

**Sun City Lincoln Hills Neighborhood Watch  
Strategic Plan 2023-2024**

Goals	Responsible Party	Evidence	Completion Date
<p><b>Revise Policies and Procedures</b></p> <ul style="list-style-type: none"> <li>Review, revise, and align Policies and Procedures with new Bylaws</li> <li>Obtain NW Board Approval</li> <li>Post on website</li> <li>Share with all Neighborhood Coordinators and Mailbox Captains</li> </ul>	<p>Executive Director and Executive Assistant with assistance from all Directors</p>	<p>NW Board approval of revised Policies and Procedures</p>	<p><b>Ongoing</b></p> <p><b>Documents are reviewed and updated on an as needed basis</b></p> <p><b>Website is continually being updated and revised</b></p>
<p><b>Update and streamline Coordinators and Captains Roles and Responsibility Trainings</b></p> <ul style="list-style-type: none"> <li>Revise training materials</li> <li>Provide new training to all Coordinators and Captains</li> </ul>	<p>Training Coordinator with assistance from all Directors</p>	<p>Revision of Coordinator and Captains completed materials uploaded to website</p> <p>Trainings provided to all Coordinators and Captains</p>	<p><b>Ongoing process of training new Coordinators and Captains</b></p>
<p><b>Review and revise Welcome Packets</b></p> <ul style="list-style-type: none"> <li>Develop and define process</li> <li>Revise Welcome packets including a digital version for New Residents and Captains to access on the website</li> </ul>	<p>Welcome Packet Coordinator and Executive Director with assistance from all Directors</p>	<p>Welcome Packets revised including a digital version of the Welcome Packets completed and uploaded</p>	<p><b>Ongoing Review for needed updates</b></p>

**Sun City Lincoln Hills Neighborhood Watch  
Strategic Plan 2023-2024**

Goals	Responsible Party	Evidence	Completion Date
<p><b>Recruit /Train New Coordinators &amp; Captains.</b> <b>Honor All Volunteers</b></p> <ul style="list-style-type: none"> <li>• Review and improve recruitment process</li> <li>• Revise recruitment brochures and other pertinent materials</li> <li>• Highlight and include stories and testimonials in recruitment materials</li> <li>• Implement the Annual Volunteer Appreciation Free Dessert Celebration</li> </ul>	<p>Recruiting Coordinator, Director of Volunteer Records, and Executive Director with assistance from all Directors</p>	<p>All recruitment brochures and materials completed and approved by NW Board.</p> <p>New Coordinators/ Captains continue to be recruited to fill empty positions.</p> <p>Volunteer records are updated as changes occur. March 31 annually is new cut off date to honor volunteers.</p>	<p><b>Ongoing process to update training processes and to continually update &amp; maintain volunteer records.</b></p>
<p><b>Update &amp; Improve New Resident Orientation</b></p> <ul style="list-style-type: none"> <li>• Review and update New Resident Orientation Process</li> <li>• Implement new process</li> <li>• Evaluate process</li> <li>• Make changes as needed</li> </ul>	<p>NRO Coordinator with assistance from all Directors</p>	<p>NW Board Approval of New Processes implemented and evaluated</p>	<p><b>Ongoing process</b></p>
<p><b>Revise and Update NW Website</b></p> <ul style="list-style-type: none"> <li>• Assess needs of website</li> <li>• Revise and upload new trainings and documents</li> <li>• Provide trainings and information on website</li> <li>• Review and revise website on a regular basis</li> </ul>	<p>Executive Assistant and Executive Director with assistance from all Directors</p>	<p>NW Board approval and evidence of ongoing revisions and updates</p>	<p><b>Ongoing process</b></p>

## Sun City Lincoln Hills Neighborhood Watch Strategic Plan 2023-2024

Goals	Responsible Party	Evidence	Completion Date
<p><b>Develop Operations Manual (OM)</b></p> <ul style="list-style-type: none"> <li>• Create a scope and sequence development of an Operations Manual</li> <li>• Develop Operations Manual</li> <li>• Determine where OM will be housed</li> </ul>	<p>Executive Assistant, with assistance from all Directors</p>	<p>Operations Manual completed</p>	<p><b>Ongoing process</b></p>
<p><b>Review and revise National Night Out</b></p> <ul style="list-style-type: none"> <li>• Review current process and define a new process for improving NNO</li> <li>• Implement new process</li> </ul>	<p>NNO Coordinator with assistance from all Directors</p>	<p>New process developed and official date changed to 1<sup>st</sup> Tuesday in October.</p> <p>Going forward NNO to be held the first Tuesday in October</p>	<p><b>NNO Kickoff Scheduled for August 17, 2024,</b></p> <p><b>Kilaga kitchen 6-8 pm NNO Scheduled for October 1, 2024, Sports Pavilion</b></p>
<p><b>Financial Plan</b></p> <ul style="list-style-type: none"> <li>• Transitioned to “Quicken” accounting with monthly reports to the Board</li> <li>• Continue to implement budget calendar</li> <li>• Revise/Update as necessary</li> <li>• Maintain all financial records for 7 years</li> <li>• Prepare &amp; submit Grant Application</li> <li>• Submit Mid-Year GSR</li> </ul>	<p>Treasurer and Executive Director with the assistance from all Directors</p>	<p>Policy &amp; Procedures</p>	<p><b>Ongoing process</b></p>