone will be based on youth customer desires and needs and will be accommodated by the new building location.

2. Consistent information is obtained by Next Gen Zone program providers.

3. A mechanism is in place to collect input from youth who haven't visited the Next Gen Zone regarding their program and service needs.

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Objectives 2010 – 2011:

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