MSA Administrative Services Division
-Addressing Employee Concerns-

Action Plan Progress Report
August 31, 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/individual staff meeting.**

So far, we've:

- Established a 30 day time limit for completing an initial (Expectations Section) PDP with a new employee.

- Incorporated a review of evaluation status as a standing agenda item at the first Chiefs Meeting of each month.

- Incorporated reporting of evaluation status to HRD per Secretary's memo of January 9, 2007.

Future Actions:

- Emphasis on timely completion of performance evaluations continues at every level of the Division.

- Written explanations will be required for any supervisor that does not complete an evaluation on time.

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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:

- Expended $164,433 on staff training in FY07 [allotted only $24,540]

- Maintained priority lists for training.

- Obtained financial information from Management Services Fiscal Office (MSFO) and coordinated a tracking system with office and section administrative assistance or secretaries. A review of the training program and funds spent and available is a standing agenda item on the first Chiefs meeting of each month.

Future Actions:

- In FY08 the Division was allotted $32,626 dollars for staff training, a 33% increase over FY07. It is anticipated that additional training dollars will be identified as available during FY08.

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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:

- Moved staff recognition items to the bulletin board in the central core where accomplishments, new employees, departing staff, etc. are recognized.

- Increased the use of the Kudos page to recognize excellent work by staff.

- Worked with the Quality Service Committee and Office Chiefs and Unit Managers to coordinate recognition efforts within ASD and submit regular recognition articles to the MSA webpage.

Future Actions:

- Continue efforts to recognize the excellent work of staff on a daily basis.

- Develop innovative approaches to section level recognition efforts.

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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:

- Completed review of the ASD Intranet website in 2007. The primary objectives of the review were to redesign the site to a fresh look (may be standardized in MSA); and to provide more current and dynamic information to staff and internal customers. ASD has proposed that the ASD website will include a Director's Information section and customer feedback options.

- Hired staff member to manage the website in a position upgraded from ITS1 to ITS3.

- Held all-staff meetings at least semi-annually to provide for information exchange and feedback.

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