



Lands and Buildings Division

Addressing Employee Concerns

Action Plan Progress Report

August 31, 2007

FOCUS AREAS:

- **Employee Recognition**
- **Provide meaningful performance evaluations**
- **Ensure adequate and appropriate training opportunities**
- **Know how my agency measures its success**

So far, we've:

Four primary focus areas continue to be the most important to the staff and worth investing in solutions. These are:

- **Employee Recognition:** We implemented the plan to improve and expand the staff recognition program and ongoing informal recognitions. For the annual DSHS nomination process, staff were allowed to submit less formal written nominations. This resulted in a substantially larger number of staff being acknowledged for their performance. Staff and managers were encouraged to submit recognitions and all were incorporated into the informal quarterly recognition meetings. All of the informal strategies were used, including, email kudos notes, use of the MSA webpage kudos announcements, staff recognition picnic, celebrations of contributions that don't have to be driven by a specific staff award, except the "recognition" bulletin board. We did use web site posting of individuals recognized, including pictures, to honor those recommended. The informal process has worked very well. In headquarters we have had two celebrations in this time period, one being an off-site picnic. The committee on recognition has worked very well in suggesting, organizing, and implementing events.



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 - **Know how my agency measures its success**
- **Provide meaningful performance evaluations:** Excessive workload and attrition of management level staff have created challenges in this area.
 - **Ensure adequate and appropriate training opportunities:** Implementation of curriculum development has started in some areas but not all. There have been trainings and conferences approved, specifically addressing technical skills.
 - **Know how my agency measures its success:** GMAP objectives and data were updated and a presentation open to all headquarters staff was held. An agenda item was added to the quarterly meeting which has managers updating all staff on activities undertaken in their areas. A quarterly all-staff meeting was held on July 9, 2007 which included an overview on the GMAP goals and continued exercises for the development of the LBD strategic plan.



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Future actions:

Employee Recognition:

Formal Recognitions:

- The plan is to continue having quarterly meetings with celebrations to acknowledge staff and unit accomplishments.
- For informal recognitions, supervisors are encouraged to use the toolkit resources developed by the agency committee. Pursue the “recognition” bulletin board. Continue use of the email kudos notes, use of the MSA webpage kudos announcements, staff recognition picnic, celebrations of contributions that don’t have to be driven by a specific staff award. Also, promoting and marketing the good work and contributions done by the division and it’s service areas and the role that staff played in the success. We will review the effectiveness of this approach in February 2008.

Provide meaningful performance evaluations:

- Continue to oversee timeliness. Create a system of oversight, requiring a written plan by the supervisor for evaluation completion if not completed two weeks prior to due date.
- Complete strategic plan for the division so clear goals, objectives, and plans are available to link with staff performance expectations. (“Know how my agency measures its success”)



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Future actions:

Ensure adequate and appropriate training opportunities:

- Continue to identify training needs for individual staff in the performance plan.
- Have each area develop a prioritized training curriculum for staff positions, by January 2008.

Know how my agency measures its success:

- Develop the LBD strategic plan with staff input by January 2008.
- Map office and service area and staff performance expectations to the Division strategic planning goals, objectives, implementation plans. Post these and update on a quarterly basis.
- Review the strategic plan results and outcomes quarterly with staff.
- Update the strategic plan annually.