

OSSE STRATEGIC PRIORITY #3



RESPONSIVE
& CONSISTENT
SERVICE

#OSSESTRATPLAN



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SERVICE

STRATEGIES

1

DEVELOP A COMMON VISION FOR HIGH-QUALITY CUSTOMER SERVICE AND COMMUNICATION

- Create a cross-functional team charged with finding ways to improve customer service agency-wide
- Develop, publicize, and embrace a shared set of values for constituent communications
- Develop core values that capture our collective aspiration for how we will operate as an agency

2

REDUCE RESPONSE TIME TO REQUESTS, WHILE MAINTAINING HIGH STANDARDS FOR ACCURACY

- Identify current processes that need to be improved upon to achieve quicker response times
- Determine best way to track email, telephone, or social media requests and fulfillment; determine gaps
- Pilot new models for responding to requests beyond individual communication with OSSE staff

3

SUPPORT OSSE STAFF TO PROVIDE EXCELLENT CUSTOMER SERVICE

- Model exemplary communications through templates, improved processes, trainings, and staff meetings
- Refine the communications review process to ensure consistency of messaging and maximize clarity for LEAs and partners
- Establish cross-divisional working groups to tackle key issues and ensure coordinated approaches

4

ENSURE DECISION-MAKING IS TRANSPARENT AND INFORMED BY STAKEHOLDER PERSPECTIVES

- Establish written internal guidelines on timeliness of notices sent to LEAs and programs
- Create a public directory of contacts for all divisions and programs and update regularly
- Ensure that major changes are shared within OSSE, so that staff are positioned to support success and help stakeholders with questions



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IMPACT

FOR ALL OUR STAKEHOLDERS

- Better information on how to navigate OSSE and get help when needed
- Clear communications and greater transparency about decisions
- Accurate and timely responses to all inquiries
- Stronger coordination across city agencies and internal OSSE divisions to reduce burden and provide improved support
- More time for LEAs, CBOs, and providers to devote to instruction



HOW WE'LL MEASURE OUR SUCCESS



DECREASE IN RESPONSE TIME
TO REQUESTS



INCREASE IN SATISFACTION WITH
OSSE PROVIDED SERVICES