



Agency Readiness



Organizational Priority



Readiness



Human Resources



Technology



Communications



Training



Customer Service



Buy-in from Senior leadership to program staff



Minimum of 3 fee-for-service programs at Go-Live date and a continuation of registrations throughout the year



Program and Finance leads identified



Computers running compatible software



1-2 Vehicles of communication identified and staff dedicated to push out communications



Staff commitment to attend 100% of training sessions (3 sessions)



Agency committed to 360 degrees of person centred experience for customer