



Louisiana OCDD's NCI Prep Rally

Dolores Sarna, LCSW

Quality Initiatives Program Manager




Quick Overview of OCDD's survey structure

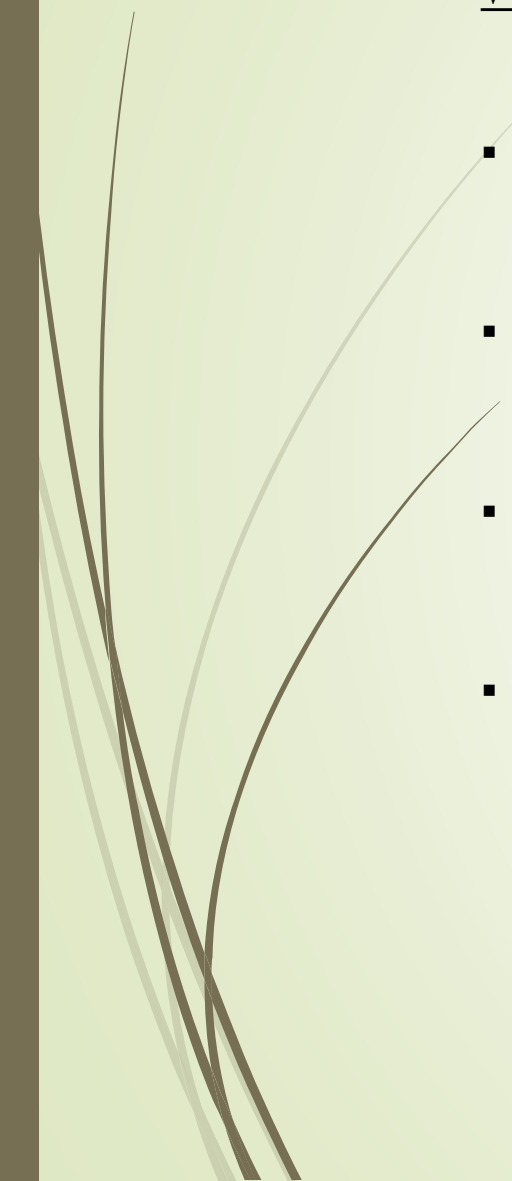
NCI interviews & mail surveys conducted solely by OCDD personnel.


No contracts or subcontracts other than State Printing office producing and mailing surveys.

Approximately 90% of the personnel conducting surveys have been on the project for at least 4 years.




Why we decided to hold a 'Prep Rally'

- Staff morale issues
 - Re-assessment of prior concerns
 - Reinforce the connection of NCI surveys to OCDD outcomes
 - Get to know each other
- 



Positive Connections

- Setting the scene
- Gratitude
- Empathy
- Connections
- Sharing strategies
- Connection to consumer self-advocacy



Next Year! Here already.

- Query personnel for agenda topics
- Recognize outstanding efforts
- Complete the loop
- Assign mentors to new personnel
- Prepare for NCI refresher training sessions
- Proposal to involve personnel in leading stakeholder groups



*Thank You
for the opportunity to share!*

