Steve Howard
Feb 6, 2014

December, 2013

Dear Secretary Racine,

In light of the news that our office building at 20 Houghton Street in St. Albans is scheduled to be sold and that construction on our new AHS office space at Federal Street is set to commence soon, we write today to offer our help to guide this important project forward.

As employees who are dedicated to the mission of the Agency of Human Services, we are asking that AHS administrators consult with us and treat us as partners when making important decisions about how our new worksite is constructed. We believe that our collective expertise will serve the State well as it works to design a space that maximizes the public's investment and eliminates barriers to providing exceptional services to the client community that relies on us.

To date, our directors at 20 Houghton Street have been engaged in the process, but there is inconsistency across all departments with respect to the sharing of information and the opportunity for frontline staff to provide meaningful input. We would like to work together to close this gap.

At first glance of the proposed floor plans, we have identified these initial concerns:

- Waiting rooms are located in a way that prohibits proper monitoring by staff, and they are not large enough to accommodate the volume of use or ensure the safety of clients, visitors and AHS staff;
- The amount of Child Visitation rooms within the Department of Family Services are not adequate, or large enough for the family visits we must provide on a daily basis. They also need to be located in an area that can be monitored and does not offer direct access to building exits or stairwells, which is especially important when dealing with children in protective custody, who could present a flight risk;
- Personal office space must be designed in a way that fosters the privacy that HIPPA requires, as well as maximizes natural light to encourage high productivity and morale;
- The square footage that is available for growth space should be equitably distributed across all Departments, or further explanation should be provided to staff to explain the current perceived inequity of distribution; and
- The lack of adequate bathrooms causes concern, especially about issues of hygiene, privacy for staff and accommodation of our fast-paced work schedules.

We respectfully ask that you or other appropriate representative please schedule a time to meet directly with staff here at 20 Houghton Lane to communicate the details of the pending construction project with us. **At this meeting, we propose to discuss:**

- What decisions are still on the table that we can have input on?
- What kind of input can we provide on the current floor plans? We are concerned, and we request to work directly with the architects to explore an alternate design to better support the services we provide.
- How can we continue to stay informed about the many construction phases leading up to the move?

We appreciate your responsiveness to our request and thank you in advance for your time.

Sincerely,

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Print Name	Signature	Print Name	Signature
Susan Colburn	Susan E. Colburn	Shawn Howe	[illegible]
Richey Plank	[illegible]	Dale Roch	[illegible]
Suzanne Bedard	Suzanne A. Bedard	Chris Nodis	[illegible]
Matt Olmstead	[illegible]	Shawn Vetere	Shawn Vetere
Lisa Wilson	Lisa Wilson	Kathleen Francis	Kathleen Francis
Cathy St John	Cathy St John	Jenna Lee	Jenna Lee
[illegible] Martel	[illegible]	Matthew Cameron	[illegible]
Mark Geno	[illegible]	Melanu Hall	[illegible]
Chuck Hoten	[illegible]	Marina Bagalio	Marina Bagalio
Walter Bailey	[illegible]	[illegible]	Skyler Bryan
Teena Whittier	Teena Whittier	Jerne Barkley	[illegible]
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Trissie Casanova	[illegible]	Hayley Turner Lawyer	[illegible]
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