



Business Plan | 2018



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The **YES TEAM** is a dedicated group of Yolo County employees who believe **Y**olo **E**ncourages **S**uccess through **T**alent, **E**ngagement, **A**ssistance, and **M**otivation. YES Team members represent various departments throughout the County. Their work is to create programs, initiatives, opportunities, and resources that fosters the growth and engagement of their fellow employees.

In this plan, you'll see an in-depth look into Yolo County's Mission, Vision, and Values. You'll meet the YES Team members and read about their most recent Western Regional IPMA-HR Award for Excellence in 2017. Most importantly, you'll read thorough summaries of the YES Team's Work Plan Objectives; an explanation of our current projects and efforts the YES Team is focusing on to support Yolo County's greatest resource: It's employees.



Natalie Dillon

Director
Yolo County Child Support Services

Interested in joining the YES Team or have questions? Send us an e-mail to:

yesteam@yolocounty.org

Want to explore YES Team resources? Visit our website at:

www.yolocounty.org/yesteam

We look forward to working with you!

"The task of leadership is not to put greatness into people, but to elicit it, for the greatness is there already."

John Buchan

Mission and Vision

County Mission

The Yolo Way

*Making a difference
by enhancing the quality of life
in our community.*

HOW WE MAKE A DIFFERENCE

As Yolo County employees, we recognize this is a great place to live and work. We are committed to doing right by others through public service and maintaining the trust of our residents and peers. Together, we will continue to foster a healthy, supportive and professional environment, striving always for excellence.



SERVICE



PERFORMANCE



INTEGRITY



RESPONSIBILITY



INNOVATION



TEAMWORK

YES Team Mission

To promote, create and develop programs, initiatives, opportunities and resources that foster continuous development and engagement of the County workforce.

YES Team Vision

To inspire all County employees to feel passion, purpose, belonging and commitment to their jobs and the organization.

County Core Values

 <p>Yolo County Core Values</p>	<p>We make certain that the best available assistance is provided to the client/customer/consumer.</p>
 <p>Yolo County Core Values</p>	<p>We embrace challenges and opportunities and demonstrate the pride of ownership in the work that we do for the County.</p>
 <p>Yolo County Core Values</p>	<p>We set a standard for fairness and equality in the workplace and inspire others to meet that standard.</p>
 <p>Yolo County Core Values</p>	<p>We know that our work reflects on the work of others and on the reputation of the County as a whole.</p>
 <p>Yolo County Core Values</p>	<p>We encourage creativity in others and challenge patterns of thinking in a supportive and enthusiastic manner.</p>
 <p>Yolo County Core Values</p>	<p>Our teams motivate others to share ideas and practices, and participate in opportunities for improving the delivery of services throughout the County.</p>

2016 Yolo County Employee Engagement Survey Data



- 1,167 employees were surveyed in October 2016 to establish a baseline for employee engagement in Yolo County; the survey response rate was very high at 58.5%.

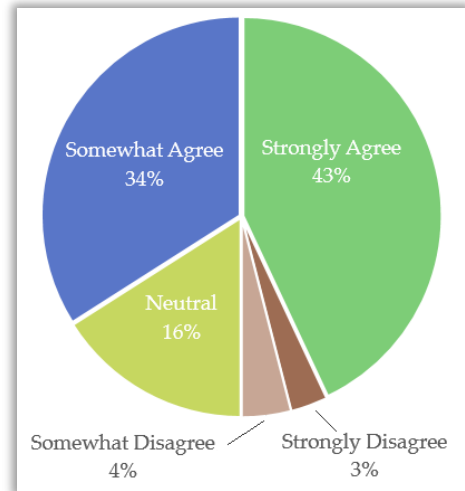
- Employees were surveyed from the Ag, County Administrator, Child Support Services, Community
- Services, County Counsel, Financial Services, General Services, Health & Human Services, Library, Probation and Public Defender departments.

