

Scenario for Duplication

Exercise

It was determined that the agency would be reimbursed by a local neighborhood group for participation by inner city children. The administration contracted a consultant to develop a system of tracking the youths. After many meetings a solution was reached but there was not total agreement.

As the summer progressed, the programmers who offered the programs kept records (because they did not trust the new process), the facility managers where the programs were located kept track (because it was already part of their daily procedures) and the sponsors for the youths turned in attendance reports as they were instructed.

Needless to say, none of the attendance figures matched but there were three 'official' records with documentation.

Questions

1. What is the information problem to be solved?
2. Why do you think each group kept their own records?
3. What are some options to simplify the matter for future programs?