



NORTH RIVER COLLABORATIVE STUDENT SUCCESS PLAN

Pillar One: Program and Service Enhancement Action Plan 2024-2025

The Collaborative will be responsive to stakeholder feedback as evidenced by the development of existing programs or services and the expansion of these supports to meet the needs of students in the region.

- 1.1 Continue to evaluate our programs to ensure that high-quality instruction, related service support, and clinical/behavioral support is provided to our students.
- 1.2 Promote culturally responsive support strategies and resources that engage diverse learners and foster supportive, respectful student-centered learning environments.
- 1.3 Expand and further enhance family/caregiver and community engagement and involvement that spans across demographics.
- 1.4 Engage with school district stakeholders to offer competitive and responsive services.
- 1.5 Facilitate growth in consistent high-quality practices across the region among school districts and other collaboratives.

Action Items	Timeline	Person(s) Responsible	Sample Metrics	Completion Status
Leverage the rollout of the new IEP tool to increase consistency in procedural practice across North River Collaborative (NRC) and expand individualized data-driven decision making. (1.1, 1.2)	September 2024 to June 2025	Executive Director, Asst Executive Director, Team Chairperson, Program Coordinators, District Services Coordinator	-Compliant IEP Documents and Team Participation -Increased staff participation in Team process. -Coaching toward individualized goals and student-centered planning.	
Construct a system of referral, implementation, and feedback solicitation for the NRC Diversity, Equity, and Inclusion (DEI) Consultant. (1.2, 1.4, 1.5, 3.2, 3.5)	July 2024 to June 2025	Executive Director, Asst Executive Director, DEI Consultant, Program Coordinators, Director of Business Services	-Referral, tracking, and billing tools created for this purpose. -District feedback. -DEI Consultant feedback. -Financial data.	
Establish parent/guardian connections with and awareness of NRC through outreach in multiple formats. (1.3, 2.4, 3.5)	December 2024 to June 2025	Executive Director, Asst Executive Director, Program Coordinators, Director of Transportation, Clinical Coordinator, Outreach and Recruitment Coordinator	-Creation of NRC parent advisory council (PAC)/partnership with district PACs/PAC events/info nights. -Partnerships with adult-service agencies. -Social worker part time position.	



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<p>Expand internal and external staff support formats through partnerships, piloting, and feedback gathering with partner organizations. (1.1, 1.4, 1.5)</p>	<p>July 2024 to June 2025</p>	<p>Executive Director, Asst Executive Director, Program Coordinators, Clinical Coordinator, Human Resource Coordinator, District Services Coordinator, Professional Development Coordinator</p>	<ul style="list-style-type: none"> -Clinical service format offerings. -Job-alike group creation. -MOEC job-alikes. -MOEC leadership institute -Board and Advisory meeting feedback -Clinical partnerships. -Intern recruitment. 	
<p>Explore the options for parent and staff communication or collaboration tools across NRC. (1.3, 2.4, 3.3, 3.5)</p>	<p>July 2024 to June 2025</p>	<p>Executive Director, Asst Executive Director, Team Chairperson, Program Coordinators, DEI Consultant</p>	<ul style="list-style-type: none"> -Explore app-based staff and parent communication tools. -Lens of increased security/protection for staff and DEI/accessibility. -Staff community forum/blog. 	



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Pillar Two: Facilities and Operations Action Plan 2024-2025

The Collaborative will develop comprehensive internal systems and work to reevaluate the physical space needs of our programs to provide high-quality work and learning spaces that foster innovative and efficient practices.

- 2.1 Continue to build internal fiscal systems that enhance the efficiency and fiduciary responsibility of the Collaborative.
- 2.2 Work within the parameters of the North River Collaborative Capital Plan to improve the quality and capacity of the physical spaces that are utilized throughout the Collaborative.
- 2.3 Work within the parameters of the North River Collaborative Capital Plan to continue to enhance the quality of the transportation and technology resources utilized by the Collaborative.
- 2.4 Routinely evaluate the internal and external communication systems that foster a sense of community with our organization.

Action Items	Timeline	Person(s) Responsible	Sample Metrics	Completion Status
Develop a NRC Technology Plan as an addendum to the NRC Capital Plan. (2.1, 2.3)	November 2024 to June 2025	Executive Director, Director of Business Services, Director of Technology	-Plan development. -Inventorying of tools. -Equity across sites.	
Develop a streamlined system of purchasing, inventorying, and requisitioning materials and supplies across NRC. (2.1, 2.4)	March 2025 to June 2025	Executive Director, Director of Business Services	-Feedback/needs assessment. -Fiscally responsible purchasing. -System for staff requests and implementation.	
Continue to refine the fleet, physical spaces, and technology tools accessed by the NRC Transportation Department. (2.2, 2.3, 2.4, 1.1, 3.3)	July 2024 to June 2025	Executive Director, Director of Business Services, Director of Transportation, Director of Technology	-Transfinder software usage. -Diverse fleet exploration. -Parking space expansion/land surveying. -Communication tool exploration.	



