

DE ADRC Lead Partner Meeting
March 12, 2010
Handout

DE ADRC Lead Partner Presentations for DSAAPD Staff Meeting on 4/14/10
Suggested Topics

Session Format: Panel with brief presentations from each panelist, followed by Q&A.
Note: Please utilize the existing ADRC Lead Partners ppt. & template from the January 25, 2010 Delaware ADRC Project Forum. Add information &/or slides as needed.

Lead Partners will provide a brief overview (approx. 10-15 minutes) of the organization each represents as follows:

Describe your Organization:

- Identify the organization's goals, mission/vision, target population, number of people served, recent accomplishments, number/type of staff and/or members, location(s), hours of operation, etc.;
- Provide contact information (phone, e-mail, web, fax, and/or postal address) for you &/or the organization you represent;
- If applicable, include photos of facilities, staff members and/or operations.

Describe how your organization will work with Delaware's ADRC:

- What activities will your organization provide as part of the ADRC project?
- For those organizations sharing referrals with the ADRC, address the following:
 - Who will your organization refer to the ADRC? (i.e., persons with what types of needs?)
 - Who can ADRC staff refer to your organization?
- How do you envision the ADRC benefitting your organization and the people that you serve and/or represent?

Q&A: following the panel presentations, DSAAPD will have a moderator ask the panel pre-planned questions, followed by Q&A from the audience.

Example:

Please share your organization's perspective on customer service:

- How would you define exceptional customer service?
- Can you cite an example of an organization (private or public) that consistently provides exceptional customer service? If so, what can we learn from them?
- How can the Delaware ADRC and our network of partners provide the best possible customer service (even on a small budget) & ensure positive outcomes?