

MANAGEMENT FLOW CHART

Month	Service Delivery				
	Personnel & Training	I&R Staff Handbook	Seasonal	Reports	Vendors / Partners
	Call Center Team	outline of review process	calls handled/ documentation	Monthly, Quarterly, Annual	technology related
staff lead	AA create / LJ implement	LJ	MC	AA	MC
January	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 3, Unit 1: Nature of I&R	<input type="checkbox"/> Confidentiality Form	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 3, Unit 5: Crisis Intervention	<input type="checkbox"/> Data Use Agreement	<input type="checkbox"/> Reports by County	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Tab 3, Unit 12: Special Populations	<input type="checkbox"/> Code of Ethics	<input type="checkbox"/> AIRS Big Count/ Bame Report	<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> Betty Hardwick Center In-Service (Crisis Call Protocols)		<input type="checkbox"/> QI Adherence	<input type="checkbox"/> BNN Quarterly Reports	
February	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 3, Unit 3: The I&R Process		<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 3, Unit 4: Empowerment & Advocacy		<input type="checkbox"/> Publish Annual Needs & Trends Report 2017 (Annual Report 2018)	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings				<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> AAA/ADRC In-Service			<input type="checkbox"/> BNN Annual Reports	<input type="checkbox"/> AT&T Modem Reboot
March	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 3, Unit 10: Using the Database for I&R Referrals	<input type="checkbox"/> Submit Log-Off hours (April, May, June)	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 6 - Resource Database			<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Tab 2: Departmental Policies and Procedures			<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> Self-Care				
April	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 4: Call Handling Techniques		<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 3, Unit 8: Values, Self-Awareness...		<input type="checkbox"/> BNN Quarterly Reports	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Tab 3, Unit 9: Responding Effectively to Challenging Inquirers			<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> CPR re-certification Bi-Annual (odd years 2021)				
May	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 3, Unit 11: Disaster, STEAR, and the I&R Specialist	<input type="checkbox"/> Summer Food Calls	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 10: Disaster Preparedness		<input type="checkbox"/> Reports by County	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings				<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> Summer Food				<input type="checkbox"/> AT&T Modem Reboot
June	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 9: Texas Information and Referral Network (TIRN) and Area Information Centers (AICs)	<input type="checkbox"/> Submit Log-Off hours (July, August, September)	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching		<input type="checkbox"/> Summer Food Calls		<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings				<input type="checkbox"/> City of Abilene Invoice

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	Personnel & Training	I&R Staff Handbook	Seasonal	Reports	Vendors / Partners
	Call Center Team	outline of review process	calls handled/ documentation	Monthly, Quarterly, Annual	technology related
staff lead	AA create / LJ implement	LJ	MC	AA	MC
July	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 3, Unit 15: Boundaries - Stress Management and the Limits of I&R	<input type="checkbox"/> Summer Food Calls	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching			<input type="checkbox"/> BNN Quarterly Reports	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Tab 3, Unit 2: Introduction to Human Services			<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> APS In-Service				
August	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 3, Unit 6: Follow-up	<input type="checkbox"/> Summer Food Calls	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 3, Unit 7: Confidentiality	<input type="checkbox"/> Non-Disclosure Agreement		<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings				<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> Rapport Webinar				<input type="checkbox"/> AT&T Modem Reboot
September	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 3, Unit 13: I&R Via Live Chat	<input type="checkbox"/> Submit Log-Off hours (October, November, December)	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 3, Unit 14: Working at A Call for Help		<input type="checkbox"/> Reports by County	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings				<input type="checkbox"/> City of Abilene Invoice
					<input type="checkbox"/> Review WolfePak Agreement/Non-Disclosure
October	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 5: Service Delivery	<input type="checkbox"/> Christmas Assistance at The Salvation Army	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching			<input type="checkbox"/> BNN Quarterly Reports	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings				<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> Basic Needs Network Meeting				
November	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 11: iCarol User Guide	<input type="checkbox"/> Thanksgiving Meals	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 12: Finesse User Guide		<input type="checkbox"/> N&T Report Template ready for Review by Advisory Council	<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Tab 13: Relias Learning (rLearning)			<input type="checkbox"/> City of Abilene Invoice
					<input type="checkbox"/> AT&T Modem Reboot
December	<input type="checkbox"/> Daily use of Scoreboard	<input type="checkbox"/> Tab 7: Reports and Measure	<input type="checkbox"/> Submit Log-Off hours (January, February, March)	<input type="checkbox"/> Monthly Reports	<input type="checkbox"/> HHSC Help Desk
	<input type="checkbox"/> Monitoring/Coaching	<input type="checkbox"/> Tab 8: Working at A Call for Help			<input type="checkbox"/> AT&T U-Verse
	<input type="checkbox"/> Weekly Team Meetings		<input type="checkbox"/> Christmas Meals		<input type="checkbox"/> City of Abilene Invoice
	<input type="checkbox"/> Stress Management				

