

GOAL #1: Provide excellent customer service and program transparency. MAIN OBJECTIVE: Ensure internal and external program accountability by engaging key staff and partners.					
STRATEGY #1 Conduct a statewide WDM staff meeting to provide program changes/direction, answer questions and define program success.	STRATEGY #2 Use the ADC Policy Advisory Committee (invite other appropriate stakeholders and identified entities) to resolve dispute and present program changes.	STRATEGY #3 Host 4 regional forums annually with landowners, producers, South Dakota residents, and other key partners to assist with the development of measurable and time-bound program objectives.	STRATEGY #4 Present strategic plan to GFP Commission and open public comment period.	STRATEGY #5 Develop and implement a formal Training and Mentoring Program for new and existing staff using trainer positions.	STRATEGY #6 Develop and implement a meaningful, district-level, comprehensive, and cost- effective way to determine customer satisfaction and program successes.
 ACTION ITEM(S) Obtain 6 small group/team feedback reports to ensure understanding of the program direction. Review feedback to evaluate success of the meeting. Survey WDS staff in breakout groups 	 ACTION ITEM(S) Provide an evaluation report at the end of the meeting to ensure understanding of key themes and priorities. Review feedback to evaluate success of the meeting. 	 ACTION ITEM(S) Provide public input opportunities on programmatic decisions and measurable outcomes to inspire trust. Capture email addresses from 80 percent of attendees to provide continuous program information. 	 ACTION ITEM(S) Provide public input opportunities on programmatic decisions and measurable outcomes to inspire trust. Review public input and make any appropriate or necessary changes to the strategic plan. Finalize the Wildlife Damage Management Program strategic plan. Make the plan available on the GFP website, social media channels and through other targeted emails and track metrics. Share the final plan with all GFP staff. the 	 ACTION ITEM(S) Implementation of a standard on-boarding process for all WDM staff. Implement training opportunities for all WDM staff. Ensure completion of annual staff performance review documents for WDM positions. Evaluate trainees of effectiveness of each session. Provide supervisors with supervisory and leadership training by July 2021. Require supervisors to complete a minimum of 2 in the field ride alongs 	 ACTION ITEM(S) Use internal human dimensions expert to create and conduct a customer satisfaction survey with the intent to evaluate program satisfaction. Develop 'post-service' survey to distribute to producers to enable them to provide comments on timeliness of response, level of customer communication, determination of satisfaction with level of resolution of complaint/damage issue,
COMPLETED BY: January 2020	COMPLETED BY: October 2020	COMPLETED BY: ANNUALLY	Governor's Office and other state agencies as necessary.	with regional staff per year. COMPLETED BY: July 2021	etc. Survey to producers with or without losses (aimed at producer satisfaction). COMPLETED BY: April 2021



DEPARTMENT OF GAME, FISH AND PARKS

CONTINUED GOAL #1: Provide excellent customer service and program transparency.						
	MAIN OBJECTIVE: Ensure internal and external program accountability by engaging key staff and partners.					
STRATEGY #7 Increase understanding of leadership priorities, policies, goals and objectives while ensuring a mechanism is in place for staff feedback (issues, policies, training needs).			· / · · · ·			
 ACTION ITEM(S) Provide staff with 1 email per quarter on strategic plan updates, accomplishments, opportunity areas, challenges and more. Develop an outlet to provide feedback on what is working and not working and determine who will be evaluating the information on a monthly basis. Use information in the 1 email per quarter to staff to incorporate cross-sharing and problem- 						
solving techniques. COMPLETED BY: Ongoing	COMPLETED BY:	COMPLETED BY:	COMPLETED BY:	COMPLETED BY:	COMPLETED BY:	



