



SMARTIE Goal Workshop

OPPIA Lunch N Learn

4/5/2023

Introductions

- Your name
- Organization
- Years of experience
developing measurable
goals



Hello
my name is



SMARTIE
Goals
Explained

Specific
Measurable
Achievable
Relevant
Timebound
Inclusive
Equitable

Example One

SMART Goal

- Expand youth mentorship program into 3 new counties by the end of June.

SMARTIE Goal

- Expand youth mentorship program into 3 new counties by the end of June, **using volunteer task forces that are representative of the community to advise the expansion.**

Example Two

SMART Goal

- Hire a Chief Development Officer by May 2023.

SMARTIE Goal

- Hire a Chief Development Officer by May 2023, **seeking out networks of diverse fundraising professionals to identify candidates of various backgrounds to include in the candidate interview pool.**

Questions to Consider

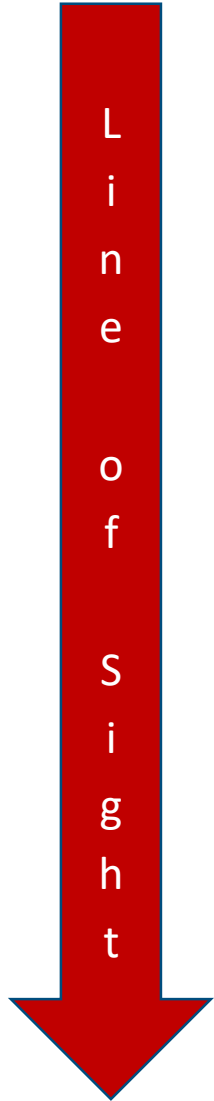
- Why does our team exist?
- Who are our customers?
- What do we provide our customers?
- How do our customers define great performance?
- What should we measure?
- How will we measure it?
- Why do we want to focus on this?
- Why do we want to focus on this now?



OFIT Goal Examples

- By March 31, 2023, 100% of OFIT staff will complete a Clifton Strengths assessment, and attend an educational workshop highlighting the value of leaning into our strengths.
- By the end of Q4, gather statistics on visitors and/or customers coming into the agency, their specific reason for the visit to understand the daily volume and type of assistance provided to our customers.
- By the end of Q2, create and pilot a collaborative document editing process to reduce wait time and version control with business partners that represent various programs to ensure accessibility prior to implementation.





OFIT Vision: OFIT commits to effective and efficient support resulting in transparent and equitable service delivery.

OFIT Mission: OFIT provides customers innovative, cross-office coordination of finance, infrastructure, and operation.

Develop
Reliable
Resources

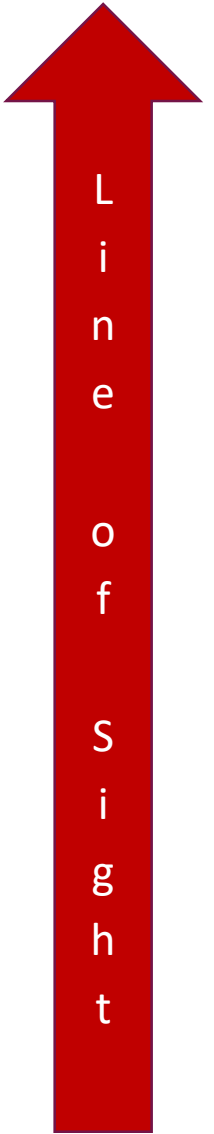
Increase
Transparency

Support
Customer
Needs

Prioritize Quality
Customer
Service

SMARTIE Goals

Metrics



Questions??



Contact info



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Thank you!

