

From: Kester, Tony
To: Poole, Trina <kpoole@aging.sc.gov>
Date: 7/25/2013 2:45:44 PM
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
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