



Aging and Disability Services Administration

Addressing Employee Concerns

Action Plan Progress Report

December 3, 2012

FOCUS ISSUE:

Employees have expressed the need for:

- a. improved communications both to receive more timely, clear and proactive messaging *and* to increase opportunities to share employee voice to contribute to organizational issues.
- b. improved communication with direct Supervisors that includes *quality, frequency and style* of interaction.
- c. review of our process and communication with customer feedback

This quarter we've:

Convened an ADSA Communication Team, comprised of representatives from all Divisions, that are working to make specific recommendations and take action to improve our internal and external communications. The Communication Team is currently:

- developing a charter;
- generating an inventory of existing communication methods and processes;
- assessing the function, effectiveness, scope and audience of existing communication methods and processes;
- identifying and cataloging communication gaps and barriers; and
- developing a work plan that will be provided to ADSA's Executive Leadership Team for endorsement.

Future Plans:

In 2013, we will begin taking action steps to not only improve the quality of communications but to also integrate and make process improvements so that ADSA's communications are of better service to staff and stakeholders.

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