

**From:** Kester, Tony  
**To:** Poole, Trina <kpoole@aging.sc.gov>  
**Date:** 7/25/2013 2:45:44 PM  
**Subject:** RE: Email names for "trailer"

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

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**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

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**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

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**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  
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