

# ON THE JOB WITH ROB

February 2024



# 2024 Leadership Goals

1.

## **Budgeting for Success:**

Annual increase date is the March 22, 2024 pay date.

2.

## **Preparing for Performance Based Contracting:**

Onboarding the next phase of BI Enkompas.

3.

## **Enterprise Approach:**

All electronic Med Admin by March 1, 2024.

4.

## **Servant Leadership:**

How can we support med admin?

# **Servant Leadership**



# What matters most!

- Prioritizes the growth, well-being, and empowerment of employees.
- Prioritizes honesty, professional directness, and not shying away from difficult conversations.
- Prioritizes empathy, listening, and being commitment to the personal growth of others.

# Passing Medication



**What frustrations or  
difficulties do you face?**



# What challenges are we not considering?



**Do you face delays when  
trying to pass meds?**





**What can we help  
you with?**



# Employee Information



# IUPTS Ticket System Update:

When to submit a ticket:

- Password resets
- Maintenance needs
- Residential home internet or phone issues
- Hope-issued cell phone issues

New status updates for additional information on tickets.

If you need further assistance you may contact  
Laurie Kustanbauter or Shelbie Eshleman.

# Ticket #26735: Shelby Eshleman

**Location:** BRC

**Phone Number:** 570-560-3628

**Date Created:** 2/21/2024

**Category:** Unassigned

**Asset Tag:**

**Best Time to Reach:**

**Currently Assigned To:** Unassigned

**Current Secondary Assignment:** Unassigned

**Status:**

New

Awaiting Third-Party Response

Awaiting User Response

New

On Hold

Pending

Scheduled

Solved

**Supervisor:**

**Agency:** BLAST IU 17

**Additional**

Contact email address



✓ Save Changes

✗ Cancel Changes

**Description:**

TRAINING

# Role Updates



## Human Resources- Coordinator

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McKenzie Seyler is acting as interim HR Coordinator:

- Send Driver Insurance Information & Physical/Mantoux to [mseyler@hopeability.org](mailto:mseyler@hopeability.org) or 570-560-7017
- Questions on Recruitment, General HR Questions, Employee Relations/Disciplines.

## Administrative Assistant- II

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Day-to-day office assistance (printing, mailing, etc.).

All technology needs MUST go through the ticket system.

# Talk to us!

Submit questions/comments:

<https://forms.gle/w4ZRsD3uidqDwzb79>

Request a Hope Huddle:

email [mhowe@hopeability.org](mailto:mhowe@hopeability.org)

