



Special Commitment Center

Addressing Employee Concerns

Thank you for your input. We have listened to what you had to say and we will work hard to address your concerns.

This year 295 staff responded to the 2006 SCC Employee Survey, 78% of all staff. This was SCC's 1st year participating in this survey and we had a high percentage of responses. This survey helps provide an accurate picture of the well-being of our agency.



Many of the survey results are encouraging and help us to recognize areas where improvements need to be made.

Overall:

SCC scored high in the following areas:

- Supervisors treating staff with dignity and respect.
- Supervisors holding staff accountable for performance.
- Staff knowing what is expected of them at work.

While these results were great, there were areas where you shared information where SCC could improve.

Issues that are most important to you are:

- Receiving recognition for a job well done.
- Increased communication.
- Having confidence in decisions made by senior leaders.

This Action Plan provides a roadmap that will assist us to address these areas of improvement over the next 2 years. It represents SCC managers' commitment to work on the issues identified from your survey responses.

The best way that we can accomplish these initiatives is to have your participation and feedback. This is critical to making this effective. Working together is how we produce our best work.

Thank you for all of your hard work and efforts and for responding to this year's survey. For more detailed information about the employee survey, visit the SCC Intranet Employee Survey website.

-Henry Richards, Superintendent

CONTACT INFORMATION

For more information, please contact **LaToya Holmes-Ware** 253-583-5933.



Focus Issue: Receiving recognition

Question:

I receive recognition for a job well done.

Total # of Respondents: 289

Almost Always or Always: 51

Usually: 69

Occasionally: 62

Seldom: 36

Almost Never or Never: 71

Summary of the Issue

42% of SCC staff felt that they receive recognition for a job well done, while 37% did not. SCC is 7% below the DSHS average with this issue.

What we're already doing

- SCC is recognizing employees and supervisors/managers every quarter for their accomplishments. This is done by staff submitting recognition forms explaining why an employee or supervisor/manager should be recognized for their outstanding work.
- Encouraging supervisors to give kudos to staff for a job well done.
- The SCC Intranet was created to share information across the division to staff.

Our plan for the coming year

- We will be developing an SCC newsletter that will acknowledge the accomplishments of staff and the many kudos that they receive.
- The New Wellness Committee will focus on ways to improve recognition throughout SCC.
- All staff will be given the opportunity to submit ideas for improvement through the Wellness Committee and the SCC newsletter.

Employees say:

"I would like to see people recognized for ideas that they submit and have".



Focus Issue: Including Line Staff in Decision-Making

Question: *I have the opportunity to give input to decisions affecting my work.*

Total # Respondents: 292

Almost Always or Always: 39

Usually: 72

Occasionally: 71

Seldom: 52

Almost Never or Never: 58

Summary of the Issue

In this survey communication was an issue that many staff felt needed to be improved. 38% of staff felt that they have the opportunity to give input on decisions affecting their work, while 38% did not. There were staff who acknowledged that they were asked to give input, but most of these suggestions were set aside or shelved. Staff want more participation and meetings to discuss issues, so that input is collected before decisions are made.

What we're already doing

- Supervisors and managers bring ideas from line staff to the executive team for recommended changes.

Our plan – Convene a workgroup with representation from line staff to address this issue by:

- Gather more information about where the staff feels their input is not utilized – through:
- Holding a series of consensus group meetings with managers and line staff to discuss pivotal issues
- Placing a Suggestion Box in a central area of the Total Confinement Facility, in the SCTFs, and in the off-island business office to gather your ideas.

Employees say:

"More communication and cooperation between the various departments" is needed.



Other important issues

There are many other important issues that were raised during this survey that we were not able to include in this action plan. This does not mean that these additional issues are not important or will not be considered in some way. The following are additional issues raised by the survey and our plan to address them.

These are also important issues

- Improving staff training opportunities
- Improving morale

Our plan

We will:

- Finalize and implement our **ARISE** training for residential rehab counselors.
- Improve and expand our **New Employee Orientation** and our **on-going in-service training program** to enable staff to become certified in different areas of expertise.
- Use a suggestion box to gather input from staff to help improve morale.
- Review our progress in **November 2006**.

We do appreciate your participation in this survey. Your voices have been heard. Although we will not be able to address each individual idea brought forward, we **WILL** respond to the overall issues and work with you to improve our organization.