Dissatisfaction in communication between lead agency & site specialist for We Choose Health.

**Supervisors**
- Multiple supervisors overseeing the WCH Coordinator
- Multiple information coming from multiple sources
- Site specialist did not know which information was correct
- Unclear who site specialist could communicate with for clarification
- There was no defined process of communication
- Lack of specific training for communication
- Coordinator unaware of best manner to communicate
- New grant & there was a learning curve

**WCH Coordinator**
- Different expectations by each person
- Timeliness varies from person to person
- Availability to check & respond to correspondences varies
- Each WCH member uses various types of equipment

**Materials/Equipment**

**Process**
- No one has same understanding of the communication process
- Communication has not been done consistently
- Everyone has different expectations

**Resources (CEMP)**
- Resources not readily understood/available
- New program
- Do not understand how to use CEMP/it is complicated
- Minimal use causes difficulty with navigation

**Site Specialists**
- Everyone has different expectations
- Different expectations by each person
- Difficult to schedule meetings
- Not everyone has the same amount of time for WCH
- All from different levels of management