

Hanover Township Workgroup Plans		Updated 3.10.15			
Work Group	Objective #: Description	Action Step #	Action Step Description	Due Date	Responsibility
Communications	1.1: Explore and make recommendations for township-wide client management software.	1.1.1	Evaluate what client management software is currently used	6/1/2015	Amy Kaufholz
Communications	1.1: Explore and make recommendations for township-wide client management software.	1.1.2	Identify companies that offer client management software	8/1/2015	Amy Kaufholz
Communications	1.1: Explore and make recommendations for township-wide client management software.	1.1.3	Recommend client management software	10/1/2015	Amy Kaufholz
Communications	1.2: Evaluate current multicultural tools and develop recommendations	1.2.1	Inquire with each department to determine cultural deficiencies	8/1/2015	Kristin Vana
Communications	1.2: Evaluate current multicultural tools and develop recommendations	1.2.2	Investigate practices of other local governments and research tools to use	3/1/2016	Kristin Vana
Communications	1.2: Evaluate current multicultural tools and develop recommendations	1.2.3	Analyze and recommend cost effective multicultural tools for township use	10/1/2016	Kristin Vana
Communications	1.3: Research and identify new modes of communication	1.3.1	Evaluate current communications	6/1/2016	Tom Kuttenberg
Communications	1.3: Research and identify new modes of communication	1.3.2	Research modes being used in surrounding communities and study best practices	9/1/2016	Tom Kuttenberg
Communications	1.3: Research and identify new modes of communication	1.3.3	Analyze and recommend new modes of township communication	11/1/2016	Tom Kuttenberg
Communications	1.4: Review the effectiveness of current committee structures and operations and make recommendations	1.4.1	Survey and discuss committees with Township Officials and committee members	12/1/2015	Trustee Essick
Communications	1.4: Review the effectiveness of current committee structures and operations and make recommendations	1.4.2	Review missions, bylaws, membership, and activities of current committees	6/1/2016	Trustee Essick
Communications	1.4: Review the effectiveness of current committee structures and operations and make recommendations	1.4.3	Recommend improvements to committee structures and/or operations to increase effectiveness, if needed	10/1/2016	Trustee Essick
Communications	1.5: Summarize the continuity, consistency and coordination of existing internal and external communication	1.5.1	Evaluate interdepartmental workgroups	8/1/2015	Amy Kaufholz
Communications	1.5: Summarize the continuity, consistency and coordination of existing internal and external communication	1.5.2	Explore communications with external stakeholders and communication opportunities	10/1/2016	Kristin Vana
Communications	1.5: Summarize the continuity, consistency and coordination of existing internal and external communication	1.5.3	Create survey for Township Elected Officials to determine what information they would like to have and how they would like it delivered	10/1/2015	Tom Kuttenberg
Scope	2.1: Develop a plan to measure utilization of programs and services	2.1.1	Conduct interviews with Department Heads to determine what data is currently being collected.	6/1/2015	Kristen Smith
Scope	2.1: Develop a plan to measure utilization of programs and services	2.1.2	Determine a standardized template for data collection for all Departments to utilize.	9/1/2015	John Parquette
Scope	2.1: Develop a plan to measure utilization of programs and services	2.1.3	Compile utilization data per department, analyze, and report.	6/1/2016	Sam Hughes
Scope	2.2: Develop a community based needs assesment	2.2.1	Create methods to survey residents	7/1/2015	John Parquette
Scope	2.2: Develop a community based needs assesment	2.2.2	Research and create survey template and questions	10/1/2015	Kristen Smith
Scope	2.2: Develop a community based needs assesment	2.2.3	Determine budget/funding partners/cost/implementation	12/1/2015	Steve Speicher
Scope	2.2: Develop a community based needs assesment	2.2.4	Secure final Board approval and conduct surveys	5/1/2016	Kristen Smith
Scope	2.2: Develop a community based needs assesment	2.2.5	Compile findings, analyze and report	10/1/2016	Sam Hughes
Scope	2.3: Evaluate finds from Objective 1 & 2 and make recommendations for relevant programs and services	2.3.1	Analyze findings and present results	2/1/2017	John Parquette
Scope	2.3: Evaluate finds from Objective 1 & 2 and make recommendations for relevant programs and services	2.3.2	Establilsh a multi-departmental review workgroup	4/1/2017	Kristen Smith
Scope	2.3: Evaluate finds from Objective 1 & 2 and make recommendations for relevant programs and services	2.3.3	Consolidate the findings from the workgroup and demographics from the Evolution workgroup and make recommendations based on feedback	9/1/2017	Trustee Krick & Assessor Smogolski

Scope	2.3: Evaluate finds from Objective 1 & 2 and make recommendations for relevant programs and services	2.3.4	Present findings and develop action plans for Board approved initiatives	12/1/2017	John Parquette
