Why is email overload an issue for DMH?
Why is email overload an issue for DMH?

- Email is used for everything and anything
- Time wasted on reading and deleting unnecessary emails
- Rapid response expectation
- Less efficient employees
- Important emails are lost in the “list”
- Employee burn-out
Potential Solutions

- 1) Update & Utilize DMH Intranet
- 2) Partner with ITSD to identify strategies for reducing email overload
- 3) Create email training for the new Outlook
- 4) Create standard email policy/practices
1) Update & Utilize DMH-Online
What sort of information could we include on DMH-Online and leave out of emails?

- Calendar of events
  - Department wide and local calendars
- ITSD system updates and outages
- Newsletters and office updates
- Division contact list
- Birthdays, retirements, and employee recognition
- Job postings
- Training opportunities
What could DMH-Online look like?

OA MSECC Activities and Events
OA MSECC Activities & Events

Contact your site coordinator to find out how you can volunteer to help make this year’s campaign in OA a success!

- Accounting – Leighanna Pendleton or Mandry Vernon, 751-2731
- Administrative Hearing Committee – Beverly Beattie, 751-2422
- Budget & Planning – Pamela McQuary, 751-3521
- Commissioner’s Office – Sara VanderVliet, 751-0337
- Ethics Committee – Melissa Johnson or Tony Post, 751-2930
- ITMCC – Brianne Bradbury, 751-1034; Allana Carlton, 751-3240
- General Services – Victoria Nagornos, 751-4044; Brenda Kennedy (Surplus Property), 751-3415
- ITSD – Michelle Hattford, 751-1534; Angie Kovarik 751-1280; Kristin Schendel, 751-2827
- Personnel – John Blankley, 751-5842; Emily Kraft, 322-0003
- Purchasing – Nicolò Baccio, 751-3341

For more information on the Charitable Campaign and the charities you can help, visit www.msecc.mo.gov.
Next Steps for Implementation

- Create workgroup representative of DMH employees across the state. Workgroup members would also be initial page contributors.
- Get mock template from IT by submitting IT ticket.
- Identify and train DMH personnel responsible for regularly adding content to the intranet.
- Approximate project commitment from workgroup development to going “live” with the new intranet page - 2 years.
Hurdles to Overcome

- Streamlining existing SharePoint and intranet sites
- Initial decisions on intranet template
- DMH staff participation
- Initial cost (minimal)
2) Partner with ITSD to identify strategies for reducing email overload

- A common source of email overload among DMH employees consists of ITSD Program Issue emails.
- Often the numerous emails detailing outages, system maintenance, and updates are unrelated to your current job site or the programs used.
- These emails have the potential to
  - Interrupt employees from their work resulting in decreased employee productivity
  - Distract employees from more important emails in their inbox, resulting in accidental email deletions.
What to do?

- Our hypothesis…..
- After consulting with ITSD, we learned they cannot filter the outages, updates, or system maintenance by facility or program user.
- Many users do communicate with multiple agencies in CPS and DD across the state.
- Filtering this information results in increased ITSD work tickets
- The solution? Using simple email management strategies already available!
“Rules” rules!

- Rules Wizard in Outlook
  - Employees can create their own rules for filtering emails into folders.
  - Emails are easily organized and readily available.
  - This is an excellent tool for organizing all emails - not just for ITSD emails
  - Bonus: All emails categorized using “Rules” will remain in the Enterprise Vault for future reference.
Stay Organized

- Move messages from someone to a folder
- Move messages with specific words in the subject to a folder
- Move messages sent to a public group to a folder
- Flag messages from someone for follow-up
- Move RSS items from a specific RSS Feed to a folder

Stay Up to Date

- Display mail from someone in the New Item Alert Window
- Play a sound when I get messages from someone
- Send an alert to my mobile device when I get messages from someone

Start from a blank rule

- Apply rule on messages I receive
- Apply rule on messages I send
Other Solutions...

- Place information about statewide ITSD problems on each facility’s intranet / SharePoint website
  - Train employees on where to find information about IT problems and to **LOOK** for this information prior to submitting an IT work ticket.
  - ITSD currently posts critical IT problems on the work ticket entry page

- Train employees in NEO and annually on the effective use of emails
  - “Self-policing” email use is the **BEST** way to control email overload and to save taxpayer dollars by reducing the size of the Enterprise Vault.
Other Solutions (continued)

- Using other means of communication…
  - WebEx
  - Conference Calls
  - Regularly scheduled update meetings instead of “FYI” emails
  - Cisco Jabber
Roll out of Outlook 2016!!