- The survey showed the strongest areas for the County are the employees' focus on serving the public with integrity (92%) and employees feel they can make a difference by working here (70%).
-

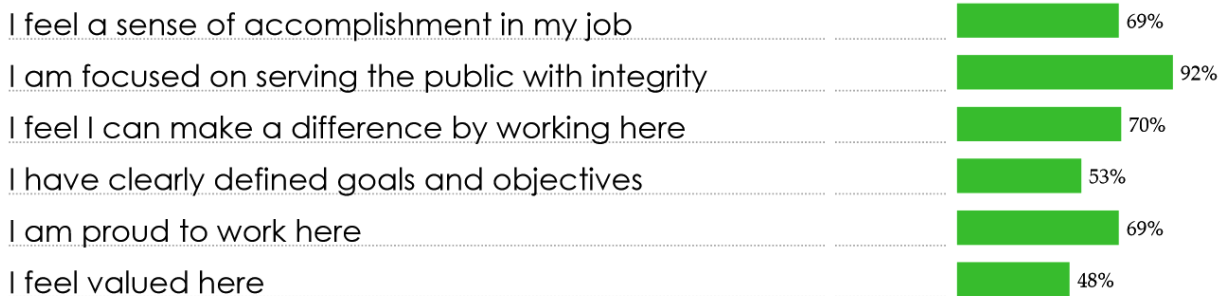
- The key drivers of engagement "feeling valued" (48%), and "having clearly defined goals and objectives" (53%) exhibit low levels.
-

I'm fully engaged in my job

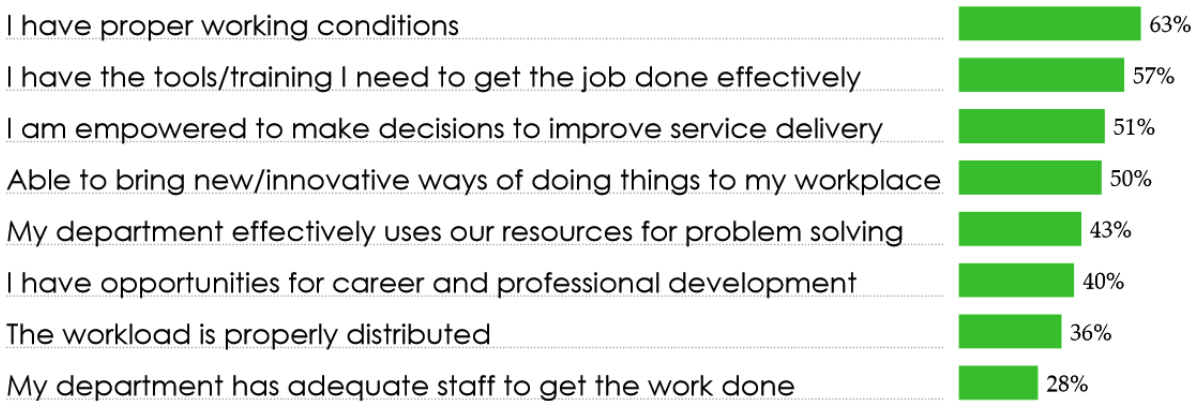
More than three-quarters of employees who responded Strongly Agree (43%) or Somewhat Agree (34%) with being engaged in their jobs.



Engagement Drivers



Working Environment



Percent who Agree or Strongly Agree

Strategic Alignment



2016-2019 Strategic Plan

The Strategic Plan Goals and priority focus areas for 2016-2019 are supported by the following guiding principles of Operational Excellence:

- ★ Advance innovation
- ★ Collaborate to maximize success
- ★ Provide accessible, fiscally sound, dynamic and responsive services
- ★ Strategically align our organization
- ★ Engage and empower both our residents and County workforce



Thriving Residents

- ❑ Implement Community Health Improvement Plan
- ❑ Develop and implement strategies to reduce homelessness
- ❑ Expand best practices in programs benefitting children



Safe Communities

- ❑ Develop coordinated continuum of care ranging from prevention through intensive services
- ❑ Implement proactive, coordinated code enforcement effort
- ❑ Ensure robust disaster emergency management program
- ❑ Identify and address service delivery and critical infrastructure needs in unincorporated communities



