



BINDER, ELSTER, MENDELSON & WHEELER, INC.

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Bethesda, Maryland 20014
(301)657-1898, (301)652-4983

MEMO TO: Lillian Van Santen, MDTs

FROM: BEMW, Inc.

DATE: July 29, 1983

SUBJECT: QUARTERLY REPORT: ONGOING CONSULTATION AND LIAISON
WITH NRC REGIONAL CAREER COUNSELING PROGRAMS

CONTRACT #ADM-82-358 BEGINNING APRIL 1, 1983

QUARTERLY REPORT

ONGOING CONSULTATION AND LIAISON

WITH NRC REGIONAL CAREER COUNSELING PROGRAMS

NRC CONTRACT #ADM-82-358

JULY 29, 1983

BEMW, INC.

CAREER/LIFE PLANNING OPTIONS

4948 St. Elmo Avenue

Bethesda, MD 20814

QUARTERLY REPORT
NRC REGIONAL CAREER COUNSELING PROGRAM

PROGRESS TO DATE

As of June 15, 1983 the regional career counseling program has begun its second year in all five regions. BEMW, INC. has been in touch by telephone and letter with both the counselors and regional NRC liaison people in all regions. Written reports have been received from all regions except Region IV where a new counselor has just been hired and trained.

REGION I KING OF PRUSSIA, PA. Counselor: Damona Sain

The counselor reports a smooth continuation of the program, seeing 7 new clients in the first quarter. Most are in the program to reassess career goals and make career development plans. She has arranged to see inspectors around "counterpart meetings" and with mail and phone contacts. Her previous recommendations to management to set up seminars in stress management and 171 preparation are being discussed for possible future implementation.

REGION II ATLANTA, GA. Counselor: Richard Nawyn

The start of the second year of the program was delayed because of management's concern about the overrepresentation of support personnel in the first year. After consultation with BEMW, INC., the counselor, and the NRC liaison, management was reassured that as the program becomes better known and as new procedures are implemented to accommodate the working schedules of the inspectors, a better balance of employees in support, technical, and managerial jobs will be seen. Individual sessions are scheduled to begin the week of July 11, 1983.

REGION III GLEN ELLEN, IL. Counselor: Dolores Linhart

The program has begun and 9 employees have been counselled for a total of 22 hours. The counselor reports a very positive reception from the new clients who are mainly experienced workers. Most find the Developing Options workbook more useful than the Strong Campbell Interest Inventory. Her liaison, Dorothy Carroll has given the program excellent support. The value of a conference for all regional career counselors was stated again.

REGION IV DALLAS, TX. Counselor: Rebecca Clark

During the first quarter of the contract, a new counselor, Rebecca Clark was hired. BEMW, INC. consulted with Region IV on hiring criteria and scheduled training for Ms. Clark in our Bethesda offices.

By the beginning of the second quarter, the new counselor will have received training including being briefed about the program, becoming familiar with the materials and reporting procedures and receiving an orientation to the NRC by HQ personnel. By mid July she will begin to contact and schedule clients.

REGION V WALNUT CREEK, CA. Counselor: Patricia Russ

During this quarter, 11 individuals have been counseled for a total of 17 counseling hours. The program has been very popular--over half of the eligible employees in this region have signed up for the program within its 1st two years, representing all levels and positions within the agency

Resident inspectors continue to be accommodated by phone/mail contact and scheduling at quarterly meetings. Individuals express a range of career counseling concerns from clarification of goals to exploration of options to preparation for retirement. Concerns about administrative changes and reorganization continue to be expressed. Some early participants in the program have requested additional guidance and help in preparing for promotional opportunities and may be able to be seen if hours are left at the end of the contract and permission is granted.

RECOMMENDATIONS

1. Greater attention needs to be given by all counselors to explaining this relatively new program to liaison and management people.
2. BEMW, INC. will continue to circulate suggestions from counselors to each other by phone and mail.
3. Workshops on career development related issues such as stress management and 171 preparation can be arranged by counselors with regional training staff.
4. Modified procedures for inspectors should be tried and evaluated. Means to make the program available to other regional staff members with unusual location or schedule problems should be developed.

Enclosed are the individual quarterly reports from the four regional career counselors.



Dolores Ann Linhart, SP Patricia Byrne, OSF Co-Directors

10900 W. Cermak Road Westchester, IL 60153 (312) 562-3425

June 30, 1983

Ms. Virginia Wheeler
Ms. Irene Mendelson
Binder, Elster, Mendelson & Wheeler, Inc.
Old Georgetown Building, Suite 202
4948 St. Elmo Avenue
Bethesda, Maryland 20014

Dear Ginny and Irene,

Because we are just getting into our contracted hours in Region III, this will be a letter to inform you of that fact. On May 25 I happily met with the positive reception of my first clients under this new contract.

