

2019 Short-Term Program Goals

List at least three goals to improve your system in grant year 2019. Include Milestones on how you will obtain these goals.

Goal 1.

Implement IVR system

Milestones 1-Award of contract by April 1,2019

Milestones 2- Installation by July1,2019

Goal 2.

Improve customer service. We will provide more training to our office staff.

Training programs will include

1-Client/Customer Service and Phone Management

2-Managing Change in a Complex Workplace

2-Conflict Resolution

Milestones 1-Have one half of office staff complete all courses by May 1,2019.

Milestones 2 –Have the other half of office staff complete courses by October 1,2019

Goal 3.

Purchase new vehicles. The County has committed to purchasing five new vehicles a year, in order to keep the Transcend fleet operating at full capacity.

Milestones 1-Have bid out for vehicles by April1, 2019.

Milestones 2-Receive vehicles by September 30, 2019.