Sustainable Environment

- ❑ Ensure water reliability
- ❑ Identify and implement sustainable parks system model
- ❑ Identify countywide waste reduction strategies
- ❑ Update and implement Climate Action Plan



Flourishing Agriculture

- ❑ Ag land preservation
- ❑ Facilitate connections between growers and buyers
- ❑ Develop strategies, including a concierge approach, to nurture new ag/ag tech businesses
- ❑ Align workforce development efforts with ag and food system employer needs



Organizational Priorities	Tools Required
<ul style="list-style-type: none"> • Facilities and space planning (Capital Improvement Plan) • Implementation of InforSystem and Talent Development programs • Countywide implementation of Yolo Performance and related dashboards • Law & Justice case management system development and implementation • Outreach/education on county programs and services 	<ul style="list-style-type: none"> • Data-driven, evidence-based, innovative practices, i.e. trauma-informed practices • Efficient and effective information technology systems • Effective allocation of resources to services • Collaboration among departments and with partners • Internal departments appropriately staffed to support organization • Engaged County workforce

The Strategic Plan Goals and priority focus areas for 2016-2019 are supported by the following guiding principles of Operational Excellence:

- ★ Advance innovation
- ★ Collaborate to maximize success
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- ★ Engage and empower both our residents and County workforce



The YES Team has developed their 2017-2018 Objectives to support the guiding principles of Operational Excellence, outlined in the Yolo County 2016-2019 Strategic Plan. Through a consistent development of reliable training programs; more engaging performance evaluations; and helping employees' professional growth; we hope to empower our County workforce. Here is an overview of our objectives, with expanded information on the following pages:



2017-2018 Objectives

Training

Support quality, cost-effective training and development opportunities designed to increase individual and organizational productivity and enrichment while maximizing talent potential.

Performance Evaluations

Act as an advisory body for implementation of the Infor performance appraisal/evaluation module and develop related resources.

Competencies

Support the building of a culture around the identified core competencies through communication, training, and performance evaluations.

Professional Development

Maximize career potential for all employees.

Mentorship

Establish an effective mentorship program.

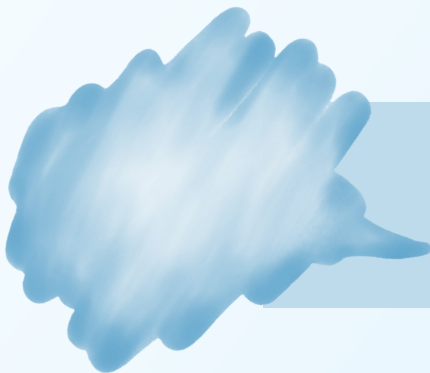


"I love working here, I do. I love being here, I love being part of this organization."

Kevin Blackman
Facilities Superintendent, General Services Department

"I appreciate the recognition that we get from not only our bosses, but also our customers."

Martin Gerney
Technical Support Specialist, General Services Department

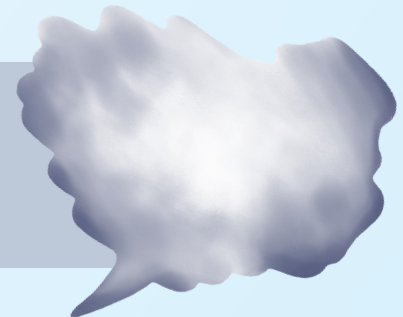


"Yolo County is more than just a place where you come to work, it's really a family."

Matthew Davis
Sergeant, Yolo County Sheriff's Office

"I really appreciate the trust that the department leadership has in my abilities."

Melissa Patterson
Financial Services Analyst, Department of Financial Services



"I'm really proud to work for Yolo County. It's an organization that has integrity and they care about their employees."

Katharine Campos
Program Manager, Assessor Clerk Recorder Elections

The Yolo Way, March 30th, 2017

Training

Objective 1

Support quality, cost-effective training and development opportunities designed to increase individual and organizational productivity and enrichment while maximizing talent potential.

