



Vocational Rehabilitation

Addressing Employee Concerns

Action Plan Progress Report

July 31, 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:

- Conducted Motivational Interviewing training to increase effective communication.
 - Scheduled and conducted ongoing Motivational Interviewing training for all DVR staff.
 - A survey has been developed to assist with identify staff proficiency with MI and assist with determining the effectiveness of this tool on outcomes.
 - Conduct the survey in October of 2013.
- Implemented a Communications Workgroup to evaluate communication processes.
 - The Communications Workgroup continues to meet intermittently.
 - A survey is being developed that will poll staff on specific communication concerns and recommendations.
- Developed a 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 is aware of the topics; added this discussion to regular SLT meeting agendas for further discussion/implementation. Include Area Managers in the SLT meetings so they can communicate decision with Supervisors on a regular basis.
- Focused on more effectively communicating departmental changes that impact employees.
 - Continue weekly communication to DVR employees regarding organizational changes and updates within the department and DVR.

Future Plans:

- Conduct employee survey to determine the impact of Motivational Interviewing training on DVR staff's communication skills.
- Implement recommendations of the Communications Workgroup.
- Continue sharing weekly messages with staff about key organizational changes and updates.

CONTACT INFORMATION

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—Andres Aguirre, Interim Director