Department of Human Resources & Finance & Operations
IMPROVEMENT PLAN
2012-13

Department Goal: Increase cross training in the business office and human resources office

District Key Result: Effective and Efficient Operations

Supporting Data (evidence of need)**:** Employee absences create holes in our service at times due to the fact that we are specialized in the duties that are performed by each individual. We have some extensive backup plans in place but still find ourselves vulnerable to service issues at times. Our hope is to have more information sharing across the departments with key individuals so that the service interruptions due to employee absences or departures are minimized and eventually eliminated.

Measures:	Targets:
1. To be determined: Possibilities include customer satisfaction survey, tracking of number of calls that exceed 1 day to get resolution due to employee absence, ability to meet deadlines, employees are able to be on vacation without a loss in service.	1. Each employee will identify 3-5 key functions and a backup person will be determined for each function. Each backup employee has received adequate training in order to be able to adequately perform the duties of that function.

Strategies	Person(s) Responsible	Timeline
1. Identify areas of vulnerability and the most frequent problem areas that occur. Determine backup plans for those areas.	Gary Kawlewski, Miranda Kramer, Moreen Martell	Throughout the school year
2. Train multiple individuals to perform the duties that are most frequently problematic.	Gary Kawlewski, Miranda Kramer, Moreen Martell	Throughout the school year
3. Set up multiple short education sessions for staff to provide information and education on those specific areas.	Gary Kawlewski, Miranda Kramer, Moreen Martell	Throughout the school year
4. Develop FAQ's allowing business office and HR staff to respond to common questions.	Gary Kawlewski, Miranda Kramer, Moreen Martell	Throughout the school year

To be completed in June:

Accomplished: ❑   **Yes**   ❑   **No**   ❑   **In Progress**

Actual Results:

Future Steps:

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