

# DDS Communication Feedback Survey Findings

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# Overview

- Why was the survey completed?
- Who participated?
- What were the findings?
- Next steps

## Why was the survey created

The DDS Engagement Transformational Committee is charged with developing and sharing transformation-related communication internally with DDS staff. The goal is to ensure future communication is timely, accurate/quality, consistent, accessible, and effective.

We are looking for responses from DDS Case Managers, Resource Managers, and Nursing/Clinical Staff.

Once completed, the data will be analyzed and reviewed by the Committee with some of the findings being shared agency-wide in one of the Commissioner's Friday Emails.

# Who Participated?

Total number of staff per CORE as of 8/12/2022

	Total	Responses	
Case Manager - CCH	12	3	25%
Case Manager – IFS	143	52	36%
Case Manager - MFP/LTC/SNF	14	0	0%
Case Manager - Private	100	24	24%
Case Manager – Public	18	6	33%
Case Manager - Self Direction	32	13	41%
Nursing	214	42	20%
RM	32	6	19%



## Findings – Access to resources

- Nursing seems to have cell phones or access to cell phones.
- Most respondents indicate having state computers and state emails.



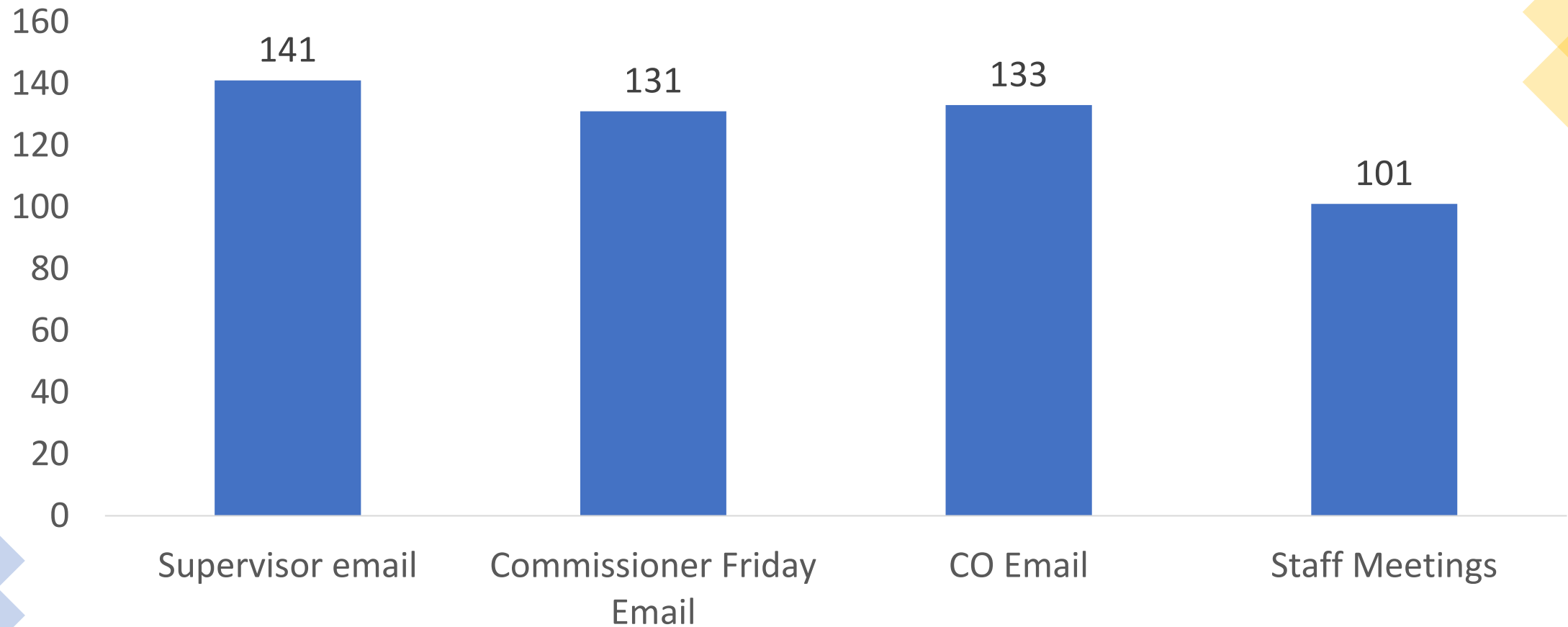


# Findings – Telework

- 26 of the 153 respondents work in the office 100% of the time. 20 of those identified as nursing.
- 6 people telework the entire time. 4 of the 6 are CM.
- 121 remaining are hybrid office and teleworking. 84 are on 8 days telework 2 days in the office.



