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Business Services Employee Recognition Program

April 20, 2017
FMAC Presentation

Business Executive Team:

Anita Kendall, Comptroller/Tom Georg, Assistant Comptroller

Dianne K. Doonan, Financial Services Manager

Renee Swenson and Kent Schroeder, Regional Business Managers

Yvonne Haukom, Administrative Assistant 5

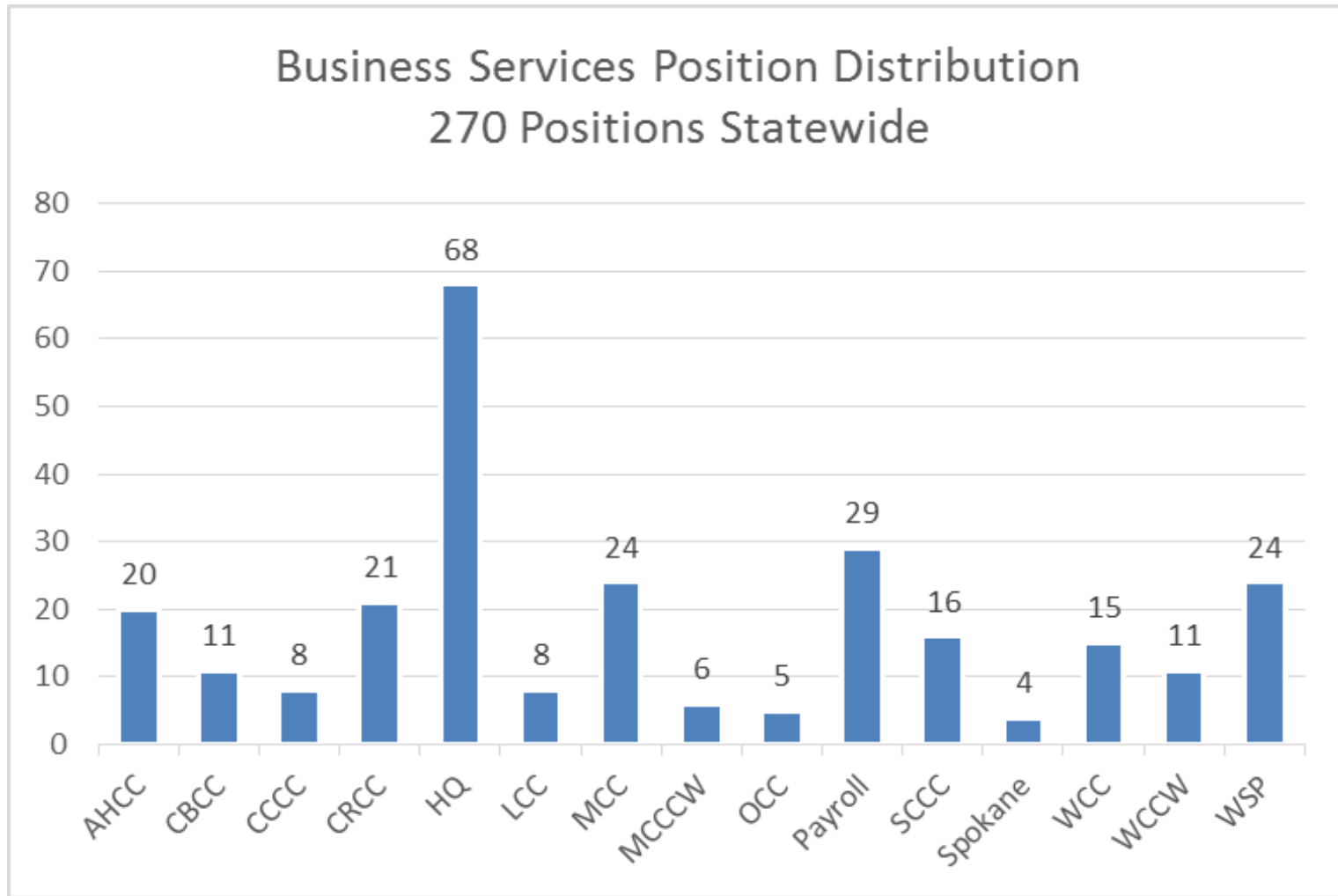Phoebe Hutsell, Chair, Employee Recognition Committee