Implement Infor Talent Management Learning & Development system to replace existing Yolo Training Academy

Invest in online and in-person training

Inventory and review existing content and build resource library of courses

Develop new content and new trainers

Partner with other agencies for joint trainings

Support cross-departmental interactions/ connections/ collaborations

Develop a team or other method to evaluate training offerings

Support early adopters of StrengthsFinder training

Collect documents and resources and add to applicable core competency focus area on YES webpages

Where feasible, promote strengths-based approaches through Inside Yolo feature articles and news

Support Online Learning pilot program

Explore funding options

Review online learning vendors

Develop train-the-trainer model and implement



Performance Evaluations

Objective 2

Act as an advisory body for implementation of the Infor performance appraisal/evaluation module and develop related resources.

Develop philosophy, definitions, processes and forms for performance appraisals, goal setting, and individual development plans

Communicate new performance appraisal philosophy and process to County leadership and employees

Define ideal performance evaluation process

Refine goal-setting process

Obtain feedback and buy-in from supervisors, managers, and department heads

Meet and confer with bargaining units

Develop training and resources for evaluators and employees

Develop implementation, marketing and communication plan.



Competencies

Objective 3

Support the building of a culture around the identified core competencies through communication, training, and performance evaluations.

Culture

Define the relationship of Yolo County's S.P.I.R.I.T values and core competencies.

Build core competency training into the onboarding plan

Support Human Resources in developing core competency based interview questions to be included in a publically shared and promoted interview guide.

Communication

Utilize YES Team webpages and Inside Yolo homepage tools to promote culture building efforts (e.g. page content, relative news items, feature articles, learning resources, et cetera).

Create a multi-media / video to describe and promote Yolo County's concept of competencies through the lens of our County values.

Expand YES webpage resources for each core competency.

Utilize and support use of LinkedIn to post articles and references related to core competencies

Training

Organize and build-up the Yolo Training Academy (YTA) catalog around core competencies

Utilize the Yolo County Train-the-trainer course (See YES Team Objective #1) to develop core competency based trainings using existing resources (i.e. Customer Service and Problem Solving).



Professional Development

Objective 4

Maximize career potential for all employees.

Create a Career Ladder Guide

Compile a listing of classifications and categorize into class series; comparable class; and department specific class series.

Create a visual format to display class series' and ladders/salaries. Develop language for the purpose of the Career Ladder Guide.

Develop and/or revise internal mobility options

Review and develop Rotational Assignment; Talent Exchange; Transfer Application; Job Shadowing.

Identify eligibility criteria.

Receive buy-in from leadership.

Market mobility options to the County.

Build a Career Development Webpage for Inside Yolo

Identify career development resources, mobility options, and expand on career development services.

Annual Career Day for Employees

Develop a program for the career day. Set a date and location.

Get buy-in and secure funds.

Get participation from departments and human resources.

Develop materials/handouts and market event to employees (include a raffle).



Mentorship

Objective 5

Establish an effective mentor program.

Update Existing Mentor Program

Develop program timeline; eligibility criteria for mentees; preferred criteria and characteristics for mentors.

Develop expectations for mentors and mentees.

Develop guidelines for mentee and mentor meetings, and for accomplishing goals.

Update existing mentor program to capture both professional growth and career development. Include the following: Desired professional growth by core competencies. Desired level of responsibility. Desired career field.

Identify incentives and/or ways for recognition.

Outline the Administrative Process for the Mentor Program

Identify the number of mentor programs the YES Team can manage per year.

Develop program logistics (administrative process, orientation, check-in schedule, etc.)

Develop necessary forms (application, FAQs, checklists, etc.)

Market Mentor Program to Leadership and County Employees

Request feedback, support, and participation from the leadership team.

Develop creative ways to inform and excite employees about the program.

Establish a communication plan to include an introduction to the program and purpose, a status update, and the release.



YES Team Website

YES Team Home

Main Page Navigation

YES Charter

About YES

YES Featured Video

Suggestions? New Topics?
Contact us!

