

# Strategic Response Group

New York City Department of Education

May 2005

# Objectives

- PROVIDE INFORMATION TO THE PUBLIC
- REVIEW letters to the Chancellor and determine course of action
- ACT on each one
- SOLVE the problem
- TRACK status of letter
- RESPOND to the writer
- WRITE additional letters from the Chancellor

# Organization

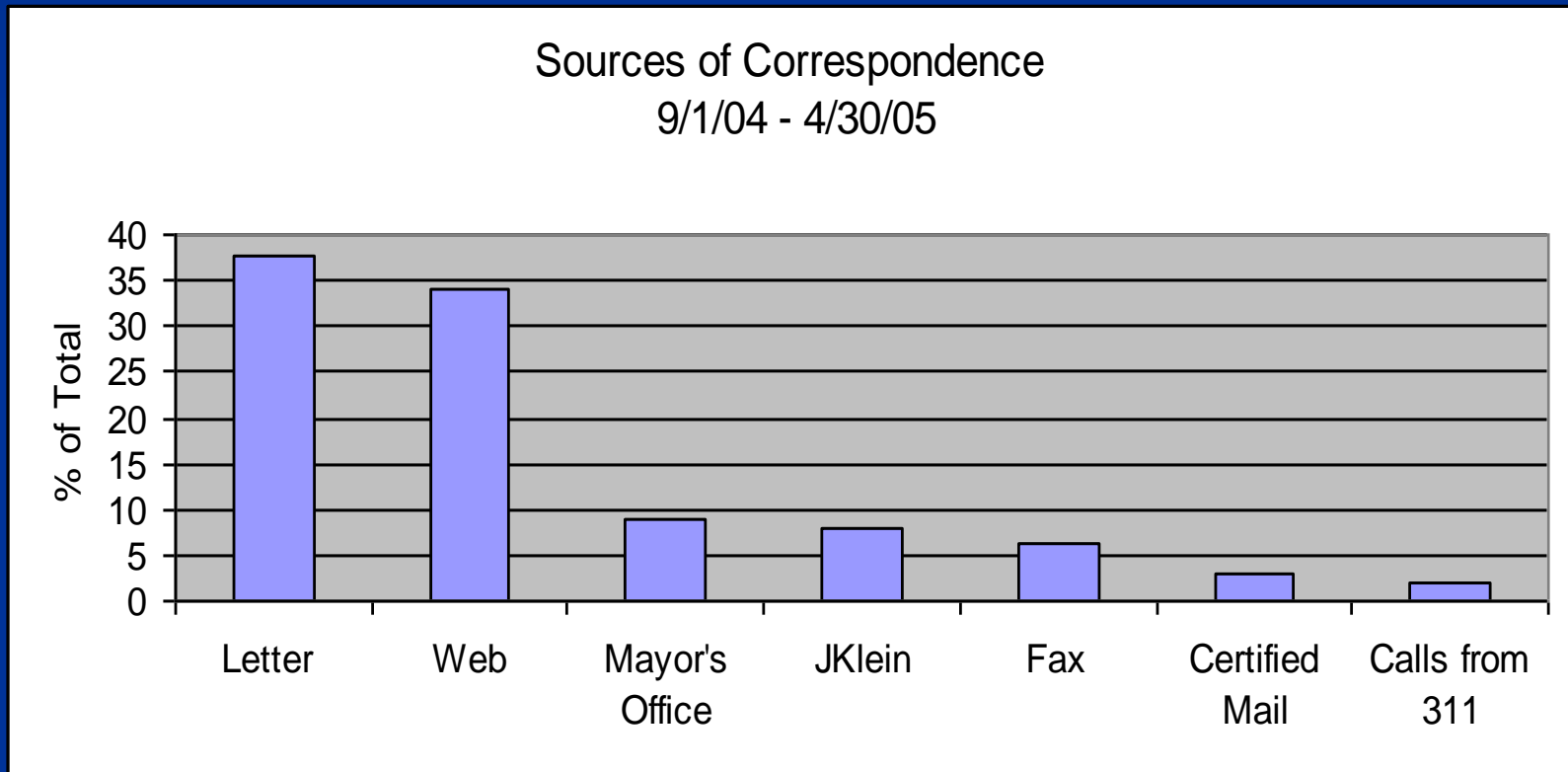
- Strategic Response Group (SRG) within Chancellor's Office and Department of Communication
- SRG Staff, regional focus and skills
- Central and regional liaisons

# Value Added

- Consistency and quality of replies
- Knowledge “storehouse” for both DOE and public
- Communication and problem-solving link between central and regions
- Coordination with DOE departments and Mayor’s Office
- Tracking technology and accountability

