In this new quarterly showcase of Measures of Success, learn more about how County Communications and the Department of Planning and Development are putting the Employee Engagement and Well-Being (EEWB) Survey data to use.

**County Communications Makes Employee Recognition a Priority**

County Communications had a participation rate of 54% in the 2018 EEWB survey. Seeing an area of opportunity, County Communications established a Measure of Success to improve its results related to employee recognition in Fiscal Year 2019-2020. To support its employees, the department has focused on incorporating well-being elements throughout the workplace. Since the nature of its work is 24-hours, 7 days a week, at a remote location, a key commitment has been to create participation opportunities for employees regardless of shift or site.

The department updated its critical incident and quiet rooms (as featured on the right), which are available anytime for employees needing a break or following a tough dispatch call. The department worked with the Employee Wellness Division to offer health coaching, including from the hours of 3 a.m. – 6 a.m., to accommodate employees’ schedules. It added an outdoor basketball hoop to complement updates to its indoor gym.

The department is making a concerted effort to recognize employees, including celebrating good work on the department’s social media sites when employees receive compliments from the public, help save a life, or assist with a baby being born (along with an award of a stork pin).

It is also involving the entire department in the selection of its Employee Excellence Award Recipient (and recognizing the runners up at an Employee Recognition event each summer), along with encouraging managers and supervisors to prioritize recognition in every interaction with staff. At left, Phyllis Yoneda is recognized by County Executive Jeff Smith for more than 40 years of service. These efforts have fostered a sense of community and support within the department.

**Planning and Development Investing in Growth and Development of Employees**

The most valued resource in the Department of Planning and Development (DPD) is its staff. In selecting its Measures of Success, the DPD recognized that staff development would also foster improved permit processing and excellent customer service. As a result, the DPD committed to engaging and investing in staff to increase the dialogue about how staff are an essential and valued part of work processes.
The DPD has worked to demonstrate its commitment to staff development through the incorporation of Learning and Employee Development tools, encouraging staff participation in advanced training and professional conferences, and providing funding for job-specific certifications. These tools aim to increase staff’s level of expertise in their work-related fields and sharpen their skills in providing the exclusive services the DPD delivers. Additionally, management is continuing to refresh their own skills to promote a positive and productive work environment.

In April 2019, as part of its Employee Engagement and Well-Being Action Plan, senior DPD staff participated in a County-offered course called, “Beyond Emotional Intelligence: Appreciative Inquiry.” Gaining an understanding of ‘Appreciative Inquiry’ changes the way people work together by shifting perspectives from fixing what is wrong to focusing on strengths and successes in developing staff. With its new toolbox of skills, the DPD looks forward to its third annual all-staff, off-site teambuilding event, scheduled in mid-September 2019. The DPD looks forward to reviewing the results of the 2019 EEWB survey to identify additional areas of opportunity for improvement and growth.

Through its staff development efforts, the DPD is working to make a 60% improvement in the level of customer service that is delivered.

**Background**

Measures of Success are intended to highlight metrics that Agencies/Departments determine are core to their missions and operational service delivery. The Office of Data Oversight, Management & Evaluation (ODOME) is partnering with Agencies/Departments and the Office of Budget and Analysis to provide technical assistance and consultation in the creation, monitoring, and reporting of measures.

2019 Employee Engagement and Well-Being Survey
September 9 – 30, 2019

We can’t provide quality services without YOU. Your thoughts are valued. Your input is secure.

For more information: www.sccgov.org/wellbeingsurvey