FIRST CALL DATABASE

MAGALI RIVERA

Champions for Leadership
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Santa Clara County Office of Education

Goals

Professional development goals :

* *I joined CFL because I wanted to learn new ways I can do my job better and help my team.*

* *What I want to accomplish? I want to be remembered in a positive way.*

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How many of us feel like this when calling anywhere for assistance and get bounced back and forth?

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Project

First Call Database

* *I chose this project because I wanted find a better process/procedure that our team could utilize to provide better customer service to our families.*

* *This web-based database would provide:*
  * *All the Eligibility Specialist access to applications regardless of the site the parent submitted the paperwork to*
  * *Quick answers/updates to parents calling for status on their child's application*
  * *A better tracking system for internal staff*
  * *Faster turnaround time for enrolling students into the program*

* *This project is important to me because I enjoy my job and finding new ways to make it easier and end up with a happy family at the end of the day…its rewarding to me.*

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Accomplishments/Successes

- We've asked our partners for assistance in creating a web-based database
- What they have experienced as the pro's and con's to such a database.

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Accomplishments/Successes

* While working on this project I have created a flow chart which is the initial step in assisting families to determine their eligibility:
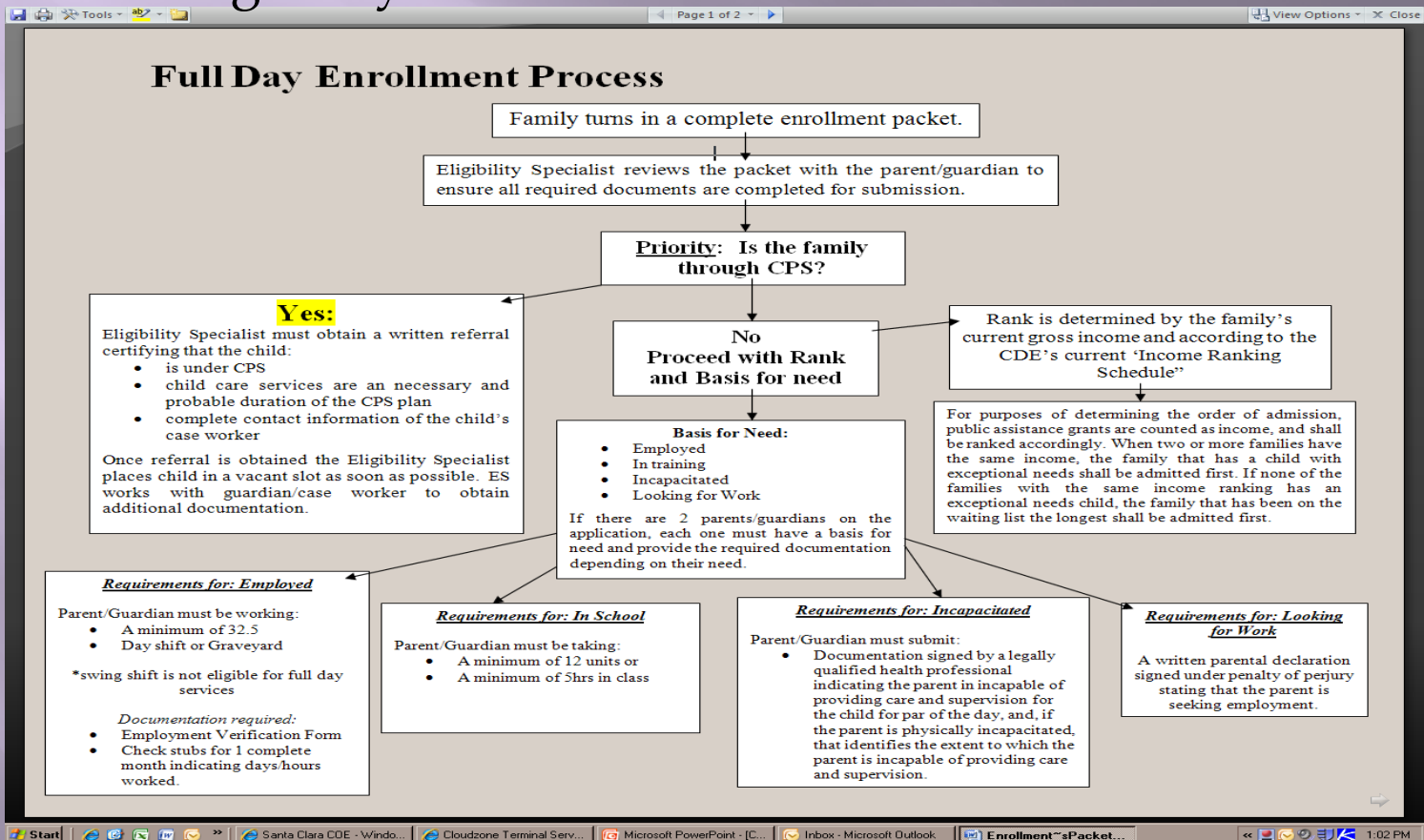
Accomplishments/Successes