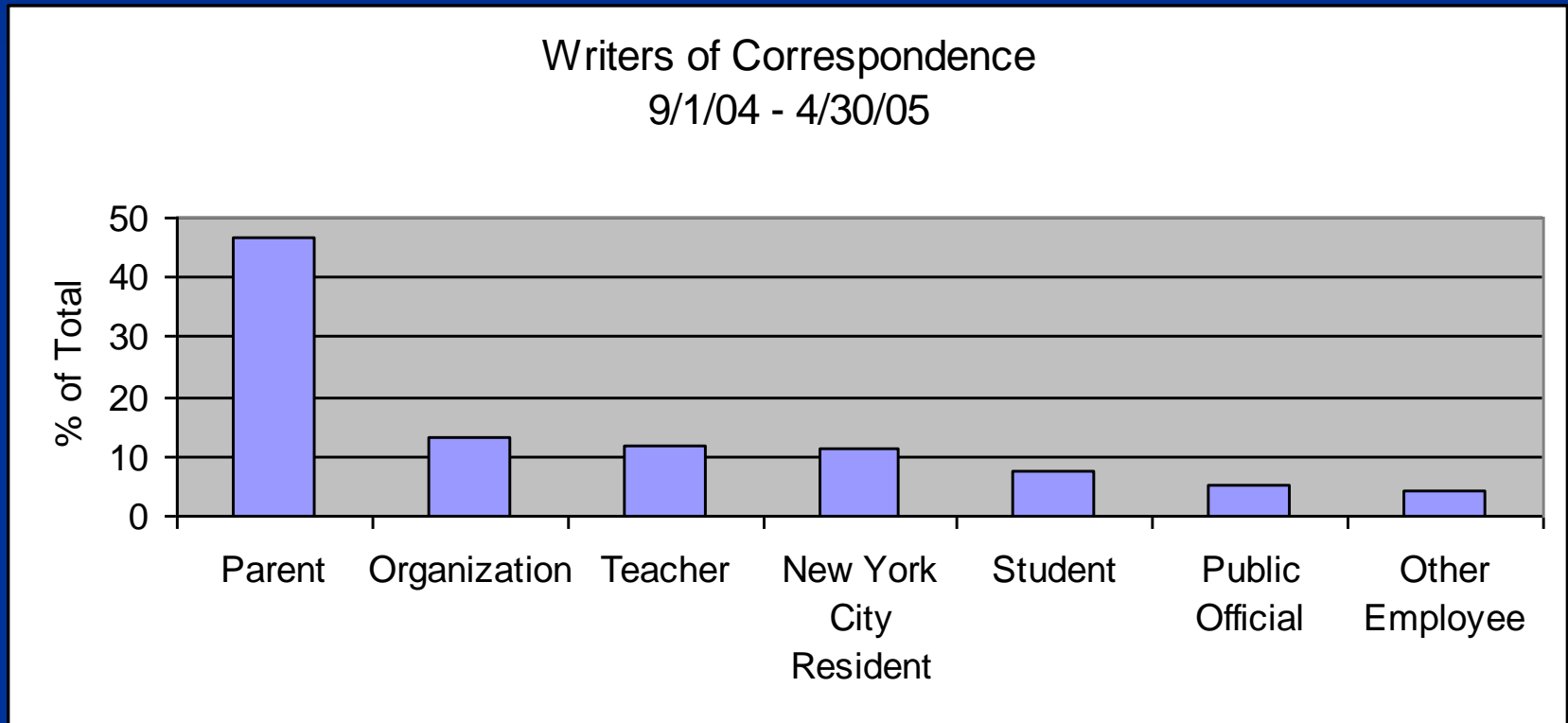
# Sources

Sources of all correspondence for 04 – 05 school year.



# Writers

Writers of correspondence for 04 – 05 school year.



# Priority System

- Priority 1 – Urgent/Critical issues
- Priority 2 – Important/Non-urgent issues
- Compliments, Suggestions, Concerns, etc.
- Outreach letters from the SRG

# Tracking System

- Correspondence entered into database
- “Workflow” created for correspondence item
- Notes entered for each step toward resolution
- Decision made regarding who responds and how
- Response generated
- Case closed and method of closing noted



# Measures of Success

- Positive feedback from writers
- Increased number of writers who receive a reply from the SRG
- Increased number of detailed responses
- Increased number of writers who have contact with or a reply from central or regional staff
- SRG staff actively seeking news and information from regions and communities

# Tips for Getting Questions Answered

- Speak to school staff, especially Parent Coordinators
- Contact or visit Regional Learning Support Center
- Go to the DOE website: [www.nycenet.edu](http://www.nycenet.edu) and use search engine
- Use the DOE website to write to the Chancellor
- Call 311

# Potential Next Steps

- Refine systems
- Increase number of “follow-up” letters
- Additional tracking of Priority 2 issues
- Engage in further “pro-active” outreach to regions and NYC communities

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