DEPARTMENT OF GAME, FISH AND PARKS

MAIN OBJECTIVE: Provide information and education related to the program through targeted approaches. STRATEGY #3 Identify ways to increase variety of channels. STRATEGY #2 Continue engagement with producers, landowners, stakeholders to make public aware of GFP efforts. STRATEGY #3 Develop a standard monthly email communications from at to ensure landowners show what to expect and focus efforts on while enhancing two-way responsiveness and statistical information and program. STRATEGY #3 STRATEGY #3 • Use both statistical information and approgram. ACTION ITEM(S) ACTION ITEM(S) ACTION ITEM(S) ACTION ITEM(S) • Develop ways for WDSs to share results of customer satisfaction survey with targeted groups. • Develop ways for WDSs to communications team through testimonies, communications team through testimonies, expert and focus effor seach month or of the year that focus effor seach month or or set an adowners share public average for seach month or or set an adowners share public average for with adowners of the program. • Develop ways for WDSs to share for seach month or of the year that focus for seach month or or set an adowners share publication for an eclosure groups. • Develop acontent calendar for seach month or or set an adowners share publication for an eclosure groups. • Use work with adowners share publication for an eclosure share publication for an eclosure share public average for works, sheep for or seach month or or set an adowners share publication for an eclosure share provide groups. • Use work with adowners share publication for an eclosure share providus groups share provide groups share provide groups share provide	GOAL #2: Foster landowner relations while enhancing communications.						
Identify ways to increase strategic communications with landowners across a variety of channels. Continue engagement with producers, landowners, stakeholders to make public aware of GFP efforts. Improve public, legislative, and staff understanding of the extent and limits of current revenue and ware of GFP efforts. Develop a standard monthy email communications format to ensure landowners know what to expect and focus efforts on while enhancing two-way responsiveness and connectedness. Retain accountability with courty commission (as they pay a small amount into the program). ACTION ITEM(S) ACTION ITEM(S) ACTION ITEM(S) ACTION ITEM(S) ACTION ITEM(S) • Use both statistical information and producers and advocates to help tell th GFP service story. • Share results of customer staffaction survey with target groups. • Develop ways for WDSs to interviews, videos, annual report, etc. • Develop a content calend for each month of the year that focuses on convertices and advocates to help tell th GFP service story. • Continue use of: interviews, videos, annual report, etc. • Develop a content calend mode depredation assistance, depredation assistance, otariang assistance, stateholder for corss- sharing of information and exclusive article prior to format release. ACTION ITEM(S) ACTION ITEM(S) • Local WDS will contact and offer to attend one convertices and advocates to help tell the Governor's Office and the Department of Ag and Natural Resources. • Nork with convertices prior to stakeholder for corss- sharing of information and evaluation. • Work with annual report is shared. • Cors with elecal sisherel convertices and revenue.	MAIN OBJECTIVE: Provide information and education related to the program through targeted approaches.						
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DEPARTMENT OF GAME, FISH AND PARKS

GOAL #3: Mitigate livestock and property loss through effective delivery of wildlife damage program services. MAIN OBJECTIVE: Continue to increase social tolerance for wildlife through program deliverables.					
STRATEGY #1 Enhance predator control services by obtaining required permission.	STRATEGY #2 Ongoing aggressive and preventative coyote removal maintenance to reduce loss using available tools.	STRATEGY #3 Develop and implement annual work plans for field operations.	STRATEGY #4 WDSs will prioritize predator control activities.	STRATEGY #5 Improve habitat and food plot options to mitigate wildlife damage from deer, elk and Canada geese in specific areas.	STRATEGY #6 Identify opportunities to improve efficiencies in delivery of program services, tracking of work and accountability.
 ACTION ITEM(S) Increase acreage and number of producers reached. Use cooperating landowners to assist with obtaining permission for aerial agreements. Provide an electronic permission form. 	 ACTION ITEM(S) Increase aerial predator control methods: Tribal lands Increased flexibility for permitted pilots to fly for landowners Increased flight hours through contract pilots Use of accessible tools: thermal available when needed, plane/gunner accessible, M44 regulations relayed. 	 ACTION ITEM(S) Provide field staff with reasonable list of priority expectations and duties per month. Provide insight of monthly workload priorities. 	 ACTION ITEM(S) WDSs will focus on predator control activities from Feb 1 – June 15. Region 1: Sept – Oct focus on lambs to pasture and pups killed. Use seasonal help (non WDM) to help with elk, deer, Canada goose, and beaver work. Increase 1 WDM specialist and 1 WDM program manager, both in western SD, to reduce district sizes and prioritize WDM activities. 	 ACTION ITEM(S) Continue to promote and increase permanent stackyard program across the state. Review additional opportunities to protect stored feed to increase social tolerance without increasing harvest through regular season, pool hunt and kill permits to reduce wildlife numbers. Provide natural winter food sources and increase woody cover in problem areas where feasible. 	 ACTION ITEM(S) Review kill permit issuance processes to improve and ensure efficiency, timeliness and accountability for both producers and the Department. Implement electronic or on-line forms and make available on GFP website to expedite issuance and reporting for kill permits (e.g. Canada goose take permits, muskrat kill permits, etc.).
COMPLETED BY: September 2021	COMPLETED BY: July 2021	COMPLETED BY: July 2020	COMPLETED BY: Ongoing	 Implement supplemental hay program for elk damage. Develop new buffer strip or food plot incentives. COMPLETED BY: Ongoing 	COMPLETED BY: Ongoing