GREAT TIME FOR SOME TRAINING
Cool features

- Outlook’s Clutter feature
- “Tell Me”
Share your calendar
Reasons for sharing your calendar

- So co-workers know if you are in the office.
- Save that e-mail until they can respond in a timely manner.
- Your supervisor will know what you have going on in case you are out sick, have an emergency, etc.
Out of office response

- Click on File, then Automatic Replies (Out of Office)
Filling out your automatic reply

Automatic Replies - Titus.Mayberry@dmh.mo.gov

- Do not send automatic replies
- Send automatic replies
  - Only send during this time range:
    - Start time: Fri 9/29/2017 12:00 PM
    - End time: Tue 10/10/2017 8:00 AM

Automatically reply once for each sender with the following messages:

Inside My Organization

- Auto-reply to people outside my organization
  - My Contacts only
  - Anyone outside my organization

Microsoft Sans Serif

I will be out of the office until Tuesday 10/10/2017 at 8am. If you need immediate assistance contact Michelle Brown at 573-388-2545 or michelle.brown@dmh.mo.gov.

For Transfers, please contact Joe Davidson at joe.davidson@dmh.mo.gov.

To add someone to the Consumer Referral Database, please contact Carol Gorman at carol.gorman@dmh.mo.gov.
Can’t find a feature?
Let the masses know!

- If all facilities have the updated Outlook 2016, how can training on these new features occur?
  - WebEx trainings
  - PowerPoint
  - Lunch and Learn
Pros

- More efficient
- Easier to troubleshoot
- New features
Cons

- Getting it out to the people
- Training
  - Time
  - Not enough resources (staff)
- Seasoned staff not understanding
- Lots of questions for IT staff
4) Create standard email policy/practices

► These would be given to and reviewed with new employees.
  - These may also be reviewed if problems arise and at annual Employee PerForM evaluations if needed.

► These would consist of:
  - Tips for writing useful emails.
  - Do’s and Don’t’s (taken from “The Muse,” Forbes, and Nora Bock’s email rules).
Do’s

1. Use descriptive subject lines.
2. If asking a short question, just put it in the subject line.
3. Keep every email as short as you can. Be Concise.
4. The faster you respond the shorter your response is allowed to be.
5. Include one line of context if the recipient isn’t expecting this email or if you are bringing them in after a series of emails.
6. Put “ask” or “action items” first in the email, not last, and make them explicit.
7. If there is a deadline, say so.
8. Make any questions as specific as possible.
9. Use bullets or numbered lists when possible.
10. Use legible fonts.
11. If you receive an ask from someone else but can’t respond right away, let them know when you will get to it.
12. CC the minimum number of people necessary to get the job done.
13. Use “Reply All” only when truly needed.
14. If someone is on an e-mail thread and no longer needs to be, move that person to BCC in your next reply, and say so in the first line of the email.
15. Have your contact information and title in the footer (simpler is better).
16. If you are emailing a very busy person, it is totally acceptable and somewhat expected that you will forward the initial email back to them with a follow-up message after a week or two.
17. Create an Auto-Responder for frequently asked questions.
18. Respond with declarations, not more questions.
19. Model the behavior you expect from others.
Don’ts

Snoopy says, “Only 5 more months until Christmas! Better start makin’ that list!”

1. Do not overuse **Bold or CAPS** in your e-mails.
2. Don’t hijack a thread on one topic to discuss another topic. Start a new thread with a relevant subject line and recipients.
3. Don’t Pile on. No one needs a 20th “This looks great to me, too!” e-mail.
4. It is not acceptable to follow up on an email within 48 hours unless it is truly urgent.
5. If you want to send an angry email, wait on it. If it’s urgent, get on the phone instead.
6. Don’t answer every email right away.
Email Do’s and Don’ts (continued)

Stringer’s Theorem: “There is a direct inverse relationship between the length of a message and the likelihood that anyone will read it. You should pare down your messages no matter who they go to.”

Corollary to Stringer’s Theorem: “There is a direct positive relationship between the length of a message and the likelihood that you will say something stupid. Brief is always better unless you are Leo Tolstoy”

Epple Amendment: If a subject causes more than (5) emails to be circulated a face to face meeting is strongly recommended

The Respect Amendment: These rules apply to anyone with whom you are communicating with professionally. They will appreciate you all the more for it.
In conclusion...
Thank you!

- Amber Daugherty, General Counsel’s Office, Central Office
- Dr. Bridget Graham, Division of Behavioral Health, Metropolitan St. Louis Psychiatric Center
- Tina Hickman, Division of Behavioral Health, Southeast Missouri Mental Health Center
- Titus Mayberry, Division of Developmental Disabilities, Rolla Satellite Office
- Jared Rankin, Division of Developmental Disabilities, Joplin Satellite Office
- Kellie Sullivan, Division of Behavioral Health, Center For Behavioral Medicine