

Schools

Case Management/Performance
Improvement & Procedures Division,
Office of the Director



Team Roster

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Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	81	83			
	Other survey					
EMPLOYEE SATISFACTION		3.44	3.35			
UNIT COST TARGET (Budgeted)	Your Contribution		\$2.53			
	Other					

Contributions

Status

Identify areas for regulatory and legislative changes in the Title IV Programs including improvements to strengthen program integrity. (CS)

FYE2002

Help other offices meet their goals by serving on task forces, researching and answering questions. (ES & CS)

FYE2002

Provide advice and guidance in a timely manner; Revise/Issue new formal PIP guidance and procedures as appropriate (ES & CS)

FYE2002