MANAGEMENT FLOW CHART

Month	Resource Database				
	Personnel	Database Maintenance	Resource Database Handbook	TIRN	SysOp Handbook
	Resource Team	iCarol & acfh.info	outline of review process	RFP requirements, etc.	outline of review process
staff lead	AA	KS adds & edits / AA Formal Review	AA	AA	AA
January	<input type="checkbox"/> Resource Leads	<input type="checkbox"/> Style Guide Compliance Review	<input type="checkbox"/> New Agency Survey Review (Database Inclusion Forms)	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call)	Deferred until COS2
	<input type="checkbox"/> Database Inclusion Invites	<input type="checkbox"/> Taxonomy Quality Audit			
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Prep for full Formal Review of Resource Database	<input type="checkbox"/> Tab 5 - Database Inclusion Invites	<input type="checkbox"/> Resource Data Quality Initiative from TIRN	
	<input type="checkbox"/> Coaching Sessions				
February	<input type="checkbox"/> Resource Leads	<input type="checkbox"/> Style Guide Compliance Review		<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call)	Deferred until COS2
	<input type="checkbox"/> Database Inclusion Invites	<input type="checkbox"/> Taxonomy Quality Audit			
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Annual Formal Review of Resource Database begins (thank you email in recognition)		<input type="checkbox"/> Resource Data Quality Initiative from TIRN	
	<input type="checkbox"/> Coaching Sessions				
March	<input type="checkbox"/> Resource Leads	<input type="checkbox"/> Style Guide Compliance Review	<input type="checkbox"/> Tab 4 - Annual Formal Review	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call)	Deferred until COS2
	<input type="checkbox"/> Database Inclusion Invites	<input type="checkbox"/> Taxonomy Quality Audit			
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Annual Formal Review of Resource Database concludes (paper files)		<input type="checkbox"/> Resource Data Quality Initiative from TIRN	
	<input type="checkbox"/> Coaching Sessions				
April	<input type="checkbox"/> Resource Leads	<input type="checkbox"/> Style Guide Compliance Review		<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call)	Deferred until COS2
	<input type="checkbox"/> Database Inclusion Invites	<input type="checkbox"/> Taxonomy Quality Audit			
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Database Objective		<input type="checkbox"/> Resource Data Quality Initiative from TIRN	
	<input type="checkbox"/> Coaching Sessions				
May	<input type="checkbox"/> Resource Leads	<input type="checkbox"/> Style Guide Compliance Review	<input type="checkbox"/> Tab 6 - Disaster Preparedness	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call)	Deferred until COS2
	<input type="checkbox"/> Database Inclusion Invites	<input type="checkbox"/> Taxonomy Quality Audit			
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Database Objective		<input type="checkbox"/> Resource Data Quality Initiative from TIRN	
	<input type="checkbox"/> Coaching Sessions				
June	<input type="checkbox"/> Resource Leads	<input type="checkbox"/> Style Guide Compliance Review		<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call)	Deferred until COS2
	<input type="checkbox"/> Database Inclusion Invites	<input type="checkbox"/> Taxonomy Quality Audit			
	<input type="checkbox"/> Weekly Team Meetings	<input type="checkbox"/> Database Objective		<input type="checkbox"/> Resource Data Quality Initiative from TIRN	
	<input type="checkbox"/> Coaching Sessions				

