



FIRST CALL DATABASE

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Champions for Leadership
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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.*



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



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.*

Accomplishments / Successes

Participant Records - Laserfiche

File Edit View Tasks Tools Window Help

Location: SCCDE-SSB\Headstart\Participant Records

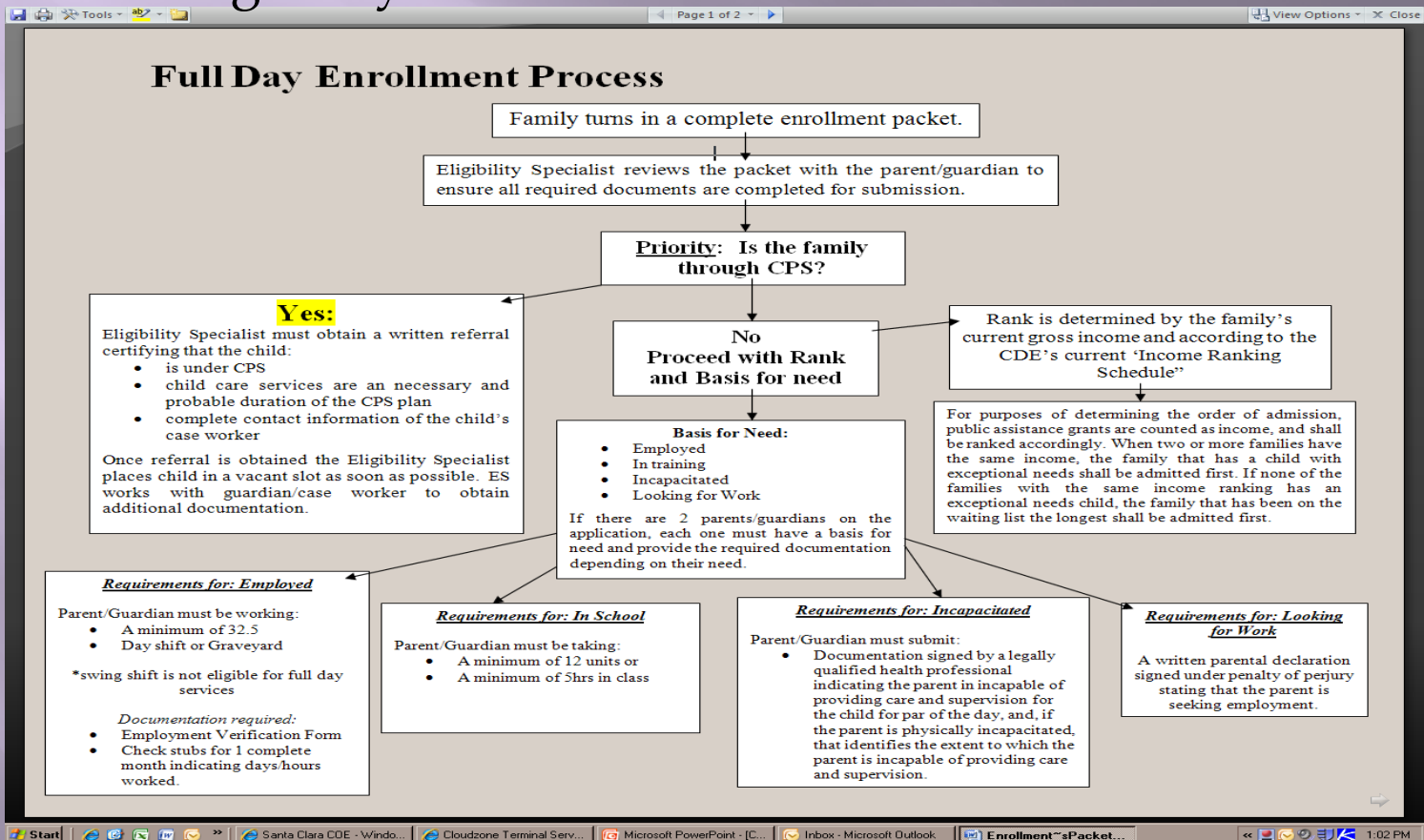
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Folder	Name	Pages	Indexed	Creation Date	Last Modified	Volume	Template Name
Participant Records	_AGED OUT 2010-11		No	4/13/2012 4:28:37 PM	5/9/2012 7:36:47 AM		
	_AGED OUT 2011-12		No	5/27/2011 2:26:45 PM	4/6/2012 5:24:56 PM		
	_AGED OUT 2011-12		No	1/11/2012 9:57:14 AM	1/11/2012 9:57:14 AM		
	_AGED OUT 2012-13		No	6/23/2009 4:22:47 PM	6/11/2012 11:51:49 AM		
	Abarca, Ayreen 02/26/08		No	11/23/2011 12:43:22 PM	4/5/2012 9:52:24 AM		
	Abarca, Samantha 6/22/07		No	6/2/2010 3:14:56 PM	4/15/2011 11:50:57 AM		
	Abdalla, Nawar 12/19/07		No	3/14/2011 3:07:37 PM	4/6/2012 9:57:45 AM		
	Abdelrahman, Karima 3/22/07		No	8/24/2011 4:00:12 PM	9/2/2011 9:00:01 AM		
	Aberha, Nebay 10/20/07		No	3/8/2011 11:14:15 AM	3/8/2011 3:08:27 PM		
	Abloa, Nathan 03/24/09		No	3/21/2012 4:13:19 PM	6/6/2012 2:17:41 PM		
	Abonce, Ariadne 05/07/08		No	6/5/2012 3:28:42 PM	6/6/2012 2:31:02 PM		
	Abu, Samson 08/16/07		No	9/7/2011 3:57:13 PM	9/16/2011 1:11:08 PM		
	Acasta, Salud 12/05/07		No	5/10/2012 10:04:49 AM	5/10/2012 10:09:00 AM		
	Acebal, Nathan 06/26/07		No	9/13/2011 11:48:53 AM	9/30/2011 1:48:33 PM		
	Acevedo, Jonathan 04/29/09		No	12/6/2011 7:32:41 AM	12/7/2011 2:06:01 PM		
	Acevedo, Joselyn 05/23/07		No	3/17/2011 4:36:59 PM	3/27/2012 3:24:17 PM		
	Acevedo, Kimberly 11/26/07		No	9/7/2010 2:13:19 PM	2/3/2012 11:09:56 AM		
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	Aceves, Erik 08/06/09		No	2/11/2011 11:52:42 AM	3/30/2012 3:53:05 PM		
	Aceves, Julian 12/24/06		No	3/13/2012 9:37:01 AM	4/13/2012 3:13:32 PM		
	Aceves, Ximena 02/25/09		No	7/15/2011 1:13:59 PM	9/7/2011 10:49:35 AM		
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	Adame, Brian 07/29/08		No	7/19/2011 7:21:52 AM	7/19/2011 7:37:19 AM		
	Adelbai, Esther 02/28/07		No	8/13/2010 7:14:57 AM	3/18/2011 2:10:06 PM		
	Afitu, Benjamin 04/30/10		No	4/19/2012 3:27:42 PM	4/19/2012 3:42:26 PM		
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	Agpoon, Spencer 06/09/08		No	1/30/2012 12:43:58 PM	5/17/2012 11:22:05 AM		
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	Aguilar III, Joe 11/01/07		No	6/10/2010 3:14:46 PM	2/17/2011 3:05:37 PM		
			No	2/25/2011 9:12:18 AM	3/3/2011 1:14:36 PM		
			No	2/16/2011 10:11:32 AM	10/24/2011 2:54:20 PM		

