



Action Plan Update – December 2008

Lands and Buildings Division – Headquarters

Addressing Employee Concerns

We are interested. We are committed. We are making improvements.

Earlier this year, here at Lands and Buildings Division Headquarters, we responded to the 2007 Employee Survey with an Action Plan that identified areas for improvement in Employee Recognition, Communicating the Division's Success, and Conducting Meaningful Performance Evaluations and Providing Information.

Consolidated Support Services response to the Employee Survey included an Action Plan focusing on improving Employee Recognition and Communication.

The following pages provide a progress report in relation to each of these goals – please take a few minutes to read them.

This has been a challenging year! We continue to work improving our services and responsiveness to our internal customers and external stakeholders in a complex, fast-paced, and heavily work loaded business environment. The demand for our services remains steady regardless of the budget reductions that have hit us hard.

I appreciate the professionalism and commitment each of you exhibit every day as we meet these challenges together.

Please let me know how you think we're doing, and what you'd like to see us do differently – my door is always open.

– Chris Olsen, Director

CONTACT INFORMATION

For more information, please contact **SUE BUSH** at **360.902.8159**



Action Plan Update - Headquarters

Focus Issue: Employee Recognition

Lands and Buildings Division
Headquarters

December 2008

So far, we've:

Accomplishments

- Continued supporting the plans and efforts of the LBD Employee Recognition Committee, which has representatives from each office/section in LBD Headquarters.
- Posted 54 “kudos” for LBD staff on the MSA website this year.
- Posted “kudos” and additional recognition/celebration for staff at the LBD “Appreciation Station” bulletin board.
- Presented kudos and celebrated service milestones during LBD’s quarterly all-staff meetings.
- Pooled personal resources to provide recognition activities.

Challenges

- Our modest budget for employee recognition was cut in half, and the remainder was not used given the recent freeze on this type of expenditure.

Improvements

- Continuing to have highly motivated and positive Recognition Committee staff members and leadership.
- Personalized “welcome wagon” greeting for new staff.
- More regular appreciation, celebrations of achievements, and monthly birthday celebrations.

Ideas for the future:

- We would like to initiate an employee recognition newsletter, similar to what Consolidated Support Services has done.
- We would also like to implement a recognition page of the LBD web site.



Action Plan Update - Headquarters

Focus Issue: Communicating the Division's Success

So far, we've:

Accomplishments

Lands and Buildings Division - Headquarters

December 2008

- The Director's Office uses Quarterly All-Staff meetings to inform staff on division and agency-wide events and information. The recent travel restrictions have limited the ability of CSS managers to attend this meeting.
- The Office of Capital Programs uses the Facilities Managers' Workshops and Quarterly Staff Meetings as a forum to present successfully completed projects and discuss lessons learned.
- The Land Use and Housing Policy Section collaborated with the Division of Developmental Disabilities and Mental Health Division to build a assets management plan and policy. To date, we have met with all DDD, MHD, and JRA institution representatives (except Naselle Youth Camp).
- The Land Use and Housing Policy Section also uses our quarterly plant manager meetings to update institution staff on our goals and progress.

Improvements

The Office of Leased Facilities:

- Holds monthly staff meetings and meets with staff individually to discuss accomplishments and goals for future projects.
- Is making process improvements to improve communication tools – such as the creation of a SharePoint Intranet site which will provide our customers with “real time” updates.
- Has implemented a SharePoint solution for tracking Requests for Technical and Professional services. Now, customers can check their own projects!
- Has implemented regularly scheduled meetings with each Administrations' Facilities Coordinators to share information and successes.
- Improved project intake and tracking tools, giving management improved oversight of work, which permits better prioritization and distribution of projects.



Action Plan Update - Headquarters

Focus Issue: Conducting Meaningful Performance Evaluations and Providing Information

So far, we've:

Lands and Buildings Division

Headquarters

December 2008

Accomplishments

- Supervisors in the Office of Capital Programs and the Land Use and Housing Policy Section meet regularly with staff to share information and discuss progress on projects.
- The Office Chief, Capital Programs, solicits input from the General Administration Team Manager for performance evaluations of Project Managers.
- Supervisors in the Office of Capital Programs and the Land Use and Housing Policy Section dialogue with each staff member about meaningful recognition and evaluation and adjust processes accordingly.
- The Land Use and Housing Policy Section, Financial Section, and Facilities Operations are current with all employee performance evaluations.

Challenges

- With the freeze on training, the Land Use and Housing Policy Section has focused on identifying free training offered by other state agencies, such as contracts training offered in January by the Office of the Attorney General.

Ideas for the future:

The Office Chief of Leased Facilities and Business Manager are committed to 100% timely performance evaluations and current position descriptions for all their staff.



Action Plan Update – Consolidated Support Services

Focus Issue: Employee Recognition and Communication

Lands and Buildings Division
Consolidated Support Services

So far, we've:

Accomplishments

- The Consolidated Support Services Employee Recognition Committee of five front line staff and supervisors has done an excellent job of recognizing our staff in a monthly newsletter.
- The newsletter has also been a great tool for getting information to our staff.
- We have quarterly recognition events to publicly recognize our staff for outstanding individual and team work.

Challenges

- Our ongoing challenge remains getting 110 staff together at the same time, in the same place while continuing to provide operational and maintenance support to the Medical Lake Complex.

Improvements

- The information flow among management, supervisors, and line staff continues to improve with management attending shop meetings and maintaining an open door policy.

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