

Goal: *A well-written goal is focused and stated in simple, measurable terms.*

Once a quarter, provide a resident status update to every responsible party.

Action Steps <i>What will be done?</i>	Responsible Parties <i>Who will do it?</i>	Needed Resources <i>(Funding/Materials)</i>	Date <i>By when?</i>
1 Update RP contact list to include valid email addresses and/or mailing addresses.	Jeri Ebert, Business Office Assistant	N/A	8/15/2014
2 Create a one-page email/letter template that can be easily personalized to each resident.	John Salerno, Asst. Executive Director	N/A	8/15/2014
3 Set up a schedule to create and deliver a specific number of updates per week.	John Salerno, Asst. Executive Director	N/A	8/30/2014
4 Schedule recurring weekly meetings with dept. directors to gather info to include in each resident update.	Monica Stone, Executive Director	N/A	8/30/2014
5 Begin preparing and sending updates.	Monica Stone, John Salerno, Jeri Ebert, and Department Directors	N/A	9/1/2014