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<p>Review recruitment, fiscal, social media, and informational technology applications for accuracy, impact, and brand messaging across NRC. (2.1, 2.3, 2.4, 1.3, 3.4)</p>	<p>October 2024 to June 2025</p>	<p>Executive Director, Asst Executive Director, Program Coordinators, Human Resource Coordinator, Director of Business Services, Professional Development Coordinator, Clinical Coordinator, District Services Coordinator</p>	<ul style="list-style-type: none"> -Website review and updating. -Social media review and updating. -Online payment expansion. -Online donation facilitation. -Consistency across all platforms. -Experimentation with diverse professional development formats. -Staff and student recruitment flyers/interactive tools (canva). -Communication of mission, vision, and overall Student Success Plan. 	
<p>Study the needs of the NRC Conference Center and gymnasium so as to formulate a plan to maximize the use of the space. (2.2)</p>	<p>March 2025 to June 2025</p>	<p>Executive Director, Director of Business Services, NRS Admin Team, Professional Development Coordinator</p>	<ul style="list-style-type: none"> -Review and catalog physical space updating needs. -Review and catalog functionality needs. -Review and catalog furniture needs. -Study rental space costs in the region. 	



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Pillar Three: Human Resource Development Action Plan 2024-2025

The Collaborative will support the agency, growth, and well-being of our existing staff while recruiting prospective team members to support our growing programs and services with a focus on building a community rooted in equity and understanding.

- 3.1 Ensure that the voice of all staff is incorporated into the decision-making process including gathering feedback on their self-care needs so that they may feel safe in the application of their skills.
- 3.2 Maintain and update our internal and external professional growth needs to support growth, agency, and innovation across all Collaborative departments and in the region as a whole.
- 3.3 Maintain and improve communication, safety, and security protocols and procedures throughout the Collaborative.
- 3.4 Actively seek to recruit highly qualified staff who will be able to maintain safety, make connections with, and prompt individualized progress in the students we serve.
- 3.5 Continue to review and develop procedures that support inclusive and equitable practices across the Collaborative.

Action Items	Timeline	Person(s) Responsible	Sample Metrics	Completion Status
Conduct safety audits of each NRC site to inform planning for the safety of our staff and students. (3.3, 2.2, 2.4)	September 2024 to June 2025	Executive Director, Asst Executive Director, Technology Director, Director of Business Services, Program Coordinators	-Updated MERP development. -Partnership and walkthrough with local first responders. -Collaboration with partner schools/districts. -Catalog site improvement needs.	
Gather information from staff regarding meaningful communication/feedback and wellness/support options. (3.1, 2.4)	January 2025 to June 2025	Executive Director, Asst Executive Director, Program Coordinators, Clinical Coordinator, District Services Coordinator, Director of Transportation, Human Resources Coordinator	-Staff wellness survey. -Staff communication preference survey. -Staff coffee hours/open house. -Suggestion box/anonymous feedback. -Department specific planning.	



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<p>Construct and evaluate an updated mentoring and induction program for instructional staff who are new to education or new to NRC. (3.2, 3.4)</p>	<p>July 2024 to June 2025</p>	<p>Executive Director, Asst Executive Director, Program Coordinators, Clinical Coordinator, District Services Coordinator</p>	<ul style="list-style-type: none"> -Staff mentoring assignments. -Mentoring meeting and content structure. -Collaborative specific activities. -Department specific activities. -Partnerships with district staff. 	
<p>Review the pay rates of support staff to inform FY26 budget development. (3.4, 3.5, 2.1)</p>	<p>November 2024 to March 2025</p>	<p>Executive Director, Director of Business Services, Director of Transportation</p>	<ul style="list-style-type: none"> -Pay rate data collection from comparable agencies. -Extrapolation of cost through the budget process. 	
<p>Expand outreach to colleges and universities to build partnerships and awareness of NRC programming. (3.2, 3.4)</p>	<p>January 2025 to June 2025</p>	<p>Executive Director, Program Coordinators, Clinical Coordinator, District Services Coordinator, Outreach and Recruitment Coordinator, Human Resources Coordinator</p>	<ul style="list-style-type: none"> -Intern recruitment. -Regional team participation. -Establishment of individual contact list by organization. -Provision of marketing materials. 	