

## **Action Plan for**

### **Soldier and Family Support Center Goals and Objectives**

March 2003

GOAL 1: Align existing resources to accomplish the mission.

- Objective 1.a: Implement facility identification IAW accreditation criteria
- Objective 1.b: Incorporate administrative infrastructure in resourcing contracts to meet accreditation criteria.
- Objective 1.c: Position upgrades, as noted in Standardized Job Descriptions for accreditation posture.

GOAL 2: Provide effective and efficient customer service.

- Objective 2.a: Provide formal professional development opportunity to each employee.
- Objective 2.b: Upgrade training facility area IAW accreditation criteria.
- Objective 2.c: Establish foundation of NAF resources for soldier reception purposes.
- Objective 2.d: Establish front customer resource desk.
- Objective 2.e: Modernize reception area with security notification.

GOAL 3: Technical Modernization

- Objective 3.a: Secure state of the art PC's for each team member.
- Objective 3.b: Secure state of the art PC's for employment lab.
- Objective 3.c: Coordinate with customer base to ensure infrastructure needs are met.

GOAL 4: Be known as a competent, efficient and responsive organization.

- Objective 4.a: Ensure all members of the Military family are being served.
- Objective 4.b: In conjunction with other Military services, develop a mission support program.
- Objective 4.c: In conjunction with other Garrison programs, develop partnerships.

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