



MSA Administrative Services Division

-Addressing Employee Concerns-

Action Plan Progress Report

February 28, 2007

FOCUS AREA:

Meaningful Information About Performance From The Performance Evaluation

- ✓ **Director's weekly review of evaluation status with HR Manager and bi-weekly review with Chiefs.**
- ✓ **Upcoming year's performance expectations will accompany the completed performance evaluation.**
- ✓ **Individual performance expectations will be discussed at each scheduled supervisor/staff individual meeting.**

So far, we've:

- Established the process of Office Chiefs and Unit Managers reviewing evaluation status with their management teams at regular meetings.
- Created a management climate that accomplishes timely and meaningful evaluations that include both Feedback and Expectation sections.
- Completed the task of incorporating performance expectations into each one-on-one review meeting scheduled by a supervisor with his or her staff member.

Future actions:

- Continue our processes.
- Establish a 30 day time limit for completing an initial (Expectations Section) PDP with a new employee.
- Incorporate a review of evaluation status as a standing agenda item at the first Chiefs Meeting of each month.
- Incorporate reporting of evaluation status to HRD per Secretary's memo of 1/9/2007.



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FOCUS AREA:

Opportunities At Work To Learn And Grow

- ✓ **Identify training needs/desires across ASD.**
- ✓ **Prioritize training needs by office.**
- ✓ **Dedicate additional resources to meet as many training needs as possible.**
- ✓ **Re-energize the mentoring program.**

So far, we've:

- Established a regular process whereby each Office Chief and Unit Manager obtains input from staff and prioritizes training requests within the office. The Office Chief/Unit Manager provides a prioritized list to the Director and updates it at bi-weekly meetings with the Director.
- The Director has reviewed the availability of training funds and has identified a funding source to increase training opportunities.
- Emphasized the mentoring program with staff. One employee in BCCU has entered into a mentoring agreement with an HR Administrator and reports feeling that the program is worthwhile. CCS and RPAU staff members are becoming involved in the program.

Future actions:

- Office Chiefs and Unit Managers will continue to maintain priority lists for training and update them bi-weekly with the Division Director.
- The Administrative Assistant will obtain financial information from MSFO and coordinate a tracking system with office and section administrative assistance or secretaries. A review of the training program and funds spent and available will be a standing agenda item on the first Chiefs meeting of each month.
- The Special Assistant will obtain Mentoring Program information and coordinate a revitalized program in ASD.



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FOCUS AREA:

Provide Appropriate Recognition For A Job Well Done

- ✓ **Provide a weekly update on the MS website to recognize staff efforts.**
- ✓ **Widely distribute recognition efforts within ASD**
- ✓ **Charge the Quality Service Committee to identify additional staff recognition methods.**

So far, we've:

- The ASD staff have been recognized on the MS website by direct posting. The process has been informal.
- Quality Service Committee has sponsored all staff meetings in which individual staff receive recognition from management.

Future actions.

- Staff recognition items will be moved to the bulletin board in the central core with plans to recognize accomplishments, new employees, departing staff, etc. discussed at the bi-weekly Chief's meetings. Use of the division's digital camera will be increased.
- The Kudos page will continue to be used. ASD will propose a link between the Kudos page and MSA home page so Kudos can be viewed initially on the home page; and will work with MSA to develop the concept.
- The Special Assistant to the Director will work with the Quality Service Committee and Office Chiefs and Unit Managers to coordinate recognition efforts within ASD and to submit regular recognition articles to the MSA webpage.



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FOCUS AREAS:

- ✓ **Increased Emphasis On Communication - Starting With The Director**
- ✓ **Increased Opportunities To Provide Leadership Training To All Supervisors**
- ✓ **More Widely Distribute The Division GMAP Presentations**
- ✓ **Review Opportunities To Increase Customer Feedback**

So far, we've:

- The Director holds bi-weekly Chiefs Meetings with all Chiefs and Unit Managers; and individual bi-weekly chief and manager updates to share information, discuss issues and obtain feedback.
- MS CAO meeting minutes are distributed to staff.
- Each Office Chief and Unit Manager has weekly or bi-weekly staff meetings to provide information and receive feedback.
- The ASD HR Manager informs Chiefs and Managers of required and suggested leadership training.
- Posted ASD GMAP presentations on the MS website.
- Each program area is reviewing customer feedback options.
 - * RPAU is circulating a customer feedback survey on the effectiveness of the Online Rules Manual - due 1/12/07.
 - * CPU is evaluating responses from a December 2006 customer survey.
 - * BOA and LTC obtain feedback from customer/stakeholder meetings.

Future actions:

- A complete review of the ASD Intranet website will begin in 2007. The primary objectives of the review will be to redesign the site to a fresh look (may be standardized in MSA); and to provide more information to staff and internal customers that is more current and more dynamic. A redesigned ASD website will include a Director's Information section and customer feedback options.
- An individual is being hired to manage the website in a position upgraded from ITS1 to ITS3.
- All-staff meetings will be held at least biannually to provide for information exchange and feedback.
- Supervisor leadership training (in addition to the required Basics of Supervision course) will be included in the division training program that has been made a standing agenda item for the first Chiefs Meeting of each month.