**Four Equally Important Types of Improvements to Include in Your Planning**

1. Quick Wins *- it can be implemented by a decision or with moderate effort in a couple weeks*
2. Short-term *- it can be implemented by a person or small team in the next 3-6 months*
3. Mid-term *- it can be implemented with sustained effort by a team(s) in the next 6-12 months*
4. Long-term *– it can be implemented with sustained effort by a team(s) in a year or more*

Quick wins make enough of an impact now so that you engage the OE Team and build momentum, creating credibility throughout the agency in order to strengthen staff capacity for longer-term planning and continuous improvement.

**Pursue short and mid-term improvement in areas that:**

* + Enhance key initiatives already underway
	+ Address needs that are obvious, big, and essential to client service delivery and relationship stability
	+ Build the involvement and the confidence of clients and staff
	+ Stretch current resources to an untried level, yet…
		- Eliminate or curtail lower-priority “capacity eaters”
		- Enable deeper future assessments and planning
		- Are symbolically powerful

**Types of Remedies**

* **Recommendations**
	+ - Remedies that are not in your control
* **Decisions / Commitments**
	+ - Remedies that are in your control and do not require development of new tools / processes
* **New Actions**
	+ - Remedies that are in your control and require development of new tools / processes / teams