2022 Organizational Priorities & Goals
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.

- 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.

- 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.