



OA CARES FAQs

Why is OA CARES important?

OA offers support, services, and solutions to agencies throughout state government as well as the citizens of Missouri. Because of this, customer experience is a top priority for OA and its team members. When we do our jobs right, other departments can better fulfill their missions and we ultimately serve the citizens of Missouri better. We are the engine that keeps state government running, and when we operate effectively and efficiently, so do our partners in other departments or offices. At OA, public service and customer experience are at the heart of everything we do.

What is my motivation to care about OACARES?

The work you do every day matters. Your work is a reflection of not only you, but also OA and state government. OA team members providing excellent customer experiences is essential to keeping state government running effectively and efficiently, as well as making an impact on the citizens we serve. Working together with your colleagues to provide better customer experiences can also create camaraderie, make your team stronger, and improve your workplace overall. There is also significant value in the positive feedback we receive from happy customers. Exemplifying the OA CARES core values in your everyday work can give you a sense of pride and personal accomplishment.

Will there be another survey and when?

Yes! Another survey will be completed in the fall of 2019, and then each year annually. Data from the survey helps us identify where we need to improve and create a roadmap of how to get better.

How will we measure progress? How will we know if we're improving?

OA will measure progress through conducting periodic surveys completed by our customers. We will use the data from the OA CARES surveys to identify how we've improved and where we need to focus our efforts. OA will also continue to meet quarterly with the leadership of executive departments to review our service.

Has the customer service experience improved since OA CARES has been implemented?

Through OA CARES, OA divisions have made concentrated efforts to improve customer experiences. These efforts have been well-received and are ongoing. Some success stories can be found on the [Success Stories](#) and [Awards](#) tabs of the OA CARES website. We will continue to share new successes.

What happens if not all your team is on board? How will unwilling staff be encouraged to change their values?

Change takes time, and that's okay. It may take some employees longer to embrace the OA CARES core values and identify how the core values relate to their everyday work. You play an important role in showing why OA CARES is important to the work we do every day to help OA succeed. You have the power to encourage others to embrace OA CARES by role modeling the core values and earning positive results. Your teammates could see your success from providing excellent customer experiences and want to experience the same.

What if our management isn't on board?

We know that change takes time. It may take some employees, including managers, longer to embrace the OA CARES core values. As you embrace OA CARES, just know that you're not alone. You have support from OA leadership and the OA CARES team, which consists of OA team members in all divisions. The OA CARES mission is being communicated and is supported by many team members — frontline staff to leadership — across OA.

The OA CARES team is working hard to make sure OA employees, supervisors, and managers understand the value in excellent customer experiences to build unified support throughout OA. If you have ideas that can help us with this mission, please share them with an OA CARES team member at oacares.mo.gov/resources.html or provide anonymous [feedback](#) on the OA CARES website. At the end of the day, your customers appreciate the effort you're making to improve their experience.

How do I balance statutory, rule, policy with customer requests, wants, and priorities?

OA employees have to balance providing the best service we can within the framework in which we need to operate. Try to find ways to work within constraints, but don't be afraid to discuss policies and procedures with management when they don't appear to align with the customers' needs or your goals. Additionally, help customers understand why OA might not be able to fulfill their request. Work with the customer to look at alternate solutions that may satisfy their needs.

How can we give anonymous suggestions about needed changes?

We welcome and encourage all feedback, and it can be provided anonymously here.

How will accomplishments be recognized?

Three [OA CARES Awards](#) will be given each month to recognize employees nominated for providing excellent customer service. Each quarter, one team award will also be given. [Success stories](#) are highlighted on the OA CARES website and will be regularly updated. If you know of one, nominate your coworkers for an OA CARES Award! Another way you can support other OA team members is to give them a [ShoutOut Card](#).

Will there be information shared about the various services available through OA?

One of the OA CARES core values is Expert. We want you to feel knowledgeable enough to help any customer that comes your way — whether that's taking on their request yourself or directing them to the appropriate person and following up to ensure their need was resolved. We will be offering content from the OA 101 class to current employees (currently provided to new employees during orientation). We will also be working on an OA Guide that showcases the services our team provides.

How do I begin incorporating OA CARES into my work?

We recommend reading the OA CARES core values and thinking about how you can relate them to your daily responsibilities. Work with your teammates to map out a customer journey and identify ways you might be able to better serve your customers. Digest training videos, resources, and information on the OA CARES website. Then, take what you've learned and put it into action. You can always start with the "C" — Communication. Here are some tips:

- Really listen to your customers and ask questions for clarity.
- Summarize complex phone calls with an email.
- Update the customer regularly as you work to fulfill their request.

Do all OA employees attend the OA CARES training session?

Yes, all current Office of Administration employees will attend the OA CARES Tour. Additionally, new employees will attend an OA 101, which includes information about OA CARES. It was important to OA leadership and the OA CARES team for every OA team member to be introduced to OA CARES, share the core values, answer team member questions, and work together to identify how we can improve the customer experiences we provide.

Is OA 101 just for OA new employees or all agencies so they know the difference between divisions?

OA 101 is only currently offered to OA employees, but we plan to regularly communicate with other agencies educate them on the services OA provides.

Should we speak to our efforts in our ENGAGE conversation?

Yes! It is absolutely appropriate to bring up during your ENGAGE conversations. You can work with your supervisor to identify how to meet your professional development goals when it comes to providing better customer service. Supervisors are also encouraged to talk to their team members about OA CARES and how it relates to team members' professional development goals.