



Office of Policy & External Relations (OPER)

Addressing Employee Concerns

Action Plan Progress Report

August 31, 2012

FOCUS ISSUE: Opportunity to Learn and Grow

So far, we've:

- Held weekly staff meetings where members have the opportunity to discuss and provide input regarding changes and the evolution of the organization and the Senior Director shares information regarding agency level change.
- Determined top area of focus for staff is to receive training relevant to their jobs at no cost, given the current fiscal environment.
- Identified priority areas and resources for in-house training for all OPER staff.

Future Plans:

- *OPER will organize and offer quarterly training opportunities to our staff in our unit on the following subjects:*
 - *Records Retention*
 - *Clear Rule Writing and Policy Development*
 - *Public Records Requests*
 - *DSHS Legislative Process*
 - *Government Ethics*
 - *Privacy*

– Patricia Lashway, Senior Director

CONTACT INFORMATION

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