



Juvenile Justice & Rehabilitation Administration/Vocational Rehabilitation/Director's Office

Addressing Employee Concerns

Action Plan Progress Report

April 1, 2013

FOCUS ISSUE:

Improve communication processes and provide better, more timely information to staff about changes that are going to happen and how decisions are made.

So far, we've:

- Motivational Interviewing training to increase effective communication.
 - Scheduled and conducted ongoing Motivational Interviewing training for all DVR staff.
 - Added the training requirement for all staff of twelve hours per year of Motivation Interviewing training/activities to ensure competency in this skill.
- Communications Workgroup to evaluate communication processes.
 - A Communications Workgroup has been convened and has met intermittently; it is being restructured to improve its effectiveness by using Lean to identify recommendations for improved communication within DVR.
 - A survey is being developed that will poll staff on specific communication concerns and recommendations.
- Senior Leadership Team (SLT) plan to communicate key decisions to staff.
 - A standardized means for communicating key decisions made by the DVR Senior Leadership Team is being deployed. Determine those topics that are more appropriately shared at the area management/local supervisory level, yet introduced by the SLT so staff are aware of the topics. Added this discussion to regular SLT meeting agendas for further discussion/implementation.
- More effectively communicate departmental changes that impact DVR employees.
 - Weekly communication is being sent to DVR employees regarding organizational changes and updates within the department and DVR.

Future Plans:

- . Continue providing Motivational Interviewing training to DVR staff to build their communication skills.
- . Implement recommendations of the Communications Workgroup.
- . Continue sharing weekly messages with staff about key organizational changes and updates.