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Month	Resource Database				
	Personnel	Database Maintenance	Resource Database Handbook	TIRN	SysOp Handbook
	Resource Team	iCarol & acfh.info	outline of review process	RFP requirements, etc.	outline of review process
staff lead	AA	KS adds & edits / AA Formal Review	AA	AA	AA
July	<input type="checkbox"/> Resource Leads <input type="checkbox"/> Database Inclusion Invites <input type="checkbox"/> Weekly Team Meetings <input type="checkbox"/> Coaching Sessions	<input type="checkbox"/> Style Guide Compliance Review <input type="checkbox"/> Taxonomy Quality Audit <input type="checkbox"/> Database Objective	<input type="checkbox"/> Tab 2 - Data Quality & Style Guide <input type="checkbox"/> West Central Target Term Policy	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call) <input type="checkbox"/> Resource Data Quality Initiative from TIRN	Deferred until COS2
August	<input type="checkbox"/> Resource Leads <input type="checkbox"/> Database Inclusion Invites <input type="checkbox"/> Weekly Team Meetings <input type="checkbox"/> Coaching Sessions	<input type="checkbox"/> Style Guide Compliance Review <input type="checkbox"/> Taxonomy Quality Audit <input type="checkbox"/> Database Objective	<input type="checkbox"/> Tab 8 - AIRS & Training Resources	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call) <input type="checkbox"/> Resource Data Quality Initiative from TIRN	Deferred until COS2
September	<input type="checkbox"/> Resource Leads <input type="checkbox"/> Database Inclusion Invites <input type="checkbox"/> Weekly Team Meetings <input type="checkbox"/> Coaching Sessions	<input type="checkbox"/> Style Guide Compliance Review <input type="checkbox"/> Taxonomy Quality Audit <input type="checkbox"/> Database Objective <input type="checkbox"/> Mid-Year Survey to Agencies	<input type="checkbox"/> Tab 1 - TIRN Inclusion/ Exclusion Criteria <i>timeline dependent on TIRN's legal review of document</i>	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call) <input type="checkbox"/> Resource Data Quality Initiative from TIRN	Deferred until COS2
October	<input type="checkbox"/> Resource Leads <input type="checkbox"/> Database Inclusion Invites <input type="checkbox"/> Weekly Team Meetings <input type="checkbox"/> Coaching Sessions	<input type="checkbox"/> Style Guide Compliance Review <input type="checkbox"/> Taxonomy Quality Audit <input type="checkbox"/> Thanksgiving Meals (Verification of Availability) <input type="checkbox"/> Database Objective	<input type="checkbox"/> Tab 3 - Database Maintenance Procedures	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call) <input type="checkbox"/> Resource Data Quality Initiative from TIRN <input type="checkbox"/> AIRS/211 LA County Taxonomy Subscription	Deferred until COS2
November	<input type="checkbox"/> Resource Leads <input type="checkbox"/> Database Inclusion Invites <input type="checkbox"/> Weekly Team Meetings <input type="checkbox"/> Coaching Sessions	<input type="checkbox"/> Style Guide Compliance Review <input type="checkbox"/> Taxonomy Quality Audit <input type="checkbox"/> Christmas Meals (Verification of Availability) <input type="checkbox"/> Database Objective		<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call) <input type="checkbox"/> Resource Data Quality Initiative from TIRN	Deferred until COS2
December	<input type="checkbox"/> Resource Leads <input type="checkbox"/> Database Inclusion Invites <input type="checkbox"/> Weekly Team Meetings <input type="checkbox"/> Coaching Sessions	<input type="checkbox"/> Style Guide Compliance Review <input type="checkbox"/> Taxonomy Quality Audit <input type="checkbox"/> Database Objective	<input type="checkbox"/> Tab 7 - Reports Procedures	<input type="checkbox"/> Resource Manager's Monthly Meeting (Conference Call) <input type="checkbox"/> Resource Data Quality Initiative from TIRN	Deferred until COS2

MANAGEMENT FLOW CHART

Month	Cooperative Relationships				
	Basic Needs Network	Military Partnership	WrapAround	United Way of Abilene	Special Initiatives
	leadership role & portal responsibilities	leadership role	wraparound & wraparound-admin	Impact Portal	some initiatives have portals
staff lead	LJ meetings / AA portal	MC	KS CRCG Meetings / AA portal	BA	MC
January	<input type="checkbox"/> Send Meeting Notice <input type="checkbox"/> Create Agenda <input type="checkbox"/> Quarterly Meeting	<input type="checkbox"/> Partnership Meeting <input type="checkbox"/> Review Membership & Protocols		<input type="checkbox"/> Impact Report	<input type="checkbox"/> FREDA
February	<input type="checkbox"/> Prep Work for Meeting		<input type="checkbox"/> CRCG Meeting	<input type="checkbox"/> Annual Meeting (Report)	<input type="checkbox"/> FREDA <input type="checkbox"/> ADRC Steering Committee <input type="checkbox"/> Regionally Coordinated Transportation Planning
March	<input type="checkbox"/> Finalize Guest Speaker	<input type="checkbox"/> Partnership Meeting	<input type="checkbox"/> CRCG Meeting		<input type="checkbox"/> FREDA
April	<input type="checkbox"/> Send Meeting Notice <input type="checkbox"/> Create Agenda <input type="checkbox"/> Quarterly Meeting		<input type="checkbox"/> CRCG Meeting	<input type="checkbox"/> Impact Report <input type="checkbox"/> UWAb Financial Audit	<input type="checkbox"/> FREDA
May	<input type="checkbox"/> Prep Work for Meeting <input type="checkbox"/> Blurb about Summer Food Services Program on homepage	<input type="checkbox"/> Partnership Meeting <input type="checkbox"/> Armed Forces Day	<input type="checkbox"/> CRCG Meeting		<input type="checkbox"/> FREDA <input type="checkbox"/> ADRC Steering Committee <input type="checkbox"/> Regionally Coordinated Transportation Planning
June	<input type="checkbox"/> Finalize Guest Speaker				<input type="checkbox"/> FREDA

