

ALAMEDA COUNTY COMMUNITY DEVELOPMENT AGENCY

LEAD POISONING PREVENTION DEPARTMENT

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To Whom It May Concern:

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The Lead Poison Prevention Program for Alameda County faces ongoing challenges of competing for grants, while providing quality services to our community in a cost effective manner. This has become increasing more difficult with rising cost due to demands of our funding agencies, cost of delivering services, and other related operating costs.

In an effort address cost savings in our work environment I called in Ms. Eve Abbott, from A Smart Way to Work, to help both myself, and my staff. The huge amount of daily communications, local, state and federal require documentation and Grant Proposal Cycle we process makes it difficult to process every item in a well organized system.

I decided to have Eve implement what she calls a "Team Tune Up". This consisted of a workshop called "Organizing Your Office" and individual consultations with all my team leaders and key staff. As a result of my session, I could once again see the top of my desk on a regular basis. My fingertip access to critical information greatly improved.

After the staff training, it became clear that we would need expert assistance to reorganize a new HIPPA standards medical records management system, and to create a diverse reference libraary. We used the remodeling of our offices to integrate the changes made necessary by our program revitalization.

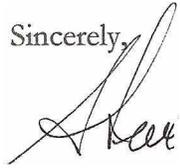
Eve did layouts of our new medical records area and training room for the contractor and community education program staff. She worked with my staff to generate the library categories; collected and culled all reference materials and indexed and filed materials into a central Reference Library for which she did the reading room layout, too.

We needed to make these changes happen quickly and reliably. She went to great efforts to include and cross-train our staff in every step of this process to ensure these new information systems would really match our needs. She worked weekends to meet our timeline and she kept her sense of humor through it all.

Our new business model operations run more smoothly than I would have thought likely before Eve intervened. Now, we use the excellent Reference Library and Proposal Archives resources. Our Medical Records Area is secure and meets HIPPA standards. Many of my staff expressed appreciation for Eve's consultations, which boosted their daily effectiveness and helped them reduce their stress levels.

I wholeheartedly recommend that you call in A Smart Way to Work. Although your problems may differ from ours I'm sure you will get the same high quality productivity expertise and imaginative problem solving along with Eve's great sense of humor! I continue to recommend Eve to other Alameda County division heads.

Please feel free to contact me at the above phone number if you have any questions.

Sincerely,


Steven M. Schwartzberg, MHP