Branding	3.1: Review existing Hanover Township Brand Communications and Messages	3.1.1	Review Hanover Township and department brand communication materials	6/1/2015	Tracey Colagrossi
Branding	3.1: Review existing Hanover Township Brand Communications and Messages	3.1.2	Identify opportunities for better alignment of brand messaging	8/1/2015	Tracey Colagrossi
Branding	3.2: Initiate Hanover Township resident Brand Essence Feedback Campaign "What Does Hanover Township Mean to Me?"	3.2.1	Develop campaign materials	8/1/2016	Suzanne Powers
Branding	3.2: Initiate Hanover Township resident Brand Essence Feedback Campaign "What Does Hanover Township Mean to Me?"	3.2.2	Solicit Hanover Township resident feedback through various avenues	5/1/2016	Patty Glascott
Branding	3.2: Initiate Hanover Township resident Brand Essence Feedback Campaign "What Does Hanover Township Mean to Me?"	3.2.3	Collect, analyze and summarize Hanover Township resident feedback	7/1/2016	Suzanne Powers
Branding	3.3: Make recommendations to improve the alignment of brand messaging	3.3.1	Communicate aligned brand messaging to Hanover Township Department Heads along with needed changes and dates of execution	1/1/2016	Tracey Colagrossi
Branding	3.3: Make recommendations to improve the alignment of brand messaging	3.3.2	Work with Hanover Township Department Heads to create an implementation timeline	4/1/2016	Tracey Colagrossi
Branding	3.3: Make recommendations to improve the alignment of brand messaging	3.3.3	Make presentation to Board for final approval	8/1/2016	Trustee Caramelli
Branding	3.4: Implement Hanover Township brand changes to improve brand messaging	3.4.1	Audit changes and implementation of related materials, i.e. use of logo, printed materials and communications, stationary, apparel, etc.	1/1/2017	Bill Burke
Branding	3.4: Implement Hanover Township brand changes to improve brand messaging	3.4.2	Review ongoing changes to brand messages and communications to ensure the integrity of the alignment is maintained	3/1/2017	Bill Burke
Branding	3.5: Explore a new or revised Hanover Township tagline	3.5.1	After assessment of the future of Hanover Township, identify brand messaging changes required and make recommendation to the Board	9/1/2016	Commissioner Ochoa
Branding	3.5: Explore a new or revised Hanover Township tagline	3.5.2	Determine the most effective ways to communicate the new Hanover Township tagline if adopted	11/1/2016	Commissioner Ochoa
Evolution	4.1: Determine Township demographics	4.1.1	Collect demographics of township and identify residents served	6/1/2015	Administrative Intern
Evolution	4.1: Determine Township demographics	4.1.2	Identify projected changes in demographics based on population trends	8/1/2015	Administrative Intern
Evolution	4.1: Determine Township demographics	4.1.3	Develop and implement standardized procedures to collect data	10/1/2015	Administrative Intern
Evolution	4.2: Identify cultural and demographic trends	4.2.1	Research Township demographics and cultural groups	6/1/2015	Sam Hughes
Evolution	4.2: Identify cultural and demographic trends	4.2.2	Research areas impacted by similar demographics and cultural groups	8/1/2016	Sam Hughes
Evolution	4.2: Identify cultural and demographic trends	4.2.3	Compare demographics and cultural groups similar to Hanover Township to determine how resident needs are being met	11/1/2016	Sam Hughes
Evolution	4.3: Ensure Staff has appropriate skills to meet emerging needs	4.3.1	Review how all resident needs currently being met both organizationally and departmentally. (Need to have info from Scope group to complete.)	7/1/2016	Trustee Benoit, Mary Jo Imperato
Evolution	4.3: Ensure Staff has appropriate skills to meet emerging needs	4.3.2	Evaluate services and determine relevance based on current services offered and future needs of residents (Combine results with objectives 1 & 2 along with Scope group)	9/1/2016	Trustee Benoit, Mary Jo Imperato
Evolution	4.3: Ensure Staff has appropriate skills to meet emerging needs	4.3.3	Analyze current skills of staff to determine if emerging needs can be met	10/1/2016	Suzanne Powers
Evolution	4.3: Ensure Staff has appropriate skills to meet emerging needs	4.3.4	Identify and budget for training resources needed	1/1/2017	Suzanne Powers
Evolution	4.3: Ensure Staff has appropriate skills to meet emerging needs	4.3.5	Train staff to achieve skills needed to meet emerging needs	7/1/2016	Suzanne Powers
Evolution	4.4: Identify funding sources	4.4.1	Analyze funding needs based on population trends	1/1/2017	Sam Hughes
Evolution	4.4: Identify funding sources	4.4.2	Determine feasibility of increasing tax levies and analyze possible tax levies.	4/1/2017	Trustee Benoit & Clerk Dolan Baumer
Evolution	4.4: Identify funding sources	4.4.3	Research private and public funding sources	4/1/2017	Sam Hughes
Evolution	4.5: Synthesize all other strategic goals to ensure township survivability	4.5.1	Develop Long Range Township Survivability Strategic Plan incorporating all other Township strategic goals	4/1/2017	Board, James Barr