

Work Plan for FM Strategic Plan 2018-2021

Goal 1: Provide the highest <u>quality</u> of service across all ministries				Team members: Guillermo, Jason, Don R., Sr. Marilyn, Sr. June, Marci, Basette, and Elaine Leader: Guillermo Villa
Scope – This committee will govern the strategic plan, define what quality is for each program, establish accountability and support leadership in quality measurement. It will also provide foundational and operational standards. Code of Regulations is not in scope.				
Objective 1: Assess current operations of FM and individual ministries and drive continuous improvement				
Action Steps	Owner	Due	Metrics/Deliverables- (color code for status)	Comments
a. Tamar’s Place – Benchmark programs and processes of other shelter facilities	Estelle	Q3 ‘20	Benchmarks complete, gaps identified, and next steps defined	Work with Elaine, Beth, Basette
b. Review current ministry metrics/measures and propose changes	Guillermo	Q3 ‘20	Benchmark complete gaps identified, metrics updated	With committee
c. Update Tamar’s policies	Estelle	Q4 ‘20	Policies updated	Work with Elaine, Beth, Basette
d. Update bar and liquor license policies and practices	Elaine	Q4 ‘20	Policies updated	With Brandi
e. Develop client surveys and process Survey client feedback- Barn, Haircuts, Tamar’s	Brandi-Barn Haircuts- Marci Tamar’s- Estelle	TBD	Surveys developed and deployed	With Elaine

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Parking Lot/Future/Next in 2021:

1. Update Barn and Haircuts policies
2. Update Garden and Tau policies
3. Develop partner surveys