OSSE STRATEGIC PRIORITY #4

RESPONSIVE & CONSISTENT SERVICE

#OSSESTRATPLAN
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

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

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

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
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