



# Planning, Performance and Accountability

*Progress Report – August 2012*



## CONTACT INFORMATION

For more information, please  
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Thanks again to all staff for your initial response to the Employee Survey, for your participation in our employee focus groups and SWOT analysis, and for your involvement in the committees addressing each of our focus areas. I appreciate your honest and frank dialog, your insights into what is working well, and your thoughts about what we can continuously improve.

This first update to our survey plan reflects the ongoing work we are doing in each of the four areas identified in the survey, and through subsequent events to garner additional employee feedback.

*— Jody Becker-Green, Senior Director*



# Planning, Performance and Accountability

*Building on Our Strengths*

## Action Plan Progress Report

August 31, 2012

### FOCUS ISSUE: Communication

*This is a year of many transitions and it is critical that we are well-informed, strategic in our thinking and actions, and aligned with other departmental activities. This requires a new level of intentionality in all of our communications with one another and with our key customers and partners.*

#### So far, we've:

- Conducted listening sessions with staff to hear concerns and questions. *[April 2012]*
- Redesigned PPA intranet site to be more user-friendly and reflective of the myriad of work that PPA is engaged in. *[May 2012]*
- Convened PPA work groups on cross-agency issues to coordinate strategies and activities with one another (e.g., housing and homelessness and education). *[May 2012, ongoing]*
- Educated agency leaders about PPA resources, including Client Registry, PRISM, 1DDR, County Chartbooks, Emergency Management-GIS, and Lean - through presentations to Extended Management Team and to individual administrations. *[June 2012, ongoing]*
- Convened regular leadership team meetings to share information with one another. *[May 2012, ongoing]*
- Convened regular all-staff meetings to share information and solicit feedback. *[June 2012, quarterly]*
- Conducted all-staff Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis to determine future strategies. *[July 2012]*

#### Future Plans:

- Use meetings to establish a culture of shared management and strategic planning. *[May 2012, ongoing]*
- Increase opportunities for dialog across PPA to learn from one another and identify areas for enhanced coordination. *[May 2012, ongoing]*
- Develop intentional communication strategies that create synergy and integration between data, partnerships, and analytics. Clarify issues and develop a plan. *[Begin planning August 2012]*
- Collect information about significant events and projects and send to all staff in a "monthly highlights" email (similar to DSHS Weekly Alert). *[Begin planning August 2012]*
- Post list of projects on SharePoint; include brief description, begin and end dates, contacts names for lead, partners, and others involved. *[Begin planning September 2012]*
- Considering current workload issues, develop additional methods to publicize our existing rich storehouse of data, so it can be used by internal, state agency, and community partners. *[Begin planning October 2012]*

—Jody Becker-Green, Senior Director

#### CONTACT INFORMATION

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### FOCUS ISSUE: Employee Recognition

*PPA staff work very hard to accomplish all that we do. While team members are largely self-motivated and know their value, each person needs to be acknowledged for their efforts and appreciated for their unique contributions.*

#### So far, we've:

- Held events like the “Leap Year “ celebration to acknowledge staff in a fun and respectful way.
- Broadly distributed acknowledgement of staff reports and contributions through the PPA websites.
- Added staff recognition to quarterly all-staff meetings.
- Asked staff to participate in identifying strategies and options for staff appreciation and recognition, including a committee to formulate and implement recommendations
- Identified that most managers are regularly acknowledging staff accomplishments

#### Future Plans:

- During performance reviews, supervisors will ask their supervisees about the kinds of recognition that are meaningful for them. Recognition will then be tailored to the employee.
- We will develop a process for submission of applications to formal award programs.
- We will continue to support and encourage supervisor and unit expressions of employee recognition.
- We will add one PPA-wide employee recognition event in the coming year. Some ideas for the event are:
  - Encouraging use of kudos page on PPA website. Start a random drawing of staff listed in these kudos for a lunch or dinner gift certificate.
  - Have annual recognition event as a meal (breakfast or lunch) that leadership team serves to staff.
  - Have quarterly potlucks sponsored and planned by a different part of PPA.
  - Sell balloon bouquets for one month during CFD, sender writes a note that is attached to balloons, a very visible display of appreciation.

—Jody Becker-Green, Senior Director

#### CONTACT INFORMATION

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## Action Plan Progress Report

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### FOCUS ISSUE: Workload and Prioritization

*The work we do to support the Department in fulfilling its mission is vital. Oftentimes, we find ourselves with competing demands on our time. Working in a fast-paced environment requires us to be diligent about workload prioritization and management. This is an ongoing challenge that is ripe for continuous improvement.*

#### So far, we've:

- Convened regular leadership team meetings to share information with one another. *[May 2012, ongoing]*
- Conducted all-staff Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis to determine future strategies. *[July 2012]*
- Convened a volunteer Workload Prioritization Committee to address several issues, beginning with ad hoc requests.
- Convened a Data Sharing Agreement Work Group to assess issues and challenges in managing data share agreement.

#### Future Plans:

- Currently the Workload Prioritization Committee is:
  - Using an existing ad hoc reporting structure to capture data beginning week of August 6<sup>th</sup>.
  - Continuing to review prioritization schemes, and finalize prioritization process.
  - Reviewing initial data collection efforts and modifying reporting structure as needed.
  - Developing a plan for quantifying effort that places minimal demands on staff for reporting.
- Currently the Data Sharing Agreement Work Group is:
  - Utilizing an existing data share management tool developed by ODA to begin capturing all the data share arrangements currently held by PPA. The Committee will review this initial effort and modify as needed.
  - Developing an Agency-wide data sharing process for consideration by DSHS leadership
  - Identifying data sharing and data access within DSHS and across state agencies as a key issue for transition planning.
- Develop intentional communication strategies that create synergy and integration between data, partnerships, and analytics to address workload concerns.
- Considering current workload issues, develop additional methods to publicize our existing rich storehouse of data, so it can be used by internal, state agency, and community partners.

#### CONTACT INFORMATION

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—Jody Becker-Green, Senior Director



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### FOCUS ISSUE: Opportunities for Growth and Learning

*We have a very professional and talented staff. Promoting opportunities for growth and learning was an issue identified in both the employee survey and focus groups as an area for continuous improvement.*

#### So far, we've:

- Broadly distributed acknowledgement of staff reports and contributions through the PPA websites.
- Asked staff to participate in identifying strategies and options for staff opportunities for growth and learning, including a committee to formulate and implement recommendations.

#### Future Plans:

- Use quarterly forums to discuss potential growth and learning opportunities for staff.
- Look for opportunities in contracted work to include expectations about dissemination of work products.
- With staff, develop strategies to identify opportunities for conference participation and training.
- Identify ways to fund staff development and growth within current budget restrictions.

—Jody Becker-Green, Senior Director

#### CONTACT INFORMATION

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