



Financial Services Administration

Addressing Employee Concerns

Action Plan Progress Report

August 31, 2007

So far, we've:

FOCUS AREAS:

- *Using customer feedback to improve work processes.*
- *Using your time and talents well.*
- *Receiving recognition for a job well done.*
- *Expanding performance accountability.*

The Office Chiefs (OAS, OFR, ITO and Budget) and their managers meet regularly with staff and continue to discuss and propose strategies to improve upon all focus areas that staff identified as having the greatest potential for showing realistic improvement. Some of the things we have already done include:

- In OAS, a representative from each section was elected to serve on the Peer Review Committee to develop and implement a recognition program. The committee met regularly to establish the program and will be presenting their recommendations to the Office Chief by the end of August.
- Monthly office newsletters are published consistently providing an overview of what's happening with employees, including a section focusing on a particular unit's current activities, celebrating employee contributions and achievements, and providing monthly safety and wellness tips.
- Offered staff more professional and career development training opportunities. Continued efforts to provide rotational job assignment opportunities designed to best utilize current as well as discover "hidden" talents.
- Communicated to all staff reaffirming leadership's commitment to a healthy workplace and demonstrating positive results that key messages from the survey have been heard.
- Conducted an FSA self-assessment as part of the agency's efforts to analyze and improve decision-making processes in areas including creating a strategic plan, allocating resources, managing our people, analyzing data, responding and improving processes, and communicating results.

CONTACT INFORMATION

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