

**Cuyahoga County Division of Children and Family Services
(CCDCFS)
Policy Statement**

Policy Chapter: Management, Public Relations
Policy Number: 10.06.05
Policy Name: Suggestion Box

Original Effective Date: 03/24/2008
Revision Date(s): 08/01/2016, 05/01/2013
Current Revision Date: 12/01/2022
Approved By: Jacqueline M. Fletcher, Interim Director

PURPOSE: To demonstrate a transparent and inclusive work environment for all staff by welcoming concerns, ideas and suggestions in the Health & Human Services Suggestion Box. Staff submit suggestions about how we can better serve the citizens of Cuyahoga County and how we can ensure a safe, healthy and professional work environment for all employees.

SCOPE: This policy pertains to all staff of the Cuyahoga County Division of Children and Family Services (CCDCFS) and the Cuyahoga County Health and Human Services (HHS) divisions.

POLICY

CCDCFS believes that staff become change agents when they have a say in how they do their job in a learning organization working to provide the best service in the country. CCDCFS values input from all employees as to whether the case management and programs we offer have a positive impact on the children and families receiving these services. With respect, kindness, and compassion for one another, the suggestion box is a vehicle to help all employees generate ideas and focus on solutions.

PROCEDURES

- I. HHS Suggestion Box Submission
 - A. The employee accesses the HHS Suggestion Box via the internet by entering the website URL address in the format of:
<https://www.surveymonkey.com/r/5H5TBK6>
 1. The employee completes the survey following the prompts and assures that all questions are fully answered as required.
 2. The employee has the option to remain anonymous, but must keep in mind that this removes the opportunity for a respondent to elicit clarifying information, which is needed at times, in order to appropriately interpret and respond to a suggestion.
 3. The employee may choose to provide his/her name in the event the respondent needs additional information when responding to an inquiry.

II. HHS Suggestion Box Submission Protocol

- A. Be as detailed as possible
- B. Give examples
- C. Describe the intended outcome
- D. Not all suggestions can be accommodated; however, an explanation will be given as to why and what can be done.
- E. The Suggestion Box is not intended for editorial comments, airing grievances without suggesting a solution, or conveying a demeaning derogatory message towards an individual(s).

III. HHS Suggestion Box Response Protocol

- A. The HHS Director's Special Projects Coordinator (SPC) collects the suggestions every two weeks, enters them into a spreadsheet and submits them to the HHS Division Directors for a response.
- B. The Division Directors may respond themselves or delegate the response to an employee who is in the best position to respond to the suggestion.
- C. The Division Directors will respond to the HHS Director's SPC.
- D. If an employee has an urgent need that cannot wait for a response through the suggestion box, they are expected to bring that concern/suggestion to the attention of their chain of command.
- E. The SPC organizes all responses and sends the spreadsheet to the HHS Director.
- F. The HHS Director reads all responses and reaches out to the Division Director to discuss and decide upon any changes.
- G. The respondents are given a time frame if more time is needed to determine the appropriate response.
- H. The HHS Director publishes the HHS Suggestion Box spreadsheet to all HHS employees and other stakeholders as appropriate, approximately every two weeks in his/ her weekly message.