



## Office of Policy & External Relations (OPER)

### *Addressing Employee Concerns*

Placeholder  
spot for photo  
of your senior  
executive

OPTIONAL

### **Thank you for your input. We are interested. We are committed.**

The members of OPER are highly skilled and motivated professionals. Each brings a wealth of knowledge, expertise and commitment to the work of DSHS. Together the team creates opportunity for the department to develop, implement and display sound policy, open processes, and justice for clients served.

The employee survey results provided an opportunity for members to better understand the work of the unit, identify those areas that are working well, and those that can be built upon to support each other in performing at the highest standard of public service.

– Patricia Lashway, Senior Director

### **CONTACT INFORMATION**

For more information, please contact **Patricia Lashway, 360-902-7812**



## Focus Issue: Opportunity to Learn & Grow

### **Summary:**

OPER exceeded the departments overall results in this area. However, it was decided that this item captures a characteristic of a high performing organization, and should be a focus for further effort. It will add to other efforts to ensure that members are engaged, supported in seeking better ways to perform work, and assisting each other in serving the public.

### **Our plan for the coming year**

Identify opportunities where staff members can provide expert training to other members. Areas of training may include privacy, public records, rule promulgation, legislative processes, and appeal case issues.



## Focus Issue: Receive Information about changes with the agency

### **Summary:**

OPER was recently created and allows access to a broader set of information regarding the agency. The previous unit had established a weekly meeting that provided the forum for information sharing.

### **Our plan for the coming year**

The Sr. Director of OPER will attend the weekly staff meeting as frequently as possible and will be responsible for sharing information regarding agency level change. Members will have the opportunity to discuss and provide input regarding changes and the evolution of the organization.