In the beginning…

Developing Business Services Core Values

- Series of budget driven restructures 1999–2009
  - 15 autonomous business offices in Prisons
    - 5 regions in new Administrative Services Division
      - 4 regions
        - 3 regions
          - CENTRALIZED CORE BUSINESS OPERATIONS in 2009
- Need to define our organizational values to focus organizational efforts

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Business Services in Context

Business Services Position Distribution
270 Positions Statewide

Location	Positions
AHCC	20
CBCC	11
CCCC	8
CRCC	21
HQ	68
LCC	8
MCC	24
MCCCW	6
OCC	5
Payroll	29
SCCC	16
Spokane	4
WCC	15
WCCW	11
WSP	24

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Our Core Values

‣ Maximize the customer experience

‣ Engage, develop, and motivate staff to maximize their potential

‣ Right product, right place, right time

‣ Promote effective stewardship of state resources

‣ Enhance communication and collaboration to improve service delivery

‣ Provide relevant, accurate, timely advice and financial information

‣ Support and enhance the agency's compliance with governing laws

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Why we developed the Business Services Employee Recognition Program?

- Provide formal recognition, specific to Business Services operations, for individual and team accomplishments
- Provide opportunities to acknowledge employee performance and celebrate successes through active engagement in daily operations
- Reinforce Business Services Core Values
- Annual Agency Awards nomination consideration for Business Services award winners

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Award Categories

Quarterly Awards

- Maximize the customer experience
- Engage, develop and motivate staff to maximize their potential
- Right product, right place, right time
- Promote effective stewardship of state resources
- Enhance communication and collaboration to improve service delivery
- Provide relevant, accurate, timely advice and financial information
- Support and enhance the agency's compliance with governing laws

Annual Awards

- Innovation Award (individual/team)
- Supervisor/Manager of the Year (individual)
- Coach/Mentor of the Year (individual)
- Employee of the Year (individual)
- Comptroller's Leadership Award

Nomination and Selection Process

- Any staff member can nominate
- Selection Committee representation includes HQ managers, Regional Business Manager, Local Business Advisor from a major and minimum facility, and three line staff
- Selection is by committee consensus
  - Committee member cannot vote if they are nominated in a category
  - Cannot have tie votes

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And the award goes to ...

- Recipients receive
  - Personal call from Comptroller
  - Core Value post-it note holder
  - Core Value pin representing the award category
  - Personalized recognition letter based on the nomination narrative
  - Certificate of Achievement
  - Worksite recognition event with peers and award presentation in person by Comptroller
  - Awards are publicized on the Agency internal website article with photos

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Nominee Recognition

- Nominees receive a recognition letter
- Acknowledgement at local Comptroller's recognition if there are nominees from the winner's location
- Local Business Advisor recognize facility nominees at a local function

By the Numbers

- Recognition program has been in existence for 8 quarters/2 annual award cycles
- Business Services is comprised of 270 staff
- Total Nominations – 164
  - Individual nominations – 125
  - Team nominations – 25
- Total Awards Presented – 40
  - Individual awards given – 38
  - Team awards given – 2