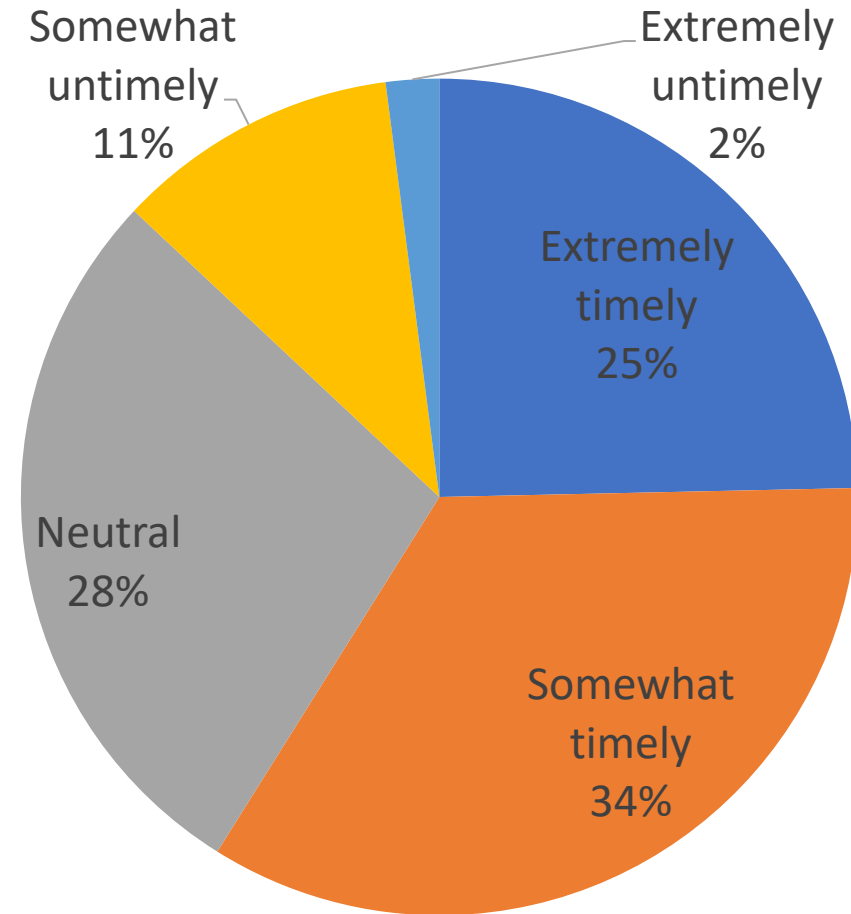
# Findings – Method of Communication



153 respondents to the survey

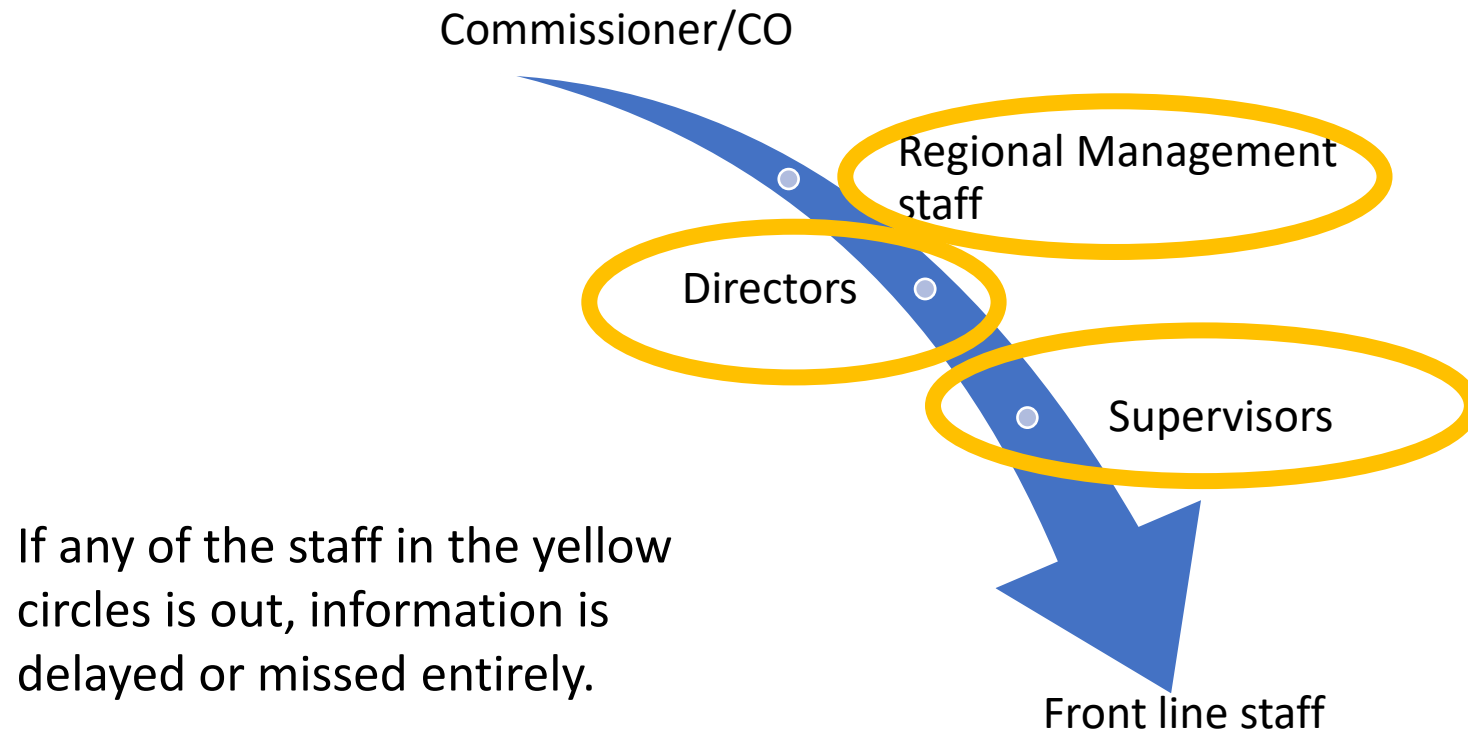
## Findings - Timeliness of Communication from DDS Management

- 30 of the respondents indicated in the comments that communication was not prompt or not happening.
- Respondents indicated holding information until a meeting delays the staff from having even limited information for longer.
- Changing management and staff working in limited capacities (e.g. TWR) impacts communication.

