

SMP Spotlight: Workplace Culture

Each month, the SMP National Resource Center Facebook page spotlights one SMP project or topic. The topic of workplace culture was featured in July 2018. Below are the posts, written by SMPs from Kentucky, Arkansas, and Illinois.

July 2 – Introduction

SMP National Resource Center

This month's SMP Spotlight is on workplace culture. An organization's culture is represented by the language, decision-making, symbols, stories, and daily work activities of its employees and/or volunteers. Celebrating your workplace culture is a great way to increase employee engagement and satisfaction and recruit talented staff and volunteers to your organization. Enjoy spotlights from Kentucky, Arkansas, and Illinois.



July 5 – Kentucky

Michelle List, SMP Director

The KY SMP works as a strong team to cover the entire state. We set annual goals and work hard to achieve those goals. We also highlight accomplishments. We love when subcontractors meet or exceed their goals. We have celebrated those times with fun awards or certificates. In January, one of our SMP staff, Robin Dalton, retired from Morehead State University. Her co-workers planned a retirement party. They were surprised when I was willing to drive 2 hours to attend the celebration. Not only did I want to attend to wish Robin all the best in her retirement, but I had to see the adorable dog cake that was made especially for her! Robin is a pet owner and passionate about working with her friends with four paws during her retirement.

We promote a workplace culture that recognizes and utilizes our unique gifts and talents. We work hard, but we also enjoy our work! After all, as Annie Dillard says, "How we spend our days is, of course, how we spend our lives." And I can't think of a better way to spend my days.

continued

July 12 – Arkansas

Kathleen Pursell, SMP Director

SMP is such a great program to be involved with! Social media has helped us in many ways to reach more people statewide. This post in particular reached 188 people, which is excellent for our AR SMP Facebook page!

This presentation was a result of our meeting Rhonda Horton at an Alzheimer's Arkansas Hope for the Future event a couple of months ago where SMP was a featured speaker and also hosted an exhibit booth. Rhonda was impressed with the SMP message and asked us to speak at the Lions Club meeting, of which club she is a member. One of the Lions Club members left the meeting and wrote and submitted an article, with picture (see below), to the local newspaper. It was distributed online and in hard copy! After the presentation at the Lions Club Rhonda scheduled us to speak at the monthly meeting of the local Chamber of Commerce, of which she is also a member. We are always appreciative of referrals!

While this meeting was attended by only two or three people who are actually on Medicare, the president of the club, who helps with his mother's healthcare, was very pleased to gain SMP as a contact to assist him with Medicare issues. He expressed the "huge" difficulty in getting through to 1-800-Medicare and how upsetting it is for his mother and other seniors who try to call for assistance. It is a big relief to most audiences to realize they have a resource in SMP and someone to contact for help when trying to take care of healthcare insurance and other issues for their elder parents.

Another outcome of this meeting was the scheduling of two presentations as well as a new volunteer recruitment! Rhonda, our new volunteer, services 14 counties in Arkansas! Rhonda has recruited her counterpart in another section of the state, and both of these ladies will present the SMP message and deliver our materials in their 14 counties. We were quite pleased with the outcomes of this meeting and are very fortunate to have recruited Rhonda. She loves the SMP message and it is her heart to protect seniors!

Two presentations; two volunteers; a newspaper article; and 188 people reached on Facebook! The sentinel effect of meeting Rhonda Horton has been amazing, and we look forward to a long relationship with her!



Arkansas Senior Medicare Patrol (SMP) added 3 new photos.

June 20 at 4:44 PM · 🌐

The SMP had the pleasure of speaking at the Dardanelle Chamber of Commerce meeting at the Trascos Mexican restaurant. Thank you Rhonda for the invitation! This was a small group but a very productive meeting! We appreciate you!



July 23 – Illinois

Baily Huffman, SMP Volunteer & Benefits Access Specialist

The Illinois SMP (part of the Health Care Access unit) at AgeOptions takes every opportunity to show that as a team, we love to have fun. The Health Care Access Unit includes the SMP program and the Make Medicare Work program. Pictured are Gaby, Bailey, Jason, Peggy, Georgia, Alicia, and, in the front, Jesus Armando. For us, there's no such thing as a "serious" team photo – we like to be goofy! This picture was taken at our agency's holiday party. The theme of the party was "Don't Sweat the Holidays" and we dressed up in silly holiday pajamas, decorated with garland, bells, and other holiday-inspired accessories. Our unit is known in our agency as one that works well together and loves laughing and having fun! We have been known to rewrite songs, create skits, and perform them for the agency.

This post reached 140 people. This was posted in December when we had less of a following than we do now. My guess would be that this year's holiday party picture will have an even greater reach!

We have taken team photos during other holidays and celebrations as well. For example, our unit organized a "Happy Birthday to Medicare" party for Medicare's 52nd birthday! Any excuse for cake is a good excuse! If you want a few words to describe the culture of our team, they would be food, fun, and teamwork!

