

**Team Members and Executive Sponsor:** Team Lead: Alice Maynard    **Change Team Members:** Cinn Smith, John Pierce, and Matt Wolf    **Executive Sponsor:** Charlie Biss, Director, Child, Adolescent, and Family Unit; DMH

### PLAN

Identify an opportunity and plan for improvement.

#### Area for Improvement (Why focus on this area?)

Appointment by the Governor to a state-wide board is usually confusing for new members and can be disheartening to family representatives. Members need to become fully functional and engaged as soon as possible since boards meet only monthly.

#### Target Goal

Ensure a consistent orientation process with materials that are welcoming, effective, and efficient.

#### Baseline Data

There was no consistent process or materials so baseline was zero.

#### What change ideas (theories) did you have before you started testing changes?

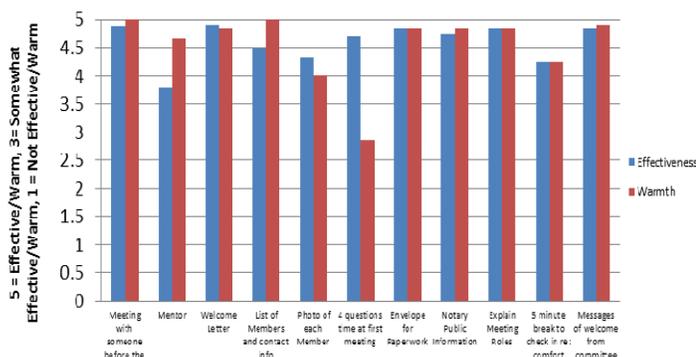
- Most people's memory for details is not reliable, so they would value written basic materials to which they could refer periodically.
- Most people would feel less discouraged if current members acknowledged similar feelings of being overwhelmed when they started.

### DO

What ideas for improvement did you test?

- Designed a user's manual.
- Modified the meeting process.

ORIENTATION PROCESS



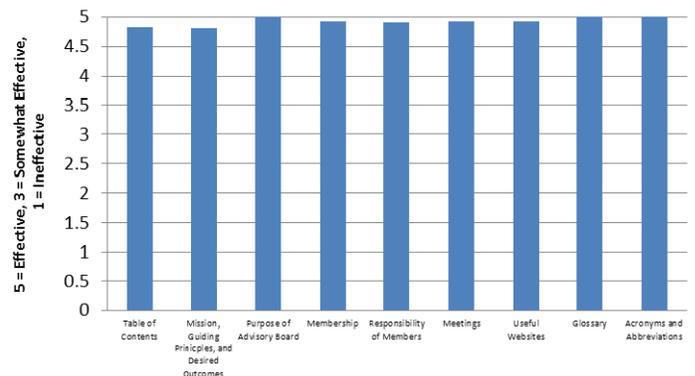
### STUDY

What were the results of your test(s)? What is your final post-change data compared to the baseline data?

Current members of the Act 264 Advisory Board and CAFU's State Program Standing Committee rated both the user's manual and the proposed changes to the meeting process favorably.

Evaluation will be run again with new members of both groups with the next round of appointments.

USER'S MANUAL AVERAGE EFFECTIVENESS



### ACT

What lessons did you learn from the process? How will this change be sustained?

Lessons learned:

- People overwhelmingly prefer pictures of actual people in manuals to clip art and graphics.
- Although everyone wants pictures of real people in the user's guide, they resist having their pictures taken and used. There is apparently much past *angst* associated with pictures of ourselves in our culture.

Sustainability:

- User's manuals and description of processes will be filed electronically with committee appointment process for re-use after each round of new appointments.
- Evaluations given to new appointees after serving for 6 months will ask for suggestions to improve both the manual and the process.