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Month	Cooperative Relationships				
	Basic Needs Network	Military Partnership	WrapAround	United Way of Abilene	Special Initiatives
	leadership role & portal responsibilities	leadership role	wraparound & wraparound-admin	Impact Portal	some initiatives have portals
staff lead	LJ meetings / AA portal	MC	KS CRCG Meetings / AA portal	BA	MC
July	<input type="checkbox"/> Send Meeting Notice	<input type="checkbox"/> Partnership Meeting		<input type="checkbox"/> Impact Report	<input type="checkbox"/> FREDA
	<input type="checkbox"/> Create Agenda				
	<input type="checkbox"/> Quarterly Meeting				
August	<input type="checkbox"/> Prep Work for Meeting		<input type="checkbox"/> CRCG Meeting		<input type="checkbox"/> FREDA
	<input type="checkbox"/> Remove blurb about Summer Food Services Program on homepage				<input type="checkbox"/> ADRC Steering Committee
					<input type="checkbox"/> Regionally Coordinated Transportation Planning
September	<input type="checkbox"/> Finalize Guest Speaker	<input type="checkbox"/> Partnership Meeting	<input type="checkbox"/> CRCG Meeting		<input type="checkbox"/> FREDA
October	<input type="checkbox"/> Send Meeting Notice		<input type="checkbox"/> CRCG Meeting	<input type="checkbox"/> Impact Report	<input type="checkbox"/> FREDA
	<input type="checkbox"/> Create Agenda				<input type="checkbox"/> Feast of Sharing Volunteer Registration
	<input type="checkbox"/> Quarterly Meeting				
November	<input type="checkbox"/> Prep Work for Meeting	<input type="checkbox"/> Partnership Meeting	<input type="checkbox"/> CRCG Meeting		<input type="checkbox"/> FREDA
		<input type="checkbox"/> Abilene Celebrates Veterans Week			<input type="checkbox"/> Feast of Sharing Volunteer Registration
					<input type="checkbox"/> ADRC Steering Committee
December	<input type="checkbox"/> Finalize Guest Speaker				<input type="checkbox"/> FREDA
					<input type="checkbox"/> Feast of Sharing

MANAGEMENT FLOW CHART

Month	Disaster Preparedness				
	A Call for Help	Training/ Exercises	Continuity of Operations Plan	BC VOAD	Warm Center
	staff/building related	FEMA/Severe Weather	review and update	wctvolcorps & bigcountrydonations	contracted through TIRN
staff lead	MC	MC	MC	MC	MC
January	<input type="checkbox"/> 2-1-1 Emergency Notification --- County Judges & 9-1-1 Dispatch		<input type="checkbox"/> Review Individual Family Plans in the COOP <input type="checkbox"/> Review Staff Contact Information		<input type="checkbox"/> Warm Center Duty (16th - EOM)
February		<input type="checkbox"/> Spring Severe Weather Exercise			<input type="checkbox"/> Warm Center Duty (16th - EOM)
March	<input type="checkbox"/> Check go-kits	<input type="checkbox"/> Review Compliance of FEMA Certifications			<input type="checkbox"/> Warm Center Duty (16th - EOM)
April	<input type="checkbox"/> Replace NOAA Weather Radio Batteries <input type="checkbox"/> Replace First Aid Kit (2021)		<input type="checkbox"/> Review Individual Family Plans in the COOP <input type="checkbox"/> Review Staff Contact Information		<input type="checkbox"/> Warm Center Duty (16th - EOM)
May	<input type="checkbox"/> Annual Review and Testing of the Emergency Action Checklist <input type="checkbox"/> Review the Alternate Facility MOU with Office of Emergency Management				<input type="checkbox"/> Warm Center Duty (16th - EOM) <input type="checkbox"/> Annual Hurricane Warm Center Response Preparedness Exercise (set up phones/laptops)
June	<input type="checkbox"/> Volunteer Phone Corps Training	<input type="checkbox"/> Review Compliance of FEMA Certifications			<input type="checkbox"/> Warm Center Duty (16th - EOM) <input type="checkbox"/> Hurricane Response Ready

