



Santa Clara County  Office of Education

Vince Tran

SCCOE Referral Information Management

Champions for Leadership

June 7, 2016

# Goals

- Professional development goals
  - Strengthen relationships
  - Deepen knowledge of SCCOE processes
  - Improve efficiency and satisfaction
- Project goals
  - Understand the work flow of the Special Ed referral system
  - Provide effective cross-team coordination and communication
  - Launch the Referral Information Management System



# Accomplishments/Successes \*

- Successfully launched RIM
  - System is fully functional
  - Positive feedback from both staff and customers
- Strengthened relationships
  - Customers
  - Cross-branch
  - Cross-team

**\*All accomplishments and successes were the result of collaboration by many individuals across multiple teams and organizations**



# Key Learnings

- Importance of communication
- Technical project vs. projects which are about developing relationships
- Goals and priorities of SCCOE leadership
- CFL topics of note
  - EQ
  - Project management
  - Access to leadership processes and conversations



# Thank You

- TSB Web Development Team
- Special Ed management and AAC team
- Testers and those who participated in the RIM system pilot
- Project Sponsor: Kathy Bays, Special Ed Manager
- CFL Mentor: David Wu, CTO
- CFL coordinators and contributors

