

MOESC Action Plan



Goal #1: Focus Area - Expand Services

Strategy: Develop New Services for Our Clients

#	Implementation Step	Person/s Responsible	Start & End Date
1	<p>Develop a needs assessment to explore the possibly of expanding services in the following areas:</p> <ul style="list-style-type: none">• Special Services including Behavioral Services• Virtual School Expansion• Technology Services• Security Services	Joe Ventre	June 2019 – September 2019
2	Institute a procedure over 3 years to conduct research through trends, focus groups, surveys etc. to expand the services.	Joe Ventre	October 2019 – June 2022
3	Develop a procedure to efficiently evaluate the expansion of services to clients over the next 3 years.	Tara Beams	June 2019 – June 2022

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Goal #2: Focus Area - Systems and Procedures

Strategy: Increase Internal Systems and Procedures for MOESC Staff

#	Implementation Step	Person/s Responsible	Start & End Date
1	Trainings for Staff: HR will develop more consistent trainings for staff that will be monitored and housed with the HR department.	Christine MacDonald	June 2019 – June 2022
2	Increase Systems 3000 collaboration between the following departments: <ul style="list-style-type: none"> • Payroll • Business • HR 	Kathleen Mandeville	June 2019 – January 2020
3	Update job descriptions for current staff	Christine MacDonald	June 2019 – June 2020
4	Create and update all forms utilized by staff and develop a system on where they are housed, including the development of SOP's. Each department must have documented standard operating procedures	Adam Voehl	June 2019 – June 2020
5	All department SOP's and Business Rules are to be electronically published	Joe Ventre	Feb. 2020 – Sept. 2020
6	Develop an internal communications plan to better connect staff on the following areas: <ul style="list-style-type: none"> • Where information is housed • How departments are connected together • Lunch & Learn Opportunities for networking • Workshops for staff on customer service 	Tara Beams	June 2019 - 2022
7	Develop a process for a more efficient multi-tiered electronic billing system. All departments providing billable services	Adam Voehl	June 2019 – January 2020

	must have business rules written and published so staff are fully aware of what is and is not permitted		
8	Develop training for staff in APPS program	Joanna Giuliano	June 2019 – June 2020
9	Develop a yearly schedule for Leadership team meetings on a regular basis	Chris Rooney	June 2019 – June 2022
10	Develop a new system to evaluate MOESC Data: <ul style="list-style-type: none"> • Monitor our clients • Identify trends • Provide better response • Provide efficient response • Provide Leadership Team with analytics to make strategic business decisions 	Tara Beams	June 2019 – June 2020
11	Investigate and evaluate the possibility of re-structuring the organization chart by responsibilities	Admin. Team	June 2019 – October 2019

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Goal #3: Focus Area – Marketing/Branding/Public Relations

Strategy: Internal/External

#	Implementation Step	Person/s Responsible	Start & End Date
1	Develop a “Menu of Services” of all the services MOESC provides (utilize internally & externally)	Adam Voehl	June 2019 – February 2020
2	Develop an external marketing plan that includes one overall MOESC marketing piece and individual one-page marketing materials on each service/program & department	Tara Beams	June 2019 – June 2020
3	Institute an “Ambassador Program” (a two hour workshop a month, with different 5 staff from various departments each month) to include sessions on “All about MOESC”, Customer Service, services & programs offered	Admin. Team	January 2020 – June 2022
4	Improve the MOESC Website for clients	Joe Ventre	June 2019- January 2020
5	Improve the employee portal on the MOESC Website	Joe Ventre	June 2019- January 2020
6	Develop a new tagline/logo for MOESC	Admin. Team	June 2019 – June 2020
7	Develop a marketing plan that can be utilized for board, districts, clients	Tara Beams	June 2019 – June 2020
8	Evaluate our operating procedures for levels of service for current clients and potential clients, examples include but not limited to: <ul style="list-style-type: none"> • Is the client made aware of timelines to implement the service requested? • Do we keep the client informed? • Do we hit those timelines? • Why or why not? 	Admin. Team	June 2019 – July 2020