Number of Staff v. Nominations

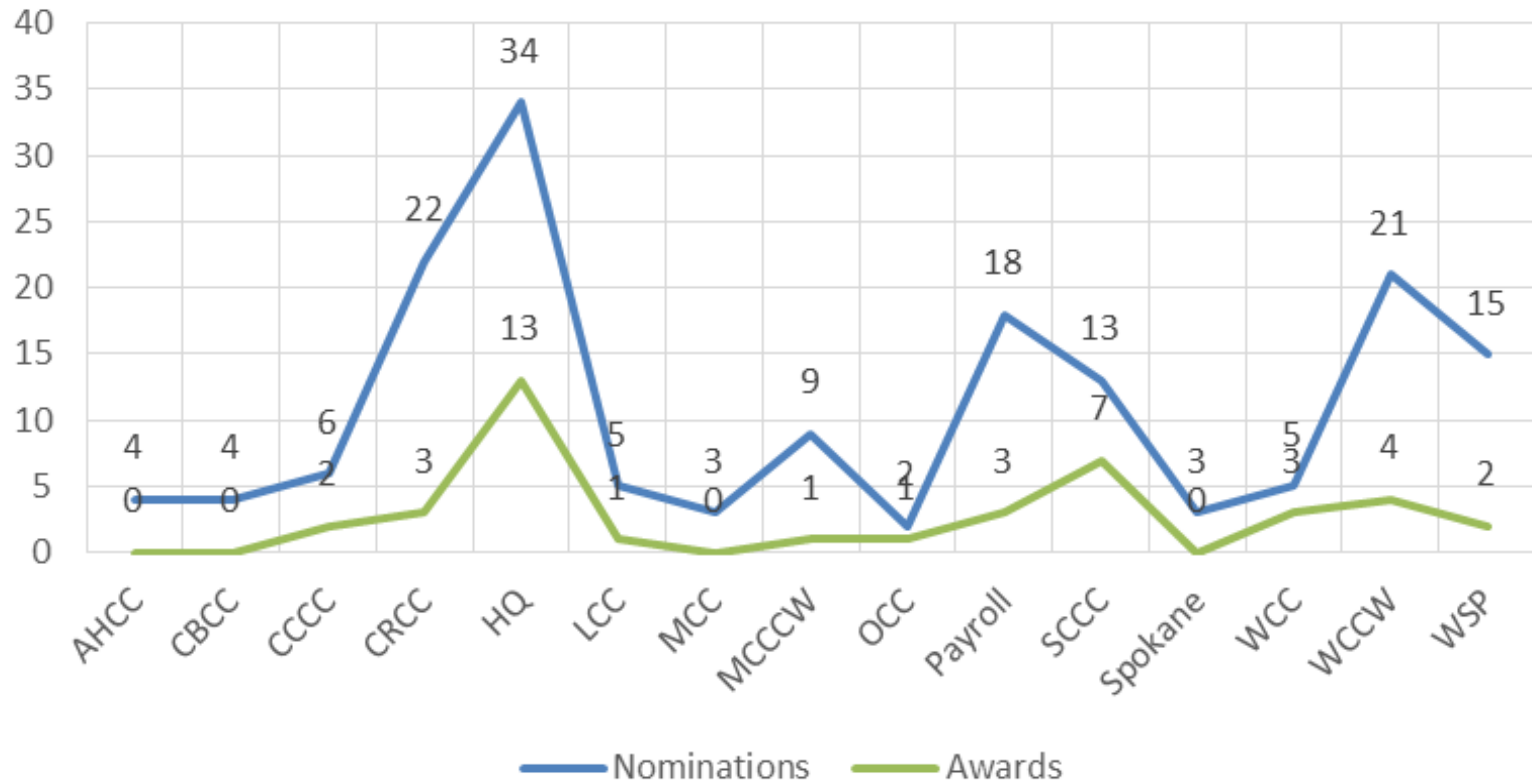Business Services Employee Recogntion
Staff and Nominations by Location

