



**City of Phoenix
Human Services Department
Community Services Division
Strategic Plan 2007**

***Focus Group Questions
May 26, 2004***

1. What is the purpose of the Community Services Division?
2. What do you think CSD's most important "goals" should be in the future; *i.e.*, what should it focus on?
3. What do you think are CSD's strengths and weaknesses?
4. What are the obstacles that you think keep CSD from doing its work the way it would like to be doing it?
5. Why do you think CSD's 2003 employee survey scores came in at the levels they did?
6. Who is CSD's competition?
7. Who advocates for CSD?
8. Is there anything else we should be asking that we haven't?