



City of Phoenix

**Community Services Division
Strategic Plan 2007**

Plan-to-Plan

Phase 1 Plan-to-Plan	Create project timeline Create monitoring web site	May 11-19
Phase 2 Environmental Scan (Gather information)	Review and analyze documents: <ul style="list-style-type: none"> • Internal employee surveys, 2001-03 • Community Services Committee Survey • Human Services Dept. 2003-04 Operating Budget • Human Services Dept. 2004-05 Draft Budget • Service Delivery Model • Internal communications • Brochures and marketing materials 	May 12-24
Phase 3 Focus Groups (Gather information)	Four facilitated focus groups: <ul style="list-style-type: none"> • Community Services Division senior staff • Service delivery employees (group A) • Service delivery employees (group B) • Community Services Division Executive Mgmt. 	May 26 May 26 May 26 May 27
Phase 4 Strategic Planning Team (Make decisions)	Two-day facilitated strategic planning retreat: <ul style="list-style-type: none"> • Mission and issues • Goals and objectives 	June 29 June 30
Phase 5 Communications	<ul style="list-style-type: none"> • Draft Strategic Plan • Final Strategic Plan and Year 1 Action Plan • Other communications activities 	July 14 August 5 June 30 (plan)
Phase 6 Implementation	Implementation Selection & training for Strategic Work Groups Quarterly update reports Strategic plan adjustment meetings	Jul./04-Jun./07 Jul./04 Sep./04 qtrly. Dec./04-07 ann.