

FY 2009

BUSINESS INITIATIVE TRACKING SHEET

FIRST - FOURTH
QUARTERS

Task	Date	Program/Section	Status (Completed)
The Customer Service Program will develop its career ladder and establish a mentor program.	Sep-08	Customer Service	Finalized in November.
The Internal Auditor will develop and the Public Counsel will approve a risk-based Internal Audit Plan.	Sep-08	Internal Audit	Completed in October.
Legal Services will have developed a standardized signature block for pleadings filed by Ombudsmen with the State Office of Administrative Hearings.	Sep-08	Legal Services	Completed and was sent to OIEC Team in September.
Legal Services will review all central office employee files to ensure that all required documents are included. Originals documents required to be filed in Human Resources will be forwarded and copies will be maintained in the central office files.	Sep-08	Legal Services	Completed in September. The missing documents have been obtained and filed.
Review, modify, and approve the Performance Planning and Development System Plans for: OIEC central staff, Director of Customer Service, Ombudsman Assistant, Ombudsman I, Ombudsman II, Ombudsman Supervisor, and Customer Service Supervisor.	Sep-08	Legal Services	Completed in September.