**Administrative Strategic Planning Meeting**

**August 15, 2012**

Attending: Sam, Randy, LaVonya, Laura, Herman, Roy, Jeanne, Cheryl, Ryan, Steve

Unable to attend: Rene, Linda

We started the meeting by reviewing the following documents:

CDS Commitment to You and Your Family

Strategic Plan Synopsis 2011-2012

Then each person was asked to write down responses to the following three questions and the group discussed the ideas presented.

Identify 1 to 3 things that you want to do in the next year to improve performance for yourself or your department.

What steps would need to be taken to achieve your goal(s)?

How would you be able to measure your accomplishment(s)?

The following is a synopsis of the discussion:

**Goal:** Improve information paper flow from programs to administrative services and vice versa

**Action Steps:**

Educate all staff regarding the importance of moving forms through the system in a timely manner through EMT and program staff meetings ---- Quarter 1

Target six specific staff to work with to enhance timely responses ----Quarter 1

Inform staff to engage them in the effort to participate and assess needs for training and other assistance----Quarter 1

Identify specific goals and track progress and report to COO---- Quarters 2 & 3.

Offer opportunities for job ghosting to build understanding and sense of team---- Quarter 1 & 2

**Measure of accomplishment:**

Recipients of information requested will recognize whether improvement is being achieved over a six month period.

Have at least two staff participate in a job ghosting exercise

**Goal:** Retrain staff in fiscal and human resources procedures to improve responsiveness to programs and vendors

**Action Steps:**

Review and clarify procedures at EMT and identify any changes needed---- Quarter 2

Have managers review procedures with key staff to ensure understanding---- Quarter 2

**Measure of accomplishment:**

Staff identifies understanding procedures and increase compliance

Track error rate and report to COO

**Goal:** Improve responsiveness to maintenance requests

**Action Steps:**

Meet/contact person making the request to ensure the job is fully understood----Quarters 1-4

Negotiate timeline to begin and finish the job----Quarters 1-4

Ensure person who made the request is satisfied with the results of the job

**Measure of accomplishment:**

Satisfied customers

**Goal:** Train staff as applicable in features and fundamentals of the computer and assessable reports

**Action Steps:**

Brain storm elements of training needs at EMT----Quarter 1

Design training program----- Quarter 1

Implement two trainings for staff ----Quarters 1 & 2

**Measure of accomplishment:**

Training evaluation from participants

**Goal:** Catch up on filing in Fiscal

**Action Steps:**

Identify a volunteer(s) who can assist in the process and train ----Quarter 3

**Measure of accomplishment:**

Improved organization with space available

**Goal:** Make reports more assessable for use by managers/staff and distribute reports sooner

**Action Steps:**

Review reducing number of reports distributed and target recipients based on need----Quarter 1

Review frequency of reports distributed needed---- Quarter 1

Teach managers/staff how to access the reports desired/needed---- Quarters 1& 2

**Measure of accomplishment:**

Recipients of reports indicate increased satisfaction with accessibility and relevance

**Goal:** Document procedures for reporting and other processes

**Action Steps:**

Data Systems team identifies six most relevant reports for advanced scrutiny----Quarter 2

Establish a time line for completion of process----Quarter 2

Document procedures and test whether reporting can be done start to finish using only documented procedures----Quarter 3

**Measure of accomplishment:**

Six reports completed start to finish using only documented procedures

**Goal:** Develop Data Systems strategic plan that mirrors CDS strategic plan and department goals

**Action Steps:**

Draft Plan based on agency plan and Data Systems Managers performance Plan----Quarter 1

Meet regularly with staff to flesh out details of the plan, review progress and address obstacles Quarters 2-4

**Measure of accomplishment:**

Develop measures and a way to report/track measures (simple grid)