

Kudos!

Congrats to the first employee recognition nominees:

LoraLee BarrFrance, for assisting Lucy with Foster Care Certificates

Thierry Godette, for being a great team player

Sara Herron, for helping teach new staff and helping with visits

Arlena Giurado, for her commitment to excellence

Miscommunication Disease and a New Treatment

“Organizational communication has been referred to as the nervous system of the organization. The exchange of information is critical to successful organizational performance.” ~ P. Buhler

Consider whether the following things have happened to you:

- You tell a provider to send in X amount of money with his or her continuation/capacity change request/application, not realizing fees recently increased.
 - You get an important e-mail, but it gets lost among the mass of *other* important e-mails and you forget all about it until someone becomes irritated with you.
 - A provider calls you to ask about a new change you have not yet heard about.
 - You have been using an outdated form for the past 7 weeks.
 - You aren't sure how or when to enforce a new regulation.
- You realize your ROI isn't the same format as other specialists' ROIs.
 - You've been inadvertently enforcing a regulation differently than other specialists have.

Rumors, misinformation, and lack of information can all cause loss of productivity, frustration, dissatisfaction, and higher turnover in an organization, according to much well-documented research. Many of us can relate to one or more of the above scenarios (all of which have happened to me, actually), and probably add many more examples of our own to the list. We are not immune to the disease of miscommunication!

With all the recent budget cuts and the loss of our quarterly (bi-annual? tri-annual?) meetings, good communication will be even more important. Imagine having all the *really* important information in *one* recognizable package each month. Any new forms (expense reimbursements, core indicators, critical incident forms, etc.) are listed with exact details as to where they can be obtained. New regulations are listed. New policies are explained. As changes and transitions take place, updates are provided. Consistency questions are spelled out and answered. Rumors are dispelled. Valuable tips and techniques are shared by individuals in our division with special expertise. Highlights from previous staff meetings are reviewed. Staff accomplishments are recognized. That, we hope, is what this newsletter will help us to accomplish.

We know that we have many “resident experts” within our division who can share tips and information with us that will help us all be more effective contributors toward our organization's goals and mission. If you have an idea for making this Division a better place to work, and/or a better organization for the public we serve to work *with*, please consider helping out by writing a brief article (400-500 words for the main article or 200-250 words for the secondary article) for our newsletter! Please share your thoughts with Rubi Clay or Lily Friend-Grover so we can work them into an upcoming issue.

Keep an eye out on the 4th Friday of each month for an e-mail titled “DIVISION NEWSLETTER” and read it carefully. After this month, each issue will be 2 pages long. The newsletter may not be the ultimate cure-all for our communication woes, but we think the new treatment will help a lot! ~ Lily Friend-Grover

Rumor Buster!

Did you hear about Dana and Roger? They both fell and injured their knees on the same weekend, interesting coincidence don't you think? Fortunately, they are both on the road to recovery.

I know you are all dying to hear the latest about the ladies room at 1575 Sherman. Well... the good news is that we actually have plenty of toilet paper all the time now because they installed giant TP roll dispensers that hold 2 giant rolls of 6000 feet of 2-ply toilet paper! The bad news is the brutal women in our office keep ripping the soap dispenser off the wall and we go for days with no soap. As the resident germaphobe I of course have an extra soap dispenser in my office at all times in the event of this emergency! For some strange reason the men's soap dispenser has never fallen off the wall...and seems to have a thick coating of dust.

Yes, after Janice Hirsch retired I found that her buzzard relocated and has taken roost over **my** door...looming predatorily over everyone who stands in my doorway to talk to me. Very Funny!!

I would love to hear the “rumors” that you have heard and I will diligently work to “bust” them.

~Terry Santi