



Community & Employment Services Strategic Plan 2017

We are a one of a kind human service organization that makes a difference by discovering and advancing the potential of our communities, customers and ourselves

Excellence ~ Integrity ~ Customer Service ~ Employee Satisfaction ~ Community ~ Fiscal Responsibility

Priority 1

Value: Employee Satisfaction

Purpose: "Employee satisfaction exists to retain quality employees by developing best practices and systems that increase employee retention."

- ✓ We will increase employee satisfaction through:
 - An updated employee survey
 - Improving training procedures for onboarding of new hires
 - Improving manager's skills in training of new hires
 - Improving our mentorship program
 - Establishing a 'best practice' guide for Community & Employment Services

Priority 2

Value: Customer Service

Purpose: "Technology implementation exists to- Empower customers to better represent themselves; Inspire businesses to see the customer, not the staff; Empowers customers to be more independent at work; Empowers customers to more independently communicate at work; Benefits employees for efficient staff training"

- ✓ We will have a procedure for storage and use of detailed customer videos, to include use by staff and customers to support customers in effectively marketing themselves to employers
- ✓ We will utilize videos to enhance job development efforts, and staff training
- ✓ We will partner with our Training Institute to create a job development training video
- ✓ We will create an orientation video for our WorkFirst customers

Priority 3

Value: Customer Service and Excellence

Purpose: "We want to develop marketing materials to reach and inform employers and referral partners about the information and benefits we offer at SA. This will be done through a variety of content including but not limited to: more focus on our website, brochures, email, flyers, and community engagement."

- ✓ We will improve and increase our visual content for use at job fairs
- ✓ We will improve the Community & Employment Services section of our public website by focusing on the unique offerings in each geographic service area
- ✓ We will increase our presence at job fairs, business functions and other community events