Number of Staff v. Awards

Business Services Employee Recognition
Staff and Awards by Location
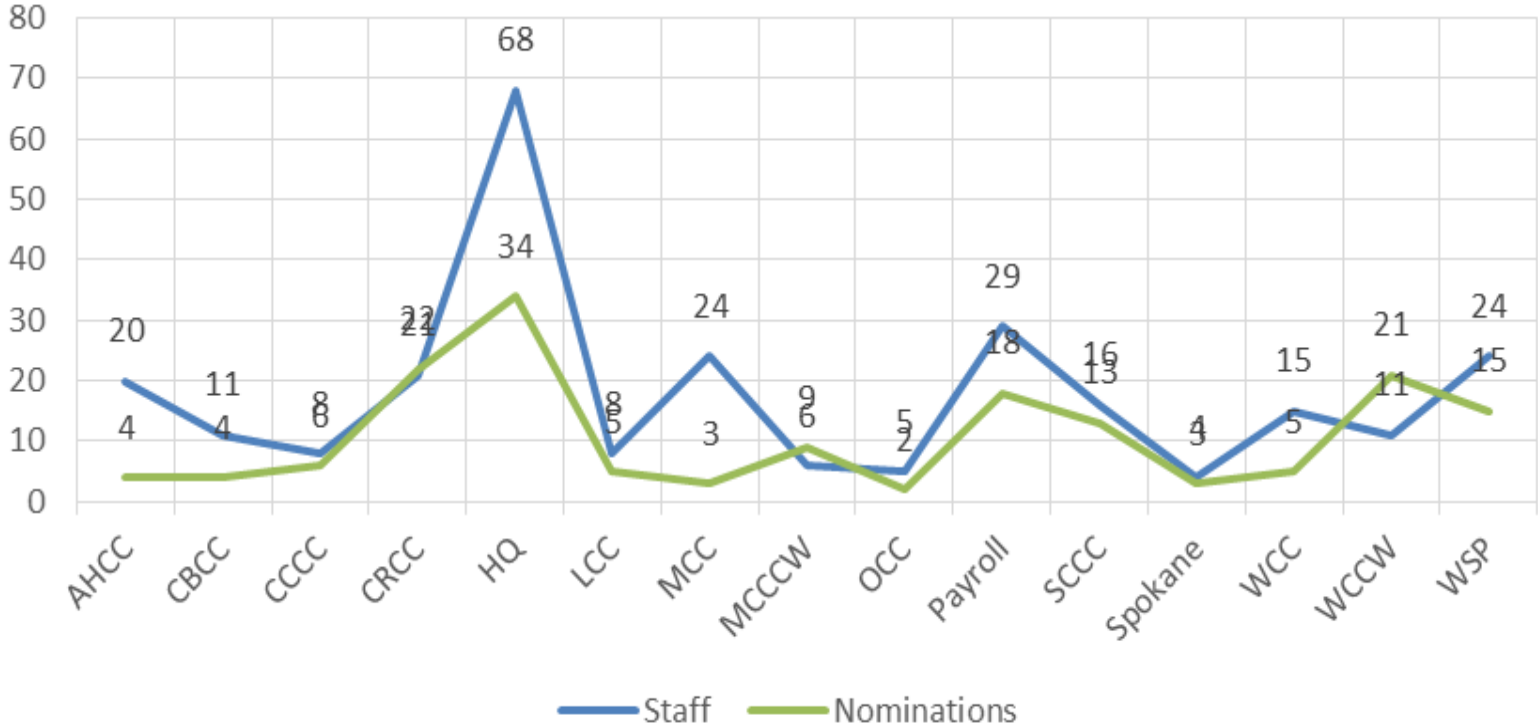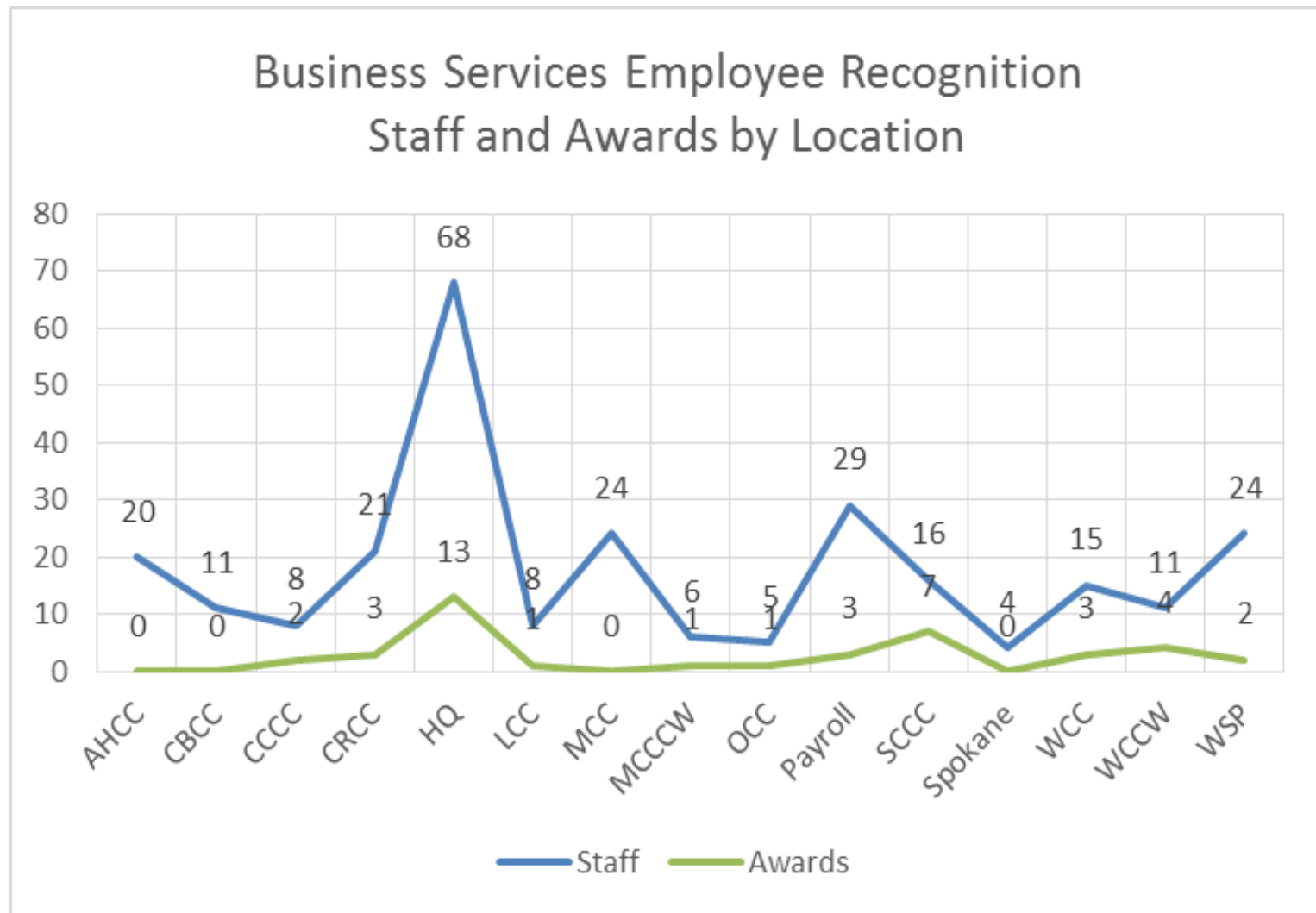
Number of Nominations v. Awards