MANAGEMENT FLOW CHART

Month	Disaster Preparedness				
	A Call for Help	Training/ Exercises	Continuity of Operations Plan	BC VOAD	Warm Center
	staff/building related	FEMA/Severe Weather	review and update	wctvolcorps & bigcountrydonations	contracted through TIRN
staff lead	MC	MC	MC	MC	MC
July			<input type="checkbox"/> Review Individual Family Plans in the COOP <input type="checkbox"/> Review Staff Contact Information		<input type="checkbox"/> Warm Center Duty (16th - EOM) <input type="checkbox"/> Hurricane Response Ready
August					<input type="checkbox"/> Warm Center Duty (16th - EOM) <input type="checkbox"/> Hurricane Response Ready
September		<input type="checkbox"/> Review Compliance of FEMA Certifications			<input type="checkbox"/> Warm Center Duty (16th - EOM) <input type="checkbox"/> Hurricane Response Ready
October		<input type="checkbox"/> Winter Severe Weather Exercise	<input type="checkbox"/> Review Individual Family Plans in the COOP <input type="checkbox"/> Review Staff Contact Information		<input type="checkbox"/> Warm Center Duty (16th - EOM) <input type="checkbox"/> Hurricane Response Ready
November					<input type="checkbox"/> Warm Center Duty (16th - EOM) <input type="checkbox"/> Hurricane Response Ready
December		<input type="checkbox"/> Review Compliance of FEMA Certifications			<input type="checkbox"/> Warm Center Duty (16th - EOM)

MANAGEMENT FLOW CHART

Month	Organizational Effectiveness				
	Program Director	Operations Handbook	TIRN	Governance	Vendors / Partners
	deliverables	outline of review process	deliverables	Advisory Council/ Stakeholders	includes AIRS & TAIRS
staff lead	MC	MC	MC	MC	MC
January	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 8 - Advisory Council	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	<input type="checkbox"/> Review Betty Hardwick Center Crisis Call MOU
	<input type="checkbox"/> QIs / Monthly Meetings				
	<input type="checkbox"/> PAR / HUB Report (due 10th)				
	<input type="checkbox"/> Review of General Ledger				
February	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Inventory	<input type="checkbox"/> Monthly TIRN Invoice <input type="checkbox"/> AIC Directors Meeting (TBD)	<input type="checkbox"/> Mystery Shopping <input type="checkbox"/> Advisory Council Meeting <input type="checkbox"/> Renew Code of Ethics <input type="checkbox"/> Review/Approve N&T Report	<input type="checkbox"/> Place spring media buy <input type="checkbox"/> AIRS Re-Accreditation (2022)
	<input type="checkbox"/> QIs / Monthly Meetings				
	<input type="checkbox"/> PAR / HUB Report (due 5th)				
	<input type="checkbox"/> Review of General Ledger				
March	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 6 - Cooperative Relationships	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	<input type="checkbox"/> Carpets cleaned <input type="checkbox"/> CCRS Renewal: NE (May of odd years - 2021)
	<input type="checkbox"/> QIs / Monthly Meetings <input type="checkbox"/> MC - Annual Performance Review				
	<input type="checkbox"/> PAR / HUB Report (due 10th)				
	<input type="checkbox"/> Review of General Ledger				
April	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 15 - 240 Pieces and Parts	<input type="checkbox"/> Monthly TIRN Invoice <input type="checkbox"/> TIRN FY'20 Budget Workbook Planning	<input type="checkbox"/> Mystery Shopping <input type="checkbox"/> Advisory Council Meeting <input type="checkbox"/> Review/Approve Departmental Policies & Procedures	<input type="checkbox"/> Replace First Aid Kit (2021)
	<input type="checkbox"/> QIs / Monthly Meetings <input type="checkbox"/> LJ - Annual Performance Review				
	<input type="checkbox"/> PAR / HUB Report (due 10th)				
	<input type="checkbox"/> Review of General Ledger				
May	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 5 - Hiring Process & Training Plan <input type="checkbox"/> Update Resumes	<input type="checkbox"/> Monthly TIRN Invoice <input type="checkbox"/> TIRN FY'20 Budget Workbook Planning	<input type="checkbox"/> Mystery Shopping	<input type="checkbox"/> AIRS Annual Training Conference
	<input type="checkbox"/> QIs / Monthly Meetings				
	<input type="checkbox"/> PAR / HUB Report (due 10th)				
	<input type="checkbox"/> Review of General Ledger				
June	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 7 - Texas Information & Referral Network	<input type="checkbox"/> Monthly TIRN Invoice <input type="checkbox"/> TIRN FY'20 Budget Workbook Due <input type="checkbox"/> RFP 2019	<input type="checkbox"/> Mystery Shopping <input type="checkbox"/> Advisory Council Meeting	<input type="checkbox"/> Auto-renewal of Gold Plan for Survey Monkey
	<input type="checkbox"/> QIs / Monthly Meetings <input type="checkbox"/> Staff Annual Performance Review				
	<input type="checkbox"/> PAR / HUB Report (due 10th)				
	<input type="checkbox"/> Review of General Ledger				

