



Aging and Disability Services Administration

Addressing Employee Concerns

Action Plan Progress Report

February 28, 2007

FOCUS AREAS:

- **Knowing how ADSA measures success**
- **Use of data**
- **Involvement in decision making**

So far, we've:

1. Sent out two sets of talking points to support line supervisors in communicating with their staff about how their work connects with data and how we measure success. The talking points help to connect the work of our employees with the ADSA mission, strategic plan, performance measures and GMAP measures.
2. The divisions with regional staff are meeting with those employees statewide to hear their concerns and suggestions, and then developing plans to respond to concerns.
 - In Home and Community Services the director and assistant director have held 13 meetings across the state to discuss the employee survey and hear staff concerns.
 - In Residential Care Services, the assistant director is halfway through meeting with staff in all six regions to discuss the employee survey and hear their concerns.
 - In the Division of Developmental Disabilities, each region and institution developed an action plan. Some of the actions they are taking include: using all staff meetings to share employee survey results and updates on the action plans; holding brainstorming sessions on how to make the Performance Evaluation more meaningful to staff; adding a section to their quarterly review to recognize employees' efforts; and forming teams to develop specific strategies and implementation for concerns identified. Each region's progress is included in the quarterly reviews with the management team.

Future actions:

- We will continue efforts to help staff understand how we use data and how ADSA measures success.
- Each division will continue to respond to employee concerns and suggestions.
- We will continue to offer opportunities for staff to be involved the development and review of draft policies and procedures, and publicize staff involvement in the ADSA monthly newsletter.