Business Services Employee Recognition Nominations and Awards by Location

How Do Locations Compare?

	No. of Positions	No. of Awards	Awards as a % of Staff
AHCC	20	0	0%
CBCC	11	0	0%
CCCC	8	2	25%
CRCC	21	3	14%
HQ	68	13	19%
LCC	8	1	13%
MCC	24	0	0%
MCCCW	6	1	17%
OCC	5	1	20%
Payroll	29	3	10%
SCCC	16	7	44%
Spokane	4	0	0%
WCC	15	3	20%
WCCW	11	4	36%
WSP	24	2	8%

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Employee Engagement Impacts

- **Business Services Year over Year Comparison**
  - (Business Services became part of Financial Services in the Office of the Deputy Secretary in December 2015)

- **Statewide Employee Engagement Survey Question "I receive recognition for a job well done."**
  - 2015 – 51% said "always" or "almost always" (First two quarters of our program in second half of 2015)
  - 2016 – 58% (One full year of our program)

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What Else Impacts Employee Engagement?

▸ Informal recognition activities
  ◦ Employee Supervisor Performance Review (ESPR) for supervisor to highlight and document good work performance
  ◦ Thank you notes/post-its – a quick note of thanks or recognition posted in an employee's work space
  ◦ Visual boards to recognize
    • Successful unit projects/goals
    • Staff educational achievements
    • Promotions
    • Years of service anniversaries
  ◦ iDOC "Kudos Corner" recognition

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Evolution/Lessons Learned

- Simplified categories – eliminated the rotating quarterly goal recognition
- Added Employee of the Year to broaden recognition
- Added recognition letters for nominees
- Leadership at all levels must support the program for sustainability
  - Personally nominate
  - Encourage staff to nominate
  - Expectations for on-site recognition events

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Next Steps

- Anonymous Survey Monkey on program effectiveness
- Analyze survey results and incorporate feedback
- Analyze program data and develop strategies to increase and diversify participation
  - Program publicity with customers
  - Call for nominations outside Business Services

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In the End…

Staff ★★★★ Appreciation

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Questions?