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# MINUTES

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TALENT DEVELOPMENT WORKGROUP

APRIL 27, 2016 1:30 TO 3:00 PM

CHILD SUPPORT SERVICES – 100 WEST COURT STREET – DOWNSTAIRS CONFERENCE ROOM

## **Present:**

Natalie Dillon, Child Support Services; Sarah Cassada, PPW&ES; Kevin Martyn, Agriculture & Standards; Tracie Olson, Public Defender's Office; Lana Shramenko, Mental Health Services; R.C. Smith, District Attorney's Office; Sandra Paschal, Human Resources; Suzanne Ramalia, Sheriff's Department; John Young, Agricultural Commissioner/Sealer of Weights & Measures; Makayle Neuvert, Health and Human Services; Jenna Jae Templeton, Clerk-Recorder-Assessor; Kayla Nick-Kearney, Intern

## **Not present:**

### **Logo/branding update (Lana)**

- The presentation by Lana and Suzanne to the Employee Council was informative.
- They were interested and supportive of the logo and branding efforts.
- There were a few questions about the online training academy, i.e. will YES replace HR training academy? How to we get to the website?
- Past YES TEAM efforts and the focus groups were explained, this made it relevant for them
- Lana will continue to update to the Employee Council on YES team efforts.

### **Letterhead/newsletter branding update (Kayla)**

- The group had questions about the letterhead - What kind of info goes on it? How important is each piece of info on a written document? Which logos?
- Our audience is our own employees so the team suggested making the link say YES TEAM with the url embedded to drive traffic to the site.
- The team requested removing the workgroup name and minding how much space is used at the top.
- Some wanted to move YOLO seal down to bottom, bottom line adjustment, move left line to edge of Yolo, remove seal and extend line up.
- Also make a version without the seal, use the normal font, like the green contrast for YES TEAM.
- *Action item:* Kayla and Makayle will update the letterhead templates.

### **Department head working group update (Natalie)**

- The Department Head Workgroup liked the announcements and the site and had no criticism.

- Natalie did tell them we need help maintaining the site and keeping content fresh, we will provide a style book, Elizabeth Grey will provide the library/books update.
- Kevin explained the coding, it is in blocks and can be adjusted easily
- Natalie mentioned needing to train an HR person in addition to committee members to be able to add or change this.
- John and RC called for the need of responsibility and volunteers to keep things up to date, to have support to fix things immediately and to test regularly. There was a lot of concern that the team not fall into the habit of becoming out of date, especially since our brand is supposed to be fresh.
- The team planned to divide those responsibilities and use alias email YESTEAM@yolo.com to rotate responsibility for issues, use a forwarding rule straight to the person's responsible email box
- The team will also use workgroups to maintain content and links etc., and circular navigation to jump it to the home page.
- The team also discussed marrying an HR rep that must remain on YES TEAM with responsibility on web master team
- Suzanne suggested making one person in charge of the actual changes on the workgroup.
- We currently will have 2-3 webmasters with 2-3 people per page to create and manage content, those groups will work with a webmaster to make it happen, standing agenda item of what has changed/needs change
- There was acknowledgement that there shouldn't be just one webmaster for example in HR, but there is the need several web masters and monitoring.
- There was also a request to add a submission area for other resources of what you'd like to see added to this page
- *Action item:* Kayla comes up with volunteer scheme for who is most interested in which pages
- *Action item:* **Natalie** will get Mindy to plug in an administrator and get them trained to this site

### **CMS update (Natalie)**

- The upgrade is coming, no contract yet but probably done after July 1, about 200 pages will be automatically migrated, including us
- The team will make sure we remind the contract that we are a priority

### **Employee Engagement Survey update (Natalie)**

- Great Place to Work: the team contacted 3 times via online form and got no response
- One team member felt like tool to brag about how good you are, Yolo County's priorities are different for doing the survey, more concerned about addressing issues
- Natalie and Gina had call with IPMA, will provide comparative analysis with overall sample size vs us, are we above or below the average, some raw data about demographics,

in excel spreadsheet for slicing and dicing, we get narrative too, this is all for \$4000, department specific feedback is extra \$3000, we would need the departments to define what the breakdown looks like, the department gets the amount of respondents as well, 12 weeks to complete the entire process-email gathering and promotions to compiling data and executive summary, does not include ways to address areas that are low

- Gina noted that IPMA is independent and includes info from many other public entities
- We need to be engaging with our employees instead of a consultant. We will develop creative solutions, the expenditure is \$2-3000 more than previously discussed, however this may save in recruitment and retention.
- Gina-suggested that the Departments who apply for employee engagement funds must be able to track, measure and report results
- Lana asked who would take charge of creating change when a department ranks low. The committee suggested that results could be posted, by Department. By creating countywide protocols, and posting by department this may motivate change and those that score really high may be best practice source
- *Action Item: Natalie* action item to follow up with Mindy to talk about results and transparency and sole provider option

#### **Employee Engagement Survey update (Kayla)**

- Six competencies have been chosen by the employee focus groups. A UC Berkeley tool was used to identify the correlated behavioral anchors for each of the competencies.
- The draft performance evaluation tool seems more balanced with 5 point scale
- The team wanted some things changed on the draft evaluation form – terms need to be defined REALLY well; move definitions horizontally; in the directions list all behaviors – they may or may not all apply; allow supervisor to write the narrative. This is a narrative tool to document year long conversations and coaching, and should include companion documents to assist both supervisors and employees. Suggestion to maybe make the evaluation a cover sheet and the behaviors in back in a graph-should consolidate accomplishments and conversations and should set goals, the narrative should be the focus, the measurement tool can live at the back
- It is an iterative process, even in INFor, employee is told ahead of time to expect and begin thinking about goals, self-evaluation is done and sent to supervisor to review prior to evaluation
- *Action Item: Kayla* will finish applying behavioral anchors to the competency tool

#### **Next meeting**

- Wednesday, March 23, 1:30-3 p.m., Child Support, 100 W. Court St, Woodland

#### **Future agenda topics**

#### **Parking Lot**

- Slack as Engagement tool to report out successes for survey actions, also to help with adjusting things on site, each workgroup could use it to meet to focus on their part of the site