



# Planning, Performance and Accountability

*Progress Report – December 2012*



## CONTACT INFORMATION

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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 progress report on 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, Chief Knowledge Officer



# Planning, Performance and Accountability

*Building on Our Strengths*

## Action Plan Progress Report

December 3, 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, Education Research report, and Lean - through presentations to DSHS leadership teams 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]*
- Established a "monthly highlights" email PPA Alert sent to all staff containing information about significant events and projects, and all PPA staff receive email notification of new research reports. *[September 2012, ongoing]*

#### In Progress:

- Develop intentional communication strategies that create synergy and integration between data, partnerships, and analytics. Clarify issues and develop a plan. *[Began planning August 2012]*
- Post list of projects on SharePoint; include brief description, begin and end dates, contacts names for lead, partners, and others involved. *[Began 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. *[Began planning October 2012]*
- Monitor web use statistics to determine trends. *(Began planning November 2012)*

- Jody Becker-Green, Chief Knowledge Officer

#### 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:

- 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
- During current performance reviews, supervisors are asking their supervisees about the kinds of recognition that are meaningful for them, and tailoring recognition activities for each employee.
- We are working to develop a standard kudos site for use by all of PPA.

#### Future Plans:

- 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.
  - Have annual recognition event as a meal (breakfast or lunch) that leadership team serves to staff.

- Jody Becker-Green, Chief Knowledge Officer

#### CONTACT INFORMATION

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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. This group has:
  - Modified the existing ad hoc reporting structure with input from throughout PPA. Incorporated a method for quantifying effort that places minimal demands on staff for reporting. Started using this structure throughout RDA and MISR.
  - Continued to review prioritization schemes, and finalize prioritization process.
- Convened a Data Sharing Agreement Work Group to assess issues and challenges in managing data share agreement. This group has:
  - Modified the existing data share management tool developed by ODA, and started using this tool to capture all the data share arrangements and contracts currently held by PPA.
  - 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.

#### Future Plans:

- 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.

- Jody Becker-Green, Chief Knowledge Officer

#### CONTACT INFORMATION

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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.
- Reviewed current staff profiles on the PPA Intranet to identify and inventory interests and skills.

#### 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.
- Use the interest and skill inventory to develop a plan for training and other opportunities for growth and learning.

- Jody Becker-Green, Chief Knowledge Officer

#### CONTACT INFORMATION

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