AGENDA

• Acknowledgements
• Employee Voice Survey
• 5 Year Business Plan Purpose
• Focus Area Updates
• Ambassador Updates
• Next Steps
ACKNOWLEDGEMENTS

PLAN PARTICIPANTS

- Every **employee** has a role in the Plan
- The **CAO** sponsors and the **BOS** approves the Plan
- **SMEs (Subject Matter Experts)** develop and implement strategies
- **ESC (Employee Steering Committee)** monitors Plan implementation and supports the SMEs
- **Ambassadors** act as a conduit between the Plan and the employees
EMPLOYEE VOICE SURVEY
PURPOSE OF SURVEY

- We have conducted employee voice surveys in 2012, 2014, 2017 and 2019.
- Survey helps the organization identify strengths and issues where improvement is needed.
- Once the 5 Year Business Plan was adopted, it was used to assess progress on initiatives.
- It supports a learning organization that is dedicated to continuous improvement.
EMPLOYEE VOICE RESULTS
FROM A HIGH LEVEL

- 78% participation

- Most favorable responses:
  - 91% of employees reported that "My work unit provides great customer service."
  - 89% of employees reported that "My job is important to the mission/purpose of my department."
  - 89% of employees reported that "My work is meaningful."

- Areas for improvement:
  - 37% of employees disagreed with the statement, "My work unit is adequately staffed."
  - 45% of employees disagreed with the statement, "Different levels of my department communicate effectively with each other."
  - 50% of employees disagreed with the statement, "The amount of job stress I feel is reasonable."
VISION, MISSION, VALUES

THE PURPOSE OF THE PLAN

VISION
Working together to be a more responsive government

MISSION
To become a more adaptive organization where we encourage engagement, learning and leadership at all levels

CORE VALUES
Integrity  Respect  Diversity  Innovation  Collaboration  Excellence
## FOCUS AREA UPDATES

<table>
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<tr>
<th>DIVERSITY + INCLUSION</th>
<th>INNOVATION + CHANGE</th>
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<tbody>
<tr>
<td>Alex Porteshawver, Community Development Agency</td>
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<td>Amy Brown, Assessor-Recorder-County Clerk</td>
<td>Jenny Collings, Health &amp; Human Services</td>
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FOCUS AREA 1 UPDATE
DIVERSITY + INCLUSION

Alex Porteshawver
Berenice Davidson
Elaini Negussi
Tony Swan
FOCUS AREA 1: DIVERSITY + INCLUSION
HIGHLIGHTS

CULTURAL COMPETENCY TRAINING

INTERVIEW PANELS

DIVERSITY: APPLICANT POOL / MANAGEMENT
FOCUS AREA 1: DIVERSITY + INCLUSION
CULTURAL COMPETENCY TRAINING
FOCUS AREA 1: DIVERSITY + INCLUSION
LOOKING AHEAD

ANALYZE HIRING DATA
CONTINUE TRAINING

AMBASSADOR GROUP
INTERNSHIPS TO JOBS
FOCUS AREA 2 UPDATE
INNOVATION + CHANGE

Emperatriz Guevara

Erin Cochran

Scott Hadley
FOCUS AREA 2: INNOVATION + CHANGE
HIGHLIGHTS

NEW NON-CASH PAYMENT OPTIONS

ELECTRONIC SIGNATURES

ATOM SURVEY POST GO-LIVE FOR PHASE 1 – FINANCE DEPARTMENT
FOCUS AREA 2: INNOVATION + CHANGE
ATOM & ASSESSOR RECORDER’S ONLINE BUSINESS PROCESS

Scott Hadley, HR and Jodi Olson, ARCC
FOCUS AREA 2: INNOVATION + CHANGE
LOOKING AHEAD

TYLER MUNIS

EXPANDING PAYMENT OPTIONS & E-SIGNATURES

CYBERSECURITY PARTNERSHIP

GREENHOUSE GAS TOOL
FOCUS AREA 3: GROWTH + DEVELOPMENT
HIGHLIGHTS

MANAGEMENT ACADEMY

LEADERSHIP ACADEMY

LEARNING OPPORTUNITIES

COACHING CULTURE
FOCUS AREA 3: GROWTH + DEVELOPMENT
STRETCH ASSIGNMENTS

Aletta Caballero, HR and Phillip DeGennaro, PD
FOCUS AREA 3: GROWTH + DEVELOPMENT
LOOKING AHEAD

COACHING CULTURE

STRETCH ASSIGNMENTS

MENTORING

EMPLOYEE SELF EVALUATIONS
FOCUS AREA 4 UPDATE
COMMUNICATION

Ali Iqbal
Giuliana Ferrer
Jason Balderama

Jenny Collings
Kerri Reidy
FOCUS AREA 4: COMMUNICATION
HIGHLIGHTS

STATE OF THE COUNTY 2019

5 YEAR BUSINESS PLAN AT CAREER DAY

RESIDENT SURVEY

MARIN COMPASS LAUNCH
FOCUS AREA 4: COMMUNICATION
MARIN COMPASS

Winna Tse, Information Services & Technology
FOCUS AREA 4: COMMUNICATION
LOOKING AHEAD

NEW HUB INTRANET

MARIN COMPASS IMPLEMENTATION

EMPLOYEE STEERING COMMITTEE BROWN BAGS

EMPLOYEE STEERING COMMITTEE COUNTYWIDE COMMUNICATIONS
AMBASSADOR UPDATES

Kerri Reidy
Mandy Gamarra
Margie Roberts
Paul Mushrush
AMBASSADOR UPDATE
COOKIE SOCIAL MARCH 2019

Spirit of Inclusion
- 5 worksites in addition to Civic Center
- Invitations to our Community Partners
- Fresh fruit and Gluten Free options provided

Plan Awareness / Communication
- Focus Area Tables & Flyers
- Invitations to our Community Partners

Recruitment
- Increase employee engagement
- Knowledge Transfer
AMBASSADOR UPDATE
LOOKING AHEAD

Assess our Communication Channels
- Ambassador role within each focus area
- Encourage Ambassador attendee at brown bags
- Call Ambassador meeting for feedback

Celebrate our Successes
- Acknowledge failures as opportunities for growth
- Small steps over time have results

Assist with Next Steps
- Year 6 Visioning
NEXT STEPS
**COUNTYWIDE SURVEY RESPONSE WORKING WITH THE DATA**

37% of employees disagreed with the statement, "My work unit is adequately staffed."

**In Response:**
The County has created a problem-solving team to further evaluate data on County staffing and provide recommendations to the Executive Leadership Team.

- Opened the group up Countywide. 63 employees applied and 15 employees were accepted into the group.
- Will make recommendations by the end of calendar year.

Disaggregated data establishes that employees of color do not have the same experience working for the County.

**In Response:**
We will work with 5-year plan steering committee, DREAM and the 2018 Leadership Academy group to understand data and recommend changes which will lead to a more inclusive environment.
DEPARTMENT SURVEY RESPONSE

ACTION PLANS

- Human Resources posted the link to survey data on the HR website.
- Each department will work on an action plan to further successes or make improvements in areas of concern. Action plans are due by the end of the calendar year.