

General Principles

These general principles will guide decision-making and align all parties toward common goals to facilitate the launch of the LRES case management tool, ensuring smooth ongoing operation, high adoption rates, and the effective use of the technology to meet objectives.

Excellence in Client Support

Service Providers will demonstrate a steadfast commitment to providing exceptional client support, ensuring responsiveness, empathy, and effectiveness in addressing client needs. This involves not only resolving issues but also proactively offering solutions that enhance client satisfaction and engagement.

Strategic Data Collection and Use

Service Providers will prioritize the strategic collection, analysis, and application of data to drive decision-making, service improvement, and innovation. This includes adherence to data privacy standards, ethical data collection practices, and the use of analytics to uncover insights that inform enhanced service delivery.

Collaboration

Collaboration and knowledge sharing among Service Providers are key. LRES encourages the development of a cooperative ecosystem where service providers work together, share best practices, and leverage collective expertise to address complex client needs and service challenges.

Embracing Technology to Enhance Service Delivery

Service Providers will strategically employ automation and technology to streamline operations, reduce manual effort, and create capacity to focus on direct client services and value-added activities. Service providers are expected to embrace and integrate technology in ways that complement human expertise and enhance service delivery.