

The Department conducted their SWOT on [REDACTED]. As a result, current objectives were identified including:

[REDACTED]

As the Department continues to refine its reorganization under new leadership, there is a focus on pursuing new technologies and innovations that will add to customer service provided, better reporting and more streamlined processes for staff. These planned innovations include:

[REDACTED]

Finally, the department is focused on refining operational processes as well as increasing internal training opportunities. There is also a focus on more cross-communication among teams as a result of the latest restructure. [REDACTED]

Previous 2008 Program Review – Findings, Outcomes, Follow-up

A full program review of [REDACTED]. From that review's findings, several objectives were identified. All of these objectives were successfully completed:

[REDACTED]

Weaknesses/Gaps in Performance that do not appear to be addressed by objectives

There are no weaknesses or gaps have appeared to not be addressed by current objectives of this department.

[REDACTED]

Key Strengths of Department

- Staff members are experts in their disciplines

- People they deal with know they care – the staff has compassion and empathy
- Staff members respond to customers in a timely fashion: customer service is accurate

Key Weaknesses of Department

- Lack of communication and coordination among [REDACTED] including general internal communication
- The need for automated business processes (internally)
- Imbalance of workloads within the [REDACTED] due to learning curves associated with the reorganization

Key Opportunities for the Department

- Identifying and leveraging emerging/innovative technologies and automation of processes [REDACTED]
- The ability to cross-train within teams and gain positive results from cross-team collaboration

Key Threats to the Department

[REDACTED]

Findings

- [REDACTED] To continue moving in a positive direction of improvement, there are two areas of focus that should continue to be emphasized and adequate resources allocated to including:
[REDACTED]
- 2. Enhanced communication department-wide

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]