

THE HONEYCOMB

SERVICE EXCELLENCE AWARDS



TEAMWORK



INNOVATION
& INITIATIVE

Creating a Buzz About Those Doing Their Best

Spring 2011

INNOVATION & INITIATIVE

Angela Nickerson, Carol Rackley, Rod Snyder, and Charles McBride

Our Interfaith of the Woodlands contractor created the Financial Assistance - Customer Service Center concept and tested the system across multiple pilot centers. Three key performance results were met in the pilot:

- ❖ Improved customer service by developing a uniform customer tracking system with timely follow up
- ❖ Reduced error rates / tracking errors to meet requirements thus reducing customer “wait times” for critical services like child care
- ❖ Improved system efficiency by removing paper files from offices, reduced staffing costs in offices and centralized electronic files for online viewing by offices and contract management



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Beverly Giles (ResCare), **Teresa Jackson** (Houston Works) and **Carol Leal** (Interfaith)



The multi-contractor team identified the need to develop a training manual and presentation to improve use of TWIST/MIS reports to track customer performance.

- ❖ The team captured best practices for using TWIST/MIS reports which maximizes office staff time and provides timely information to customers
- ❖ The team developed a training manual, best practices presentation and implemented a cascading training process for office staff
- ❖ The team represents a good collaboration among our career office contractors.