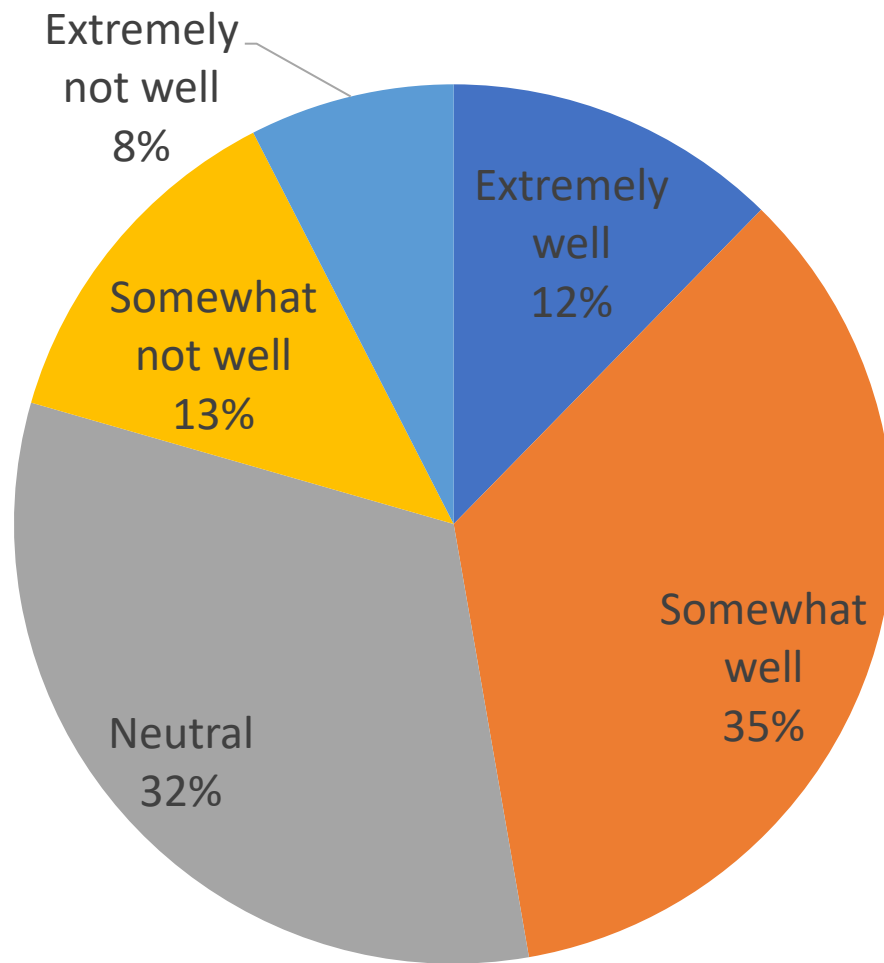





# Communication Break Down




# Findings – Cross Divisional Consistency





## Findings – Cross Divisional Consistency

- 25 of 46 respondents indicated the communication was not prompt or not happening.
  - 12 of the 46 responses indicated variation by region, role, supervisor or general inconsistencies in communications.
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# What's working?



Email communication was identified by 44 of 77 comments as being helpful.



The Commissioner's Friday email was mentioned in 13 of 77.

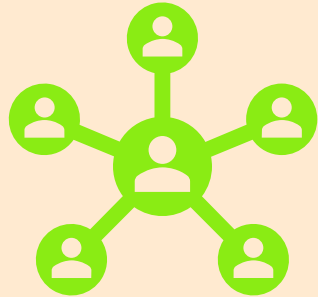


13 of the 77 identified their direct supervisors.

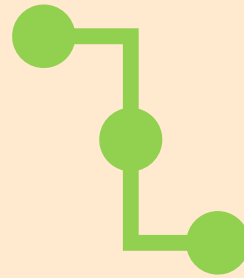
# What's not working?



8 of the 71 comments indicated there were too many emails.



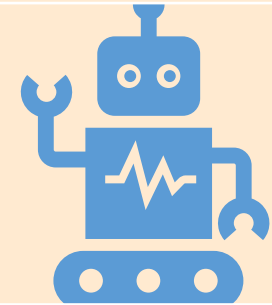
7 of the 71 responses requested 1 central location for all up to date information.



Many asked that emails that go to individuals, families, and providers go to staff.



Responses indicate more communication like the Commissioner's Friday email be repeated by the region.



Access to other technological resources such as cell phones, computers, email, and text messaging.

# Next Steps

- Day and Residential ARPA incentive messaging
- Data is our golden brick road
- Future meeting topics
- Guest presenters to invite