



## Division of Vocational Rehabilitation

### *Addressing Employee Concerns*

### Action Plan Progress Report

August 2007

#### **FOCUS AREAS:**

- **Employee Recognition**
- **Teamwork**

#### **So far, we've:**

- Expanded DVR's WorkStrides Team of employees who deliver a series of vocational workshops for groups of DVR clients, using a peer-support model .
- Established a Supported Employment team that developed practices and guidelines and then delivered an Area-Wide training for counseling staff in each of the three DVR Areas.
- Conducted an in-service training for all employees in Area 1 that included an employee recognition element.
- Invited key partners to attend quarterly brown bag lunches at DVR offices throughout the state to discuss current issues and improve team efforts.
- Established two employee teams to involve a significant number of field staff in designing enhancements to DVR's electronic case management and data management system.
- Implemented the Director's Advisory Committee to engage employees at all levels and geographic areas in discussions and decisions about DVR plans, priorities, and issues.
- Implemented the Senior Rehabilitation Team to engage field staff in discussions, decisions and projects related to case service delivery.
- Held "7 Habits" training for the Senior Leadership Team and State Office staff and have scheduled additional training sessions for all Supervisors, other key staff and Tribal Program Directors to learn together.
- Acknowledged nearly 100 nominations for DSHS recognition and recognized 45 DVR employees receiving awards as outstanding employees.
- Adopted employee recognition efforts as a strategy for implementation in DVR's 2008-2010 State Plan.



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#### **Future actions:**

- Hold in-service training/employee recognition events in Areas 2 & 3 in October.
- Send WorkStrides team to 2-day team-building and recognition event.
- Assign responsibility for the State Plan strategy related to employee recognition.
- Develop specific activities and timelines for improving employee recognition efforts.
- Continue “7 Habits” training efforts and encourage use of new “language” and skills to improve teaming throughout the state.