Our Current Draft Work Plans





Training Academy



Current Course Catalog

2017-2018 Schedule/Catalog :: Contact Yolo Training Academy :: Meet the Trainers

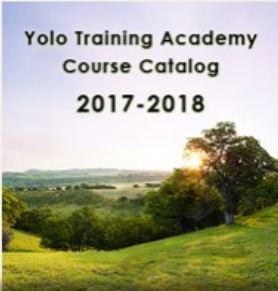
- My Training History**
- Register for a Course**
- Training FAQ's**
- Training Resources**

Yolo County training focuses on a set of core competencies that every employee is expected to embody and cultivate.

Training programs are constructed around these competencies to develop and strengthen skills important for operations, leadership, and personal advancement.

Other important trainings are offered to support our employees' wellbeing and equip them with the tools to support the spirit of Yolo County.

An employee's foundation is further enhanced by and encourage educational off



Core Competencies

For more career advice, check out the resources listed below. Inspired by Yolo County's core competencies; these books, videos, websites, and more are shared to further encourage YOUR success.

Want to suggest a resource? Let us know by clicking on the form link below.



Talent Resources FAQs :: Contact the YES Team!

CORE COMPETENCIES	
1	Customer Focus <i>Providing exceptional service.</i>
2	Integrity and Ethics <i>Being trustworthy and responsible for one's actions.</i>
3	Communication <i>Listening and speaking.</i>
4	Critical Thinking and Problem Solving <i>Analytically & logically evaluating information, issues, & problems.</i>
5	Teamwork <i>Blending one's capabilities & effort with those of others toward a common goal.</i>
6	Adaptability <i>Adjusting to change or to the emergent demands of the situation.</i>

Training History and Course Registration

Search Resources

Resources Directory

Talent Resources

Search Talent Resources

(All Categories)

CORE COMPETENCY RESOURCES - ADAPTABILITY

SUGGEST A RESOURCE

BOOK: The Art of Deliberate Success: Transform Your Professional and Personal Life by David Keane Jossey-Bass

BOOK: The Seven Habits of Highly Effective People by Stephen Covey

VIDEO: Embracing Change by Jason Clarke

VIDEO: The Power of Vulnerability by Brené Brown

WEBSITE: Change Process: The Prosci ADKAR Model

WEBSITE: UC Berkeley - Greater Good Magazine: Mindfulness

WEBSITE: UC Berkeley Human Resources - Wisdom Cafe: Take 5: Five Ways to Get Better Work Life Balance

WEBSITE: UC Berkeley Human Resources - Wisdom Cafe: Take 5: Five Ways to Improve Your Performance Through Feedback

WEBSITE: Wayne State University Human Resources: Dealing With Change

CORE COMPETENCY RESOURCES - COMMUNICATION

SUGGEST A RESOURCE

Meet the YES Team



Natalie Dillon
Child Support Services



James Anderson
Child Support Services



Suzanne Ramalia
Yolo County Sheriff



Gina Rowland
Human Resources



Makayle Neuvert
Human Resources



Vanessa Lee
Human Resources



Tracie Olson
Public Defender



David Brown
Department of Agriculture



Tonia Montiero
General Services



Aisha Littlejohn
Health & Human Services



Carrie Matthews
Health & Human Services



Katharine Campos
Assessor, Clerk - Recorder,
Elections



David Estrada
Financial Services



Scott Love
Library



Kimberly Villa
Community Services



Will Ferrier
District Attorney



Rachelle Gayton
Probation Department



Jenny Brown
Human Resources



2017 Western Regional IPMA-HR Award for Excellence

The **Western Region IPMA-HR** is an affiliate of the International Public Management Association for Human Resources. The IPMA-HR is a nonprofit and educational organization committed to the advancement of the public sector by providing HR professionals with key educational and training opportunities, valuable resources, and effective advocacy at every level of government.

On March 23rd, 2017 the YES Team was recognized and awarded the **WRIPMA-HR Award for Excellence** for their employee engagement and talent development programs. Their nomination was submitted by Brody Lorda, HHS Human Resource Manager, for their outstanding work for Yolo County employees.



