

From: Kester, Tony
To: Poole, Trina <kpoole@aging.sc.gov>
Date: 8/2/2013 9:19:21 AM
Subject: RE: Email names for "trailer"

I think Sue should be Aging Deputy Director

From: Poole, Trina
Sent: Thursday, August 01, 2013 11:17 AM
To: Kester, Tony
Subject: RE: Email names for "trailer"

[Here is the updated list for your approval...](#)

Anne – Program Manager – Alzheimer’s, Family Caregiver
Betsy – Program Manager – AIM
Brandy – Human Services Coordinator - Ombudsman Investigator
Cat – Program Manager – Ombudsman Legal Services
Crystal – Program Coordinator - SHIP
Dale – State Long Term Care Ombudsman
Denise – Program Manager - Community Living
Gerry – Program Manager – Policies
Gloria – Program Manager – SHIP
Herbert – Human Services Coordinator - Ombudsman Investigator
Jalawnda – SHIP Coordinator – When she communicates, it is usually related to SHIP
Jennifer – Program Coordinator
John – Administrative Coordinator
Jordan – Program Coordinator- SC Access
Kevin –Information Technology Manager
LaChandra – Program Coordinator - SHIP
LaWandra – Ombudsman Administrative Coordinator
Pam – Program Manager – ERA, Employment
Paula – Information Resource Consultant
Rene – Program Manager – Program Services
Ron – Program Coordinator - SC Access
Ruchelle – Fiscal Analyst
Ryan – Fiscal Technician
Sandra – Human Services Coordinator - Ombudsman Investigator
Shannon – Program Coordinator
Sue –Agency Deputy Director
Tammy – Human Services Coordinator - Ombudsman Investigator
Tommy – Finance Manager
Tony – Aging Director
Trina - Human Resources Manager

From: Kester, Tony
Sent: Thursday, July 25, 2013 2:46 PM
To: Poole, Trina
Subject: RE: Email names for "trailer"

Let’s use the internal titles. I would be Director, Office on Aging. After that we have Program Manager, Program Coordinator, etc.

From: Poole, Trina
Sent: Wednesday, July 17, 2013 9:39 AM
To: Pondy, Kevin; Kester, Tony; Theriot, Susan
Subject: RE: Email names for "trailer"

Please see my suggestions in red below. Otherwise, Kevin and I have talked about this extensively and I agree with his suggestions. We want this signature line to convey the level of authority within the agency. We have to assume that the receiver does not understand our structure.

Are we going to require the consistent signature for the employees that work in the State House? We haven't addressed them...

THANKS!
Trina

From: Pondy, Kevin
Sent: Wednesday, July 17, 2013 9:11 AM
To: Poole, Trina; Kester, Tony; Theriot, Susan
Subject: RE: Email names for "trailer"

I spent time with Trina coming up with a consistent methodology.

One of the essential purposes of the signature is to convey level in an organization and programs you are primarily responsible for.

Most of the signature is pretty straightforward. There are two main issues:

- 1) How to convey the programs you work with.
- 2) A consistent title methodology

[Your Name], [Your Certifications]
[Title]

[Programs for which you are the primary contact]
South Carolina Lieutenant Governor's Office on Aging
1301 Gervais Street, Suite 350
Columbia, SC 29201
Phone 803-[your phone], Fax 803-[your fax]
[your e-mail address]

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For the first, having a separate line for programs for which you are the primary contact will provide the information on your involvement, or lack thereof, relating to issues.

The second issue is about the consistent conveyance of authority. Based on our organizational structure, and what we understand about other organizations, here are two proposals for consistent titles.

If you go strictly across the organization (and I am not advocating this) you would have:

Tony – Agency Director

Sue, Dale, Trina – Deputy Director

Kevin, Rene, Tommy, Denise – Director

The next level would be Program Manager

Gloria, Anne, Pam, Betsy, Gerry, Ron, Jordan, Paula

The final level would be Program Coordinator

Crystal, Jalawnda, LaChandra, Sherhonda, Ryan

There would also be a title of Intern.

There are some who would not fit this:

Ombudsmen would simply be Ombudsman Investigators – Brandy, Tammy, Herbert, Sandra

I believe administrative staff would slightly different

John – Administrative Coordinator

LaWandra – Ombudsman Coordinator

Jennifer - ? Coordinator

Shannon – Communications Coordinator?

There are some failings in this.

You don't often see Deputy Director of HR, but HR Director is more common

Dale is officially the State Long Term Care Ombudsman

Ron and Jordan both report to Rene, but I think one or both would be considered Program Coordinators

Paula doesn't have a report and doesn't manage a program so she would be an IT Coordinator.

So my suggestion would be:

Anne – Program Manager – Alzheimer's, Family Caregiver

Betsy – Program Manager – AIM

Brandy – Ombudsman Investigator

Cat – Program Manager – Ombudsman Legal Services (?)

Crystal – SHIP Coordinator

Dale – State Long Term Care Ombudsman

Denise – Director of Community Living

Gerry – Program Manager – Policies

Gloria – Program Manager – SHIP

Herbert – Ombudsman Investigator

Jalawnda – SHIP Coordinator – When she communicates, it is usually related to SHIP

Jennifer - ? Coordinator

John – Administrative Coordinator

Jordan – SCAccess Coordinator

Kevin – Director of IT (**Director of Information Technology**)- I would spell it all out...no abbreviations

LaChandra – SHIP Coordinator

LaWandra – Ombudsman Coordinator (**Ombudsman Administrative Coordinator**)

Pam – Program Manager – ERA, Employment

Paula – IT Coordinator (**Information Technology Coordinator**)

Rene – Director of Program Services

Ron – SCAccess Coordinator

Ruchelle – Financial Manager **or Fiscal Manager**

Ryan – Financial Coordinator **or Fiscal Coordinator**

Sandra – Ombudsman Investigator

Shannon – Communications Coordinator (?)

Sue – Deputy Director **or Agency Deputy Director**

Tammy – Ombudsman Investigator

Tommy – Director of Finance

Tony – Agency Director

Trina – Director of HR (**Director of Human Resources**)

And of course, all the interns would simply have Intern

Thank you,

-Kevin

From: Theriot, Susan

Sent: Wednesday, July 17, 2013 7:40 AM

To: Pondy, Kevin

Cc: Kester, Tony

Subject: Email names for "trailer"

Hi Kevin.

I am checking to see how far along we were able to get yesterday with the standardization of the email trailer for the staff.

Please share an update with me this morning.

Trina will be leaving at noon and I would like for Gray to be able to make the changes over the next three days and complete the project by COB on Friday.

Thanks

Sue

Susan Theriot

Deputy Director

Lt. Governor's Office

1301 Gervais Street

Ste 200

Columbia SC 29201

Phone: (803) 734-9899

Fax: (803) 734-9886

1-800-868-9095 Toll Free

www.scaccesshelp.org

www.aging.sc.gov