

THE BIG PICTURE

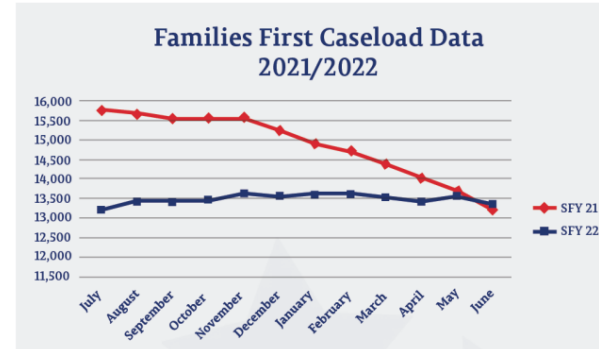
(WHY DOES OUR TEAM DO WHAT IT DOES?)

PART 1: THE GOVERNOR’S PRIORITIES

What are the governor’s priorities that are applicable to our team?

Strong and Healthy Families

Protecting Tennessee’s Children

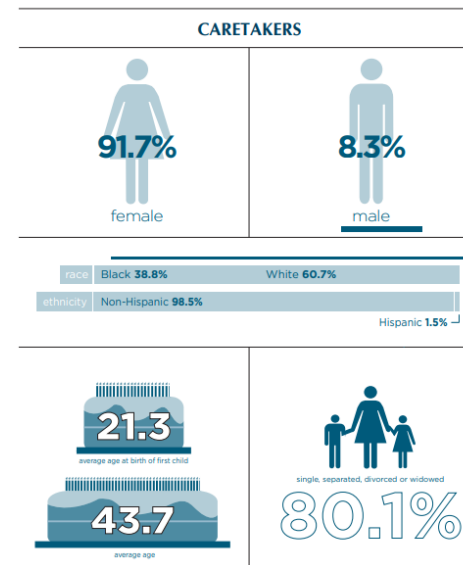


PART 2: DEPARTMENT PRIORITIES

What are the department’s priorities that our team impacts or supports?

Family Assistance CaseConnect

Family Assistance Online Application



OUR TEAM'S WORK

(WHAT IS IMPORTANT FOR OUR TEAM TO DO?)

PART 4: HOW WILL MY TEAM GET BETTER AT ITS WORK? (ONE AREA OF PRIMARY FOCUS)

If every other area of our team's operation remained the same, what is the one area where change would have the biggest impact?

Train up every team member in best practices

Doing our work better

PART 5: OUR TEAM'S PRIMARY OBJECTIVES

If our team achieved its one area of focus, what would we have accomplished? (begin with verbs)

Create our best practices

Train everyone in our best practices

Measure improvement

Incorporate best practices into onboarding

Update IPPs to include best practices

PART 3: MY TEAM'S DAY-TO-DAY WORK

What are the areas of work for which our team is responsible for completing?

Handle case load

Manage the case process

Partner relationships

Doing our work