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	Program Director	Operations Handbook	TIRN	Governance	Vendors / Partners
	deliverables	outline of review process	deliverables	Advisory Council/ Stakeholders	includes AIRS & TAIRS
staff lead	MC	MC	MC	MC	MC
July	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 3 - Marketing & Outreach	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	<input type="checkbox"/> Review AAA/ADRC MOU
	<input type="checkbox"/> QIs / Monthly Meetings	<input type="checkbox"/> Tab 4 - Marketing & Outreach Documentation	<input type="checkbox"/> Review After Hours 2-1-1 Call Coverage MOU		<input type="checkbox"/> CCRS Renewal: KS & JG (Sept of odd years - 2021)
	<input type="checkbox"/> PAR / HUB Report (due 10th)	<input type="checkbox"/> Update Marketing & Outreach Plans			<input type="checkbox"/> CRS-DC Renewal: AA (Sept of odd years - 2021)
	<input type="checkbox"/> Review of General Ledger				
August	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 13 - Alliance of Information & Referral Systems (AIRS)	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	
	<input type="checkbox"/> QIs / Monthly Meetings	<input type="checkbox"/> Tab 9 - Fiscal/Budget		<input type="checkbox"/> Advisory Council Meeting	
	<input type="checkbox"/> PAR / HUB Report (due 5th)	<input type="checkbox"/> Inventory			<input type="checkbox"/> CCRS Renewal: LJ & AA (Oct of odd years - 2021)
	<input type="checkbox"/> Review of General Ledger				
September	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 14 - Technology	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	<input type="checkbox"/> Invoice BCFS for BNN Portal
	<input type="checkbox"/> QIs / Monthly Meetings				
	<input type="checkbox"/> PAR / HUB Report (due 10th)				<input type="checkbox"/> CRS-DC Renewal: MC (Nov of even years - 2020)
	<input type="checkbox"/> Review of General Ledger				
October	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 11 - I&R Personnel Supervision	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	<input type="checkbox"/> TAIRS Annual Training Conference
	<input type="checkbox"/> QIs / Monthly Meetings			<input type="checkbox"/> Advisory Council Meeting (Emergency Operations focus - BCVOAD)	
	<input type="checkbox"/> PAR / HUB Report (due 10th)				
	<input type="checkbox"/> Review of General Ledger				
November	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 1 - Management Flow Chart	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	<input type="checkbox"/> Christmas Cards
	<input type="checkbox"/> QIs / Monthly Meetings				
	<input type="checkbox"/> PAR / HUB Report (due 10th)				
	<input type="checkbox"/> Review of General Ledger				
December	<input type="checkbox"/> Monthly Executive Summary	<input type="checkbox"/> Tab 2 - Staff Responsibilities	<input type="checkbox"/> Monthly TIRN Invoice	<input type="checkbox"/> Mystery Shopping	
	<input type="checkbox"/> QIs / Monthly Meetings	<input type="checkbox"/> Tab 10 - Continuing Education		<input type="checkbox"/> Advisory Council Meeting	
	<input type="checkbox"/> PAR / HUB Report (due 10th)	<input type="checkbox"/> Tab 12 - Program Evaluation		<input type="checkbox"/> Approve Marketing & Outreach Plans	
	<input type="checkbox"/> Review of General Ledger				<input type="checkbox"/> CCRS Renewal: MC (Feb of even years - 2020)