



Action Plan Update – December 2008

Management Services and Management Services Fiscal Office

Addressing Employee Concerns

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

The following information is a summary of the efforts toward improvement in three key areas for the Chief Administrative Officer and Management Services Fiscal Offices. Initially the intent of our plan was to hold discussions and provide training and feedback in quarterly expanded management team meetings attended by first line supervisors, second line supervisors, office chiefs, directors, and key human resource staff. Those meetings have been put on hold since August, 2008 in response to travel restrictions related to the state's fiscal situation. As we move forward we will explore alternative methods for implementing actions initially developed for face-to-face interaction. Management Service staff continue to be dedicated to providing excellent support and effective, efficient services to the program administrations. As we look for continual improvements in our services, we will also seek to improve the working environment and expand on the growth and development opportunities for our staff.

– Kathleen Brockman, Chief Administrative Officer

CONTACT INFORMATION

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Action Plan Update

Focus Issue: Employee Recognition

December 2008

So far, we've:

- Highlighted the new kudos on the MSA homepage. This is a place for staff to recognize fellow staff for a job well done. Kudo recognitions, and those who give them, are also reflected in employee performance development plans.
- Set up the "Talk to the CAO" mailbox to enable staff to directly communicate concerns or suggestions to the CAO.

Future plans:

- Encourage both formal and informal recognition at all levels by managers and peers.
- Remind supervisory management staff to spend time outside the annual performance evaluation process to talk to staff about what they do, what resources are needed to do their jobs better, career goals, and areas they are struggling in.
- In lieu of management team meetings, use the MSA Homepage to identify and celebrate recent accomplishments of the various divisions and demonstrate the positive impact staff initiated solutions have on department operations.



Action Plan Update

Focus Issue: Employee Feedback and Meaningful Performance Evaluations

December 2008

So far, we've:

- Completed all Trial Service and Annual Evaluations on time.
- Required all supervisors to initiate a PDP Phase 1 within 30 days of hire.
- Hold regular individual and unit meetings with staff to encourage ongoing communication and feedback for improving the evaluation process.

Future plans:

- Offer additional training sessions for supervisors on performance management and motivating staff, within available budgetary resources. Explore video based and on-line alternatives to in person training sessions.
- Continue to review division performance evaluation statistics with directors on a quarterly basis and encourage similar reviews at the division level.



Action Plan Update

Focus Issue: Communicating Agency and Administration Success

December 2008

So far, we've:

- Highlighted significant successes of the department and Management Services on the MSA website as well as communications from the Governor.

Future plans:

- Have the Administrative Services Division (ASD) present their focus on the development and implementation of annual business plans for each of their business areas. Invite Performance, Planning, and Accountability staff to discuss their work with ASD to use GMAP tools and principles in establishing performance measures related to the business plan objectives.
- Recommit to CAO monthly feature articles on the website designed to highlight division successes and solicit ideas and comments from staff on other improvements that have efficiency potential for either Management Services or our customers.
- Use the website to keep staff informed on the impact of the Governor's budget and legislative issues on department services and provide information on the transition to a new department Secretary.