Indiana

Compliance and Technical Assistance Program

JENNIFER COLLINS   APR 30, 2021 03:14PM

Big Wins

JENNIFER COLLINS   MAY 27, 2021 08:02PM

1. Developed a new Customer Relations Management (CRM) Database for our program in Microsoft Dynamics in 2020
2. Created a new E101 Webinar Series and hosted 5 webinars between November 2020 to present

> *I would like to learn more about how you set up and use your CRM. Thanks!*   — **ANONYMOUS**

> *Comment above from Nancy Crickman, NV*   — **ANONYMOUS**

Challenges

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1. Budget cuts
2. Creating a new culture and practices around the CRM use

2021 / 2022 Excitement & Priorities

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1. Focus on marketing CTAP internally and updating language referencing our program throughout the agency
2. Additional E101 Webinars
3. Added site assessments through the use of our CRM

> *E101 webinars are very good!*   — **ANONYMOUS**

Help Wanted

JENNIFER COLLINS   MAY 28, 2021 04:25PM

1. Ideas to make program more sustainable in budgeting

Structure and Stats (Where are you housed? and How many Full Time Equivalents (FTEs)?)

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1. Indiana Department of Environmental Management
2. 10 FTE

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