

Financial Services Administration

Addressing Employee Concerns

Action Plan Progress Report

December 3, 2012

FOCUS ISSUE:

I receive recognition for a job well done.

So far, we've:

1. Recognized individual successes at unit meetings;
2. Held an all-staff celebration event that recognized staff achievements, including personal stories and recognition by supervisors, peers, and direct reports;
3. Shared staff accomplishments and compliments received about employees up the chain by email so others can recognize the individual employee;
4. Published "FSA Impact" to inform management throughout DSHS of the work being accomplished by FSA staff;
5. Begun coordination and development of the first edition of the quarterly employee newsletter – scheduled for a publish date of January 11, 2013;
6. Constructed a FSA Kudos Board for the hallway or common space in each work site for posting of thank you notes and compliments; and
7. Held an employee appreciation luncheon in appreciation of staff efforts in November.

Future Plans:

1. Exploring the possibility of an Employee Recognition Blog on the intranet.

- Kathy Marshall, CFO

CONTACT INFORMATION

For more information, please contact:
Matthew Meacham at 360-664-6109
Pam McCaslin at 360-902-7787

Washington State
Department of Social & Health Services



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FOCUS ISSUE:

In my workgroup we use customer feedback to improve our work processes.

So far, we've:

1. Met with customers to get their input on purchasing policies and procedures;
2. Begun redesigning the internal purchasing website to improve process for customers;
3. Worked with Background Check Central Unit customers to determine how best to handle phone calls, including identifying process flows and how to route calls, with the expected outcome of quickly and accurately getting customers to the office that can best serve their request;
4. Established a Customer Advisory Committee that will meet quarterly to advise the CMO;
5. Encouraged CMO customers to provide feedback on completed work orders, and share feedback with Maintenance staff;
6. Conducted a Lean Value Stream Mapping exercise to evaluate and improve the work order request process in the CMO;
7. Included voice of the customer in all Lean projects to date;
8. Evaluated customer feedback from Agency Contract Database training classes;
9. Met with the Leased Facilities Unit's main HQ stakeholders and solicited their feedback;
10. Performed After Action Reviews (AAR's) with customers and stakeholders after major tasks or projects;
11. Performed regular proactive outreach with major customers;
12. Convened a Lean workgroup consisting of claims managers and process stakeholders and developed an improvement plan for processing workers compensation and assault benefits claims;
13. Surveyed customers to receive feedback on changes to the Chart of Accounts System;
14. Met with the EMT to discuss the claims process and dialogue about concerns/needs of customers, and met with HRD Labor Relations, Payroll and WFSE representatives to review concerns about assault pay benefit process and payment timeframes; and
15. Completed a consultation on ePHI with PER and ISSD, and begun facilitating a process with Administration representatives to mitigate the Department's electronic personal health information risks.

Future Plans:

1. Beginning in September, the Finance Services Division will perform After Action Reviews with customers and stakeholders after completion of major projects or tasks;
2. Tools are currently under development for the use of SharePoint, suggestion boxes and surveys to gather feedback from customers and stakeholders; projected target date of deployment – January 2013;
3. Training on performance measures is being developed to help develop quality metrics to measure our success with customers. Measuring process improvements as a result of Lean and in key service areas within FSA units will be areas where metrics may be added; and
4. FSA will continue to utilize surveys to receive customer feedback where appropriate.

\- Kathy Marshall, CFO

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I receive clear information about changes being made in the agency.

So far, we've:

1. Begun "Brown Bag with the Director," where, once per month, staff have opportunity to attend an informal brown bag lunch to discuss any issues with the OSSD Director;
2. Published a monthly "Did You Know" newsletter that details what is happening around OSSD (such as: new hires; process improvements; facility management; new technologies being rolled out; and updates to IT systems);
3. Conducted monthly New Employee Orientation meetings in OSSD where new staff learn about the Division, meet the Division Director, and receive a welcome from the CFO;
4. Shared DSHS, Division, and unit information at monthly unit meetings, including updates on DSHS safety and emergency procedures;
5. Published monthly CMO Newsletter;
6. Shared Department and Division information at quarterly Facility Manager meetings;
7. Published monthly Lean newsletter that informs staff about Lean principles and highlights recent Lean efforts;
8. Conducted first quarterly all-staff video conference for ERMO on June 14; and
9. Held an all-ERMO staff meeting in November with the DSHS Secretary regarding the transition.

Future Plans:

1. Convene quarterly all-staff meetings, using video-conferencing, for FSA Finance Division staff;
2. Provide information on the transition process as it becomes available; and
3. Coordinate quarterly communications surrounding "hot" topics for the Department to include in the employee newsletter.

\- Kathy Marshall, CFO

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