

Purpose of Renewal: <ul style="list-style-type: none"> • Revitalize the organization • Revive organizational values • Support cultural change • Expand employee's capacity to be creative 	Project Description: How does your proposed initiative address the purpose of Renewal as identified by the bulleted text on the left? This event is a chance for an established XX team with new team members to revisit organizational values of teamwork and collaboration in the context of a single point of service model. It is also a new change for staff from XX operations at two colleges with similar size and structure to interact and learn and thus be more creative in approaching a one point of contact value-added service delivery model.
Describe how your initiative addresses the program guidelines on the left side of the page.	
Reflect Maricopa Values	The Maricopa values of Community, Excellence, Inclusiveness, and Learning are hallmarks of this activity. In addition, a one point of contact service delivery model is an Innovation at the college XX level for both college units.
Value employees	This event is all about giving employees from two busy XX offices the opportunity to network and learn from each other so they feel valued and respected for the on-the-job knowledge they possess.
Be systemic (not necessarily system-wide)	The event introduces the participants to an approach for developing one point of contact value-added service delivery model as a systemic way of providing XX services.
Support teamwork	Bringing the team together for a day long activity supported by the interaction with XX team promotes both teamwork and collaboration.
Be employee-generated	The idea for this event originated with the XX team and is therefore employee generated.
Be flexible, fluid and innovative in design and implementation	The agenda is flexible in that it can be altered as the day unfolds. It is innovative in that Maricopa departments from different colleges don't often collaborate in this way.
Support learning	<ol style="list-style-type: none"> 1. Outline XX partner roles and responsibilities for one point of contact model. 2. Benchmark key processes and innovations that can be incorporated into XX operations. 3. Establish a network of support between XX operations and the two colleges
Encourage cultural commitment to renewal	Implementing a one point of service will renew and refresh the XX staff.
Build on existing programs used by employees	The framework for this model has been laid by establishing a transition plan developed by XX employees. This activity will allow us to take it to the next step.
Have a long-term impact	The outcome of this event will serve XX now and in years to come. The level of service provided will be more professional and a value-added approach will have greater impact on the college.

Category(ies):	Organizational Learning Individual Learning Collaboration	
Goals:	What goals are you trying to accomplish?	What evidence will you collect or observe to demonstrate that the goal has been achieved?
	Implement a team-based approach to high-quality service delivered by a fully trained, cross-functional staff of XX professionals. Stream line, document, benchmark, and automate key XX processes to enhance the ability of XX to deliver efficient service without additional personnel.	Customer Service Survey is a benchmark measure.
Learning Objectives:	What are the learning objectives for this initiative that accomplished the goal?	What evidence will you collect or observe to demonstrate that the learning objective has been achieved?
	<ol style="list-style-type: none"> 1. Outline XX partner roles and responsibilities for one point of contact model. 2. Benchmark key processes and innovations that can be incorporated into XX operations. 3. Establish a network of support between XX operations and the two colleges. 	<ol style="list-style-type: none"> 1. An outline of Xx partner roles and responsibilities. 2. A list of innovations that could be implement as a result of interaction with the other XX team. 3. Each participant will have the name and phone number of a contact from another school with whom they can continue dialog and discussion.
Outcomes:	How will you demonstrate that the initiative was successful?	What evidence will you collect or observe to demonstrate that the outcome has been achieved?
	<p>By December 14th XX team will have an action plan for the upcoming semester for the implementation of one point of contact service delivery model.</p> <p>XX staff will be able to describe their role and function in a one point of contact value-added service delivery model and their responsibilities for further implementing this model at XX.</p>	Production of an action plan that links to the strategic plan of XX. At the end of the semester the plan will be revisited and progress outline in an annual report.
Draft/Outline Agenda:	<p>8:00am: Welcome and Initial Introduction Review XX Strategic Plan Review XX Dept Mission Statement Review one point of service value added model</p> <p>10:00am: Tour of XX and Benchmarking</p>	

	<p>Noon: Lunch with XX staff</p> <p>1:30pm: XX Action Planning</p> <p>December staff meetings will be used to finalize plan and prepare Renewal report.</p>	
<p>Participants: Specify the participant(s) who will attend this event or activity.</p>	<p>XXCC –Manager, 5 full-time staff, two temporary employees</p> <p>XXCC – 2 managers, 9 full-time staff</p>	<p>Policy Groups:</p> <p>Adjunct Faculty: 0 MAT: 3 Safety: 0</p> <p>Crafts: 0 M & O: 0 Students: 0</p> <p>Faculty: 0 PSA: 14 Other: 2</p>
<p>Public Benefit: Describe the public benefit that will be derived from this initiative.</p>	<p>The provision of a one point of contact value-added service delivery model will provide quality services to XX departments. The will result in streamlined XX operations that allow for faster, quality new hires; accurate and timely XX production; and good stewardship of resources. The public will benefit indirectly by the provision of a quality college workforce that serves customers and students and the effective efficient use of tax dollars.</p>	
Itemized Budget:		
<p>Item(s):</p>	<p>Lunch catered by Aramark for 19 employees</p>	<p>\$220</p>
<p>Total Requested:</p>	<p>\$220</p>	
<p>Alternate Fund Steps:</p>	<p>Describe the steps you have taken to identify alternative funds and the amount received.</p> <p>We are using XX vans to carpool to XX, we are using XX facilities at no cost. XX will provide all supplies and materials.</p>	