

**City of Phoenix Human Services Department
Senior Services Division Strategic Plan 2009
Progress Reporting Procedures**



<i>Project Coordinators</i>	<ul style="list-style-type: none"> • Primary: A. Olguin • Backups: R. Ragland, S. Roberts, L. Anderson.
<i>Accountable Individuals</i>	Each tactical objective has one primary accountable individual assigned.
<i>Project Control Systems</i>	<p>Tactical objectives will be controlled using two systems:</p> <ul style="list-style-type: none"> • All goals, strategic objectives and tactical objectives will be loaded into an MS Project file. Primary users of this planning tool will be the primary project coordinator; network access granted to all backup project coordinators. • All tactical objectives will be loaded into Lotus Notes project management data base. The project coordinator will assign a Lotus Notes task to each accountable individual for each tactical objective. Accountable individuals will accept the task for tactical objectives assigned to them.
<i>Progress Reports</i>	<p>Accountable individuals will report progress of tactical objectives:</p> <ul style="list-style-type: none"> • Reports are due either the 5th business day of each month or weekly depending upon the timeline of the project. • Progress reports will follow a standard form created in Notes.
<i>Progress Report Prompts</i>	Notes will prompt each accountable individual to file a status report based on standard template, to be returned by email by the 5 th business day of each month, or other schedule for projects requiring weekly reports.
<i>Monthly Master Report</i>	The project coordinator will compile a master report monthly by 15 th of the month, and will submit the report to the Deputy Director for approval by the 17 th of the month.
<i>Master Report Distribution</i>	<p>The approved report will be distributed as follows:</p> <ul style="list-style-type: none"> • To all key staff in the Senior Services Division (SSD). • To Human Services Department (HSD) management. • As the internal web site is implemented, the approved master report will be posted on the web site.
<i>Highlights Distribution</i>	<p>The project coordinator will prepare a highlights report for:</p> <ul style="list-style-type: none"> • Publication in the SSD monthly newsletter. • Bullet points for SSD submission to HSD annual report.
<i>Management Review and Action</i>	<p>Management will review progress regularly, and take action to ensure that tactical objectives are achieved.</p> <ul style="list-style-type: none"> • Progress on achieving tactical objectives will be reviewed at weekly direct reports meetings. • An SSD program coordinator will be assigned to facilitate progress and remove obstacles to achieving tactical objectives. • Successful achievement of tactical objectives will be celebrated at quarterly all hands meetings; successful accountable individuals will be recognized and presented with incentive awards.