



## Action Plan Update – December 2008

### DSHS/Special Commitment Center

#### *Addressing Employee Concerns*

#### **We are interested. We are committed. We are making improvements.**

Many survey concerns centered on how management could affect a change toward employees feeling more appreciated, recognized, and valued. This update shares some of the specific activities responsive to employee views. I am particularly pleased that staff are taking the lead on many key issues after having been provided a few basic tools. For example, Darold Weeks (SCC Chief Operations Officer) was inspired to start the Journey of the Coin of appreciation (See SCC Intranet Link). Staff have taken these tokens and transformed them into a flow commemorating one staff member's making a difference for another.

Our Partnering for Excellence program continues to expand and to continually reintroduce work values, leadership capacities, and empowerment practices. Among these practices is that of having respectful, honest, sometimes hard conversations about expectations, ideals, and disappointments, that is sharing what really matters to us in the workplace.

Over the next few weeks, we will be inviting staff to participate in a voluntary group dedicated to preserving and perfecting SCC's workplace culture.

Thank you for your creativity, responsiveness, and commitment to SCC's improvement efforts.

– Henry Richards, Ph.D., Superintendent

#### **CONTACT INFORMATION**

For more information, please contact **LaToya Holmes-Ware** at **253.589.5482**.



## Action Plan Update

### Focus Issue: More Effective Communication

#### So far, we've:

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- Posted SCC job announcements on the SCC Intranet to ensure that all staff are aware of new job openings.
- Created a Superintendent's Corner on the SCC Intranet that shares views and information from the Superintendent.
- Created a Communications workgroup that have shared information that will be shared on the SCC Intranet on it's own webpage by February 2009.
- Created a Communications Problem-Solving group that is currently looking at the feasibility of the daily bulletin. This group has created and sent out a survey to program area staff to provide the group with information they feel they need to do their jobs. Meetings are held monthly.
- Began a Therapeutic Milieu Project that has a target roll-out date of May 2009.

#### Future plans:

- Hold additional problem-solving groups.
- Have the Communications webpage to go live by February 2009.



## Action Plan Update

### Focus Issue: Building a Culture of Accomplishment

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

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- Began Partnership for Excellence (PFE)
- Improved Performance Evaluation completion
- Improved the A.R.I.S.E. completion
- “Journey of the Coin” has taken the place of the Kudos webpage as a more participative staff-driven source of appreciation of excellence.
- Evaluated the need for new position types that bridge clinical and residential disciplines.
- Made the promotional process more transparent by posting all promotional opportunities, have interview panels that are diverse in regard to multiple departments and discussed on the job training experiences with several candidates.

#### **Future plans:**

- Expand PFE to more staff at SCC.
- Establish voluntary culture keeper group that will continue practices learned in PFE.