We had:

➢ A phone tree created through our programs main phone number both in English/Spanish to assist parents in reaching the proper person

➢ All Eligibility Specialist were assigned a direct line to provide to parents and avoid being transferred from desk to desk.
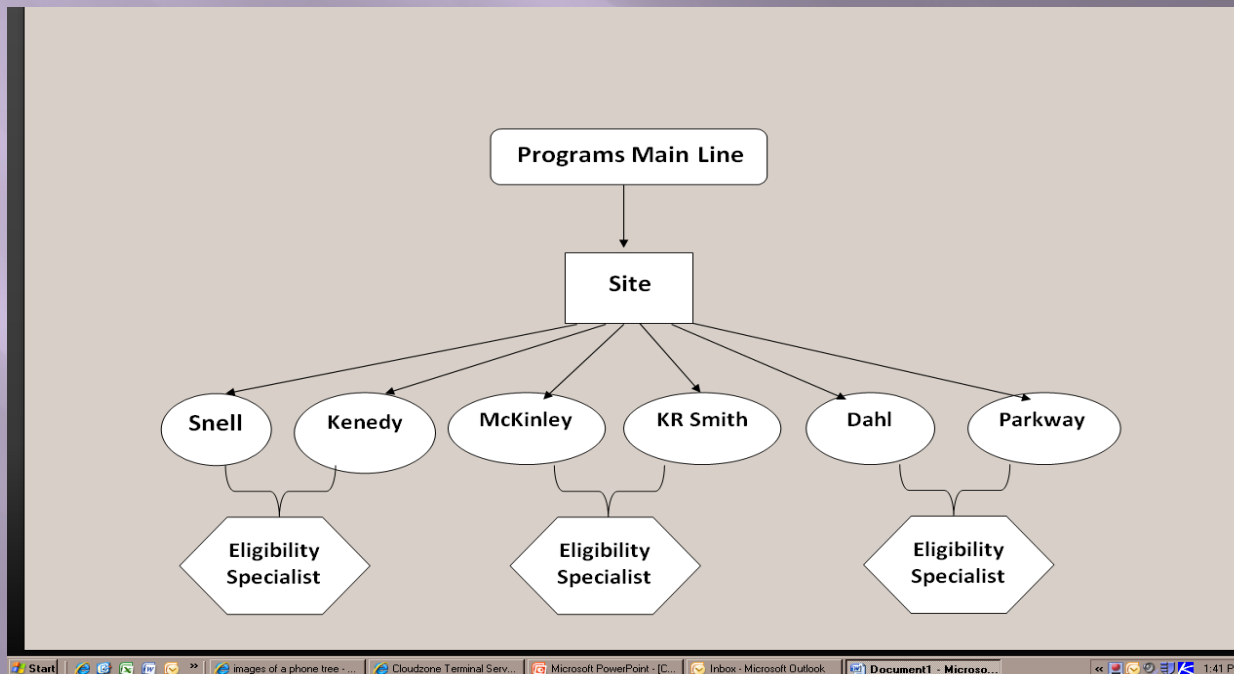
Key Learnings

Champions for Leadership has taught me that:

* *I don't need a title to be a leader, I can be someone within my department who has an impact in others*

* *Everyone has potential strengths and contributions in a leadership role*

* *How can I utilize my strengths to be a better team player*

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Key Learnings

Working on this project has given me the opportunity to:

- ➢ *think outside of the box and feel comfortable about it*
- ➢ *create something that will make a difference both internally and externally in the program*
- ➢ *know how to face, accept and work with different challenges*
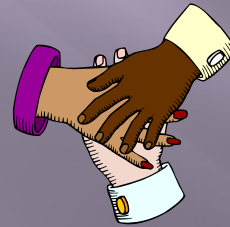- ➢ *utilizing what I've learned from CFL to do the right thing…not just what's right*

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Key Learnings

Have a *Vision*

 that can be worked on

Work as a team =

A GREAT TEAM & SUCCESS!

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