In the first quarter 22 counseling hours were completed with nine NRC employees (7 women and 2 men). Once again I find that most are interested in learning life/career planning skills in order to face the future with optimism. The contents of the resource notebook provides a most helpful key to achieving this goal. The Strong Interest Inventory is not found to be a major tool for these experienced workers. That statement also refle

Dorothy Carroll is my new li
tremely helpful in beginning this
works directly under Mr. Daugherty
have the chance of meeting him in
the Regional Office.

In whatever way this can be con
NRC should be aware of the positive
individual employees. The agency as
this endeavor in the long run.

Once again, my suggestion repeats
a Conference for the Regional Counselor

Best wishes for a restful summer

Sincerely yours,

Dolores Linhart, S.P.
Dolores Linhart, S.P.

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Counseling Opportunity" flyer under cover of his memorandum throughout the agency to make everyone aware that the program is available to those who have not yet participated. Both the Deputy Regional Administrator and the Director of Resource Management and Administration Division* have proven accessible and helpful whenever I request to meet with them.

CONCERNS

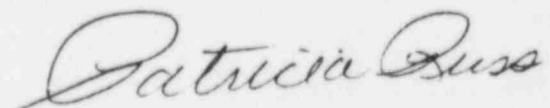
This quarter has been one of transition and adjustment for Region V staff due largely to the appointment of a new Regional Administrator and several management staff from outside Region V as well as the re-organization of staffing patterns and some changes of assignments. Personnel are attempting to adjust to an administrative style that is new to them. Current and former counselees have volunteered a variety of comments to me, which is an indication that they see their regional career counselor as a trusted, albeit outside individual whom they can utilize as a "sounding board" as they attempt to maintain positive attitudes and make constructive adjustments. Some have expressed concern about adjusting to a new "no nonsense" and decisive administrative approach while others are looking forward to such an approach.

High priority concerns of those actively engaged in the career counseling program include increased awareness of abilities, limitations and options, increasing confidence in making career-related decisions, clarification of values, priorities and goals and, preparation for retirement, a change of employers or promotion. Some staff are stimulated by the possibility of promotional opportunities in view of retirements and the incorporation of the licensing function in Region V.

RECOMMENDATIONS

In my third quarter ^{report} of Contract year one, I recommended that commendations to deserving staff be given more priority. During this year, secretarial and administrative support staff morale has been boosted by some special recognition awards, re-assignment of duties in line with interests and/or promotions. It is recommended that these efforts be continued and augmented.

While re-organization will presumably result in increased accountability and clarity of lines of supervisory responsibility, intra-agency communication and promotion of a sense of cooperation between "old-timers" and "new-comers" are administrative challenges facing Region V during this time of transition.



* New title; formerly Assistant to the Regional Administrator



Patricia Russ, M.S.
CAREER & EDUCATIONAL CONSULTANT

P.O. Box 5391
Oakland, CA. 94605-0391

JULY 7, 1983

TO: MARY HAMMER & IRENE MENDELSON
BINDER, ELSTER, MENDELSON AND WHEELER, INC.
OLD GEORGETOWN BUILDING, SUITE 202
4948 ST. ELMO AVENUE
BETHSEDA, MARYLAND 20014

SUBJECT: CAREER COUNSELING PROGRAM REPORT
YEAR TWO, FIRST QUARTER TO JUNE 30, 1983

PROGRAM ACTIVITIES

During this quarter, 11 individuals and 17 counseling hours were utilized. In addition to the 30 staff persons with whom career counseling was initiated during contract year one, 21 new individuals are slated for contract year two so far. Since the end of contract year one, I have been conducting sessions with individuals from the year one waiting list. A response of 51 individuals in a region in which the number of total staff hovers around 90 equals a response of approximately 58% and speaks well for the reputation of the program within the agency. Individuals holding positions from clerk typist to division director have participated or signed up, reflecting a healthy mix of management, professional, technical and clerical staff.

A few resident inspectors are being "carried over" to year two inasmuch as their schedules and distance from the regional office did not permit them to complete their contacts during year one. In order to make the program accessible to interested resident inspectors, I communicate with them by telephone and letter and coordinate with them and their section chiefs to schedule appointments when they will be in Walnut Creek, CA. for their quarterly meetings. Prior to the initial face-to-face appointment, I send the resident inspectors introductory letters and background information/ counseling needs survey forms to complete (as is my routine in general). The problem of how to make the program available to other resident personnel (primarily clerical) still remains. In view of the evident lack of transportation funds for me and the non-inspector resident personnel, I can only attempt to be aware of when they might come to Walnut Creek for future training or other meeting purposes.

Some early participants from contract year one continue to request additional appointments. Typically, they seek to augment efforts already begun and feel the need for additional guidance or they wish help in preparing to compete for promotional opportunities. A positive response from MDTs allowing counselor discretion in assisting these individuals if the allotted 100 hours are not used entirely by new clients would be appreciated. OK

As a result of my request for an introductory meeting with the new Regional Administrator, I was given an appointment with the Deputy Regional Administrator. In mid-May, the Deputy Regional Administrator sent my "Career