



Establish a consistent and ongoing process to educate staff and the community about agency programs, services and events.



- Program reports given at Managers meetings.
- Develop multi-layered approach for program education.
 - Supporting staff with use of tools/resources available for education.
 - Presentations/guests at staff meetings.
 - Provide opportunities for teams across the agency to collaborate.

Establish a clear process & expectations for internal and external communications and outreach.

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- Define consistent process for customer related communications and referral through EmpowOR.
- Develop streamlined protocols for communication throughout the agency
 - Sharing of information from managers to staff
 - Consistent expectations regarding use of communication tools.
- Develop a more coordinated Agency Community Outreach efforts.

Establish cultural norms of innovation and collaboration that support “One ACAP” to achieve our mission.

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- Updated meeting structure to support cross collaboration and teaming.
- Implement evaluation processes to assess progress.
- Utilize Five Functions of a team as a framework for accountability.
- Study and initiate implementation of new, more comprehensive Agency Intake Process.