



Aging and Disability Services Administration

Addressing Employee Concerns

Action Plan Progress Report

August 31, 2012

Focus Issues:

Employees have expressed the need for:

- a. improved communications both to receive more timely, clear and proactive messaging *and* to increase opportunities to share employee voice to contribute to organizational issues.
- b. improved communication with direct Supervisors that includes *quality, frequency and style* of interaction.
- c. review of our process and communication with customer feedback

So far, we've:

- Developed an ADSA style guide to improve the quality, effectiveness and presentation of communications.
- Revised communication templates for Program Descriptions and Fact Sheets.
- Expanded program messaging to Spanish Radio.
- Drafted an Intranet review work plan.
- Collaborated on Cultural Competency Plan and communication strategies.
- Began revision of About ADSA Presentation.

Future Plans:

This fall our divisions will collaborate to implement style guide standards to improve the quality of our internal and external communications by refining our ADSA branded communication to reflect plain talk standards with current content.

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