

Executive Summary

A Systematic Approach to Grantee Service Delivery and Performance Part 2

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This webinar is an opportunity to discover ways to effectively utilize Optional Special Requests in your program service delivery.

Additional Training & Supportive Service (ATSS) and On the Job Experience (OJE) are precious gems—what do you do with them? This session will describe the purpose for Optional Special Requests (OSRs) and how to apply them to your program service delivery and increase performance.

Run of Show

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Objectives, Introductions	0:22
On the Job Experience (OJE)	2:44
New TEGL	8:58
OJE Data	9:45
Discussion and Q & A	17:14
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ATSS Data	32:19
Discussion and Q & A	37:35
Wrap up	39:30