

January 2021

Newsletter Transcript

I don't have to remind all of you about what happened earlier this month at our national capital. People showed up, people were upset, people were demonstrating, they were rioting, they were protesting, call it what you want, we don't need to get involved in the politics of what they were doing. But I do think we can take a lesson from that episode here at the Department of Human Services. People were protesting, they were rioting, because they didn't feel their voices were being heard. They didn't feel that empathy was being demonstrated to their concerns and we as an agency can take a lesson from that. I want you to be thinking in the acronym T.H.E.M: True Humility and Empathy Matters. If the client's that we deal with each day believe that we truly care about their concerns then they will be comfortable coming to us for the services that we can provide. And we need to be practicing humility and empathy with the client base that we serve, with the families that we serve, because true humility and empathy matters. And I'm asking you to be a part of the solution and not a part of the problem as we move forward as an agency.