- 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.

Accomplishments / Successes

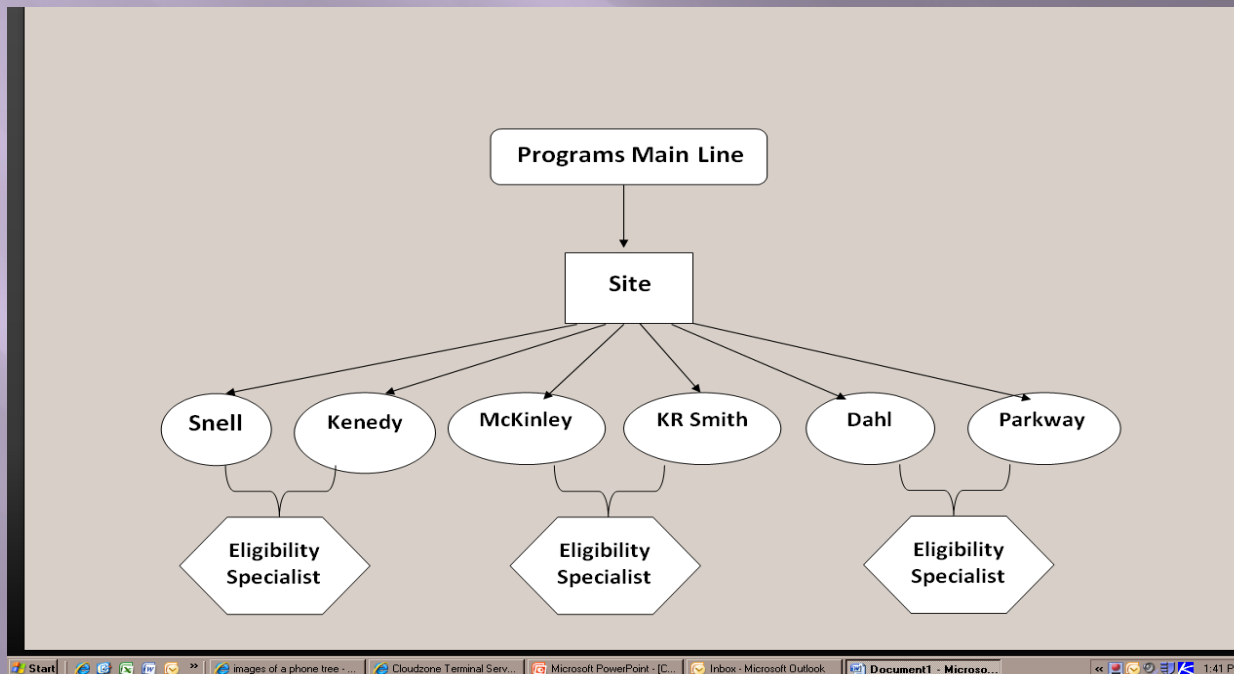
- While working on this project I have created a flow chart which is the initial step in assisting families to determine their eligibility:



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*

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*

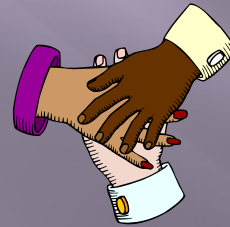
Key Learnings

Have a



that can be worked on

Work as a team



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A GREAT TEAM & SUCCESS!

