Increase Engagement, Improve Performance
Welcome

Introductions
• Jeff Douglas, CalHR,
• Robert Lavigna, CPS HR Consulting
• Jeff Hoye, CPS HR Consulting
• Felicia Borges, CalHR
Are YOU engaged? Take the survey and find out!

Enter the URL link in your web browser (not search) or access the survey via the QR code.
Increase Engagement, Improve Performance

The Business Case

- Federal Government
- Michigan
The Federal Government Commitment

• Annual Federal Employee Viewpoint Survey (FEVS)
• Long-term commitment
• Cooperative effort
  – Office of Personnel Management
  – Partnership for Public Service
Increase Engagement, Improve Performance

Increase Engagement, Improve Performance

Case Study - Federal Labor Relations Authority
Increase Engagement, Improve Performance

FLRA “Best Places” Score Over Time

Key Driver: Leadership
Increase Engagement, Improve Performance

**FLRA Performance Results**

- Reduced pending cases by 90%
- Eliminated overage cases
- Reduced average time to close cases from 250 days to 50 days

![Graph showing performance improvement over years]

**Federal Labor Relations Authority**

**Small Agency Median**

**Year**


**Index Score**

25, 50, 75, 100
Michigan – A State Model

• Office of Performance and Transformation Good Government
  – Works directly with departments to engage employees to improve government services
  – Aims to be the nation’s leader in government customer service, employee engagement, fiscal responsibility, and innovation
MI Performance Results

• Client Services Center (Department of Technology Management and Budget) answers phones 92% faster

• Mortgage funding process shortened by 85%

• DNA test results received 59% faster

• Tax exemptions for private forest owners processed 66% faster
Building on Previous Efforts

• Building upon the 2015 statewide CSI Employee Engagement Initiative:
  – More Comprehensive Survey
  – Simplified Survey Administration
  – Department Specific Actionable Results
  – Statewide Trends
More Comprehensive Survey

• 50 Questions, including 10 from 2015

• Online (supplemented by paper/phone)

• Results – overall engagement levels, question-level
More Comprehensive Survey

• Key drivers

• Benchmarks: CPS national survey and 2015 CA poll

• Department-specific results – demographics, organization levels
Simplified Survey Administration

• New CalHR Service
• Detailed Process
• Survey Delivery Options
• Survey Report
Department Specific Actionable Results

- CPS Case Study
  - The leadership challenge
  - Acting on the voice of the employee
  - It’s all about the “right dialogue”
Taking it Statewide

• Statewide Trends
• Statewide Solutions
Are **YOU** engaged?
Tips and Next Steps

• Training/Consulting

• Assign a resource (a Felicia)

• Be prepared to communicate with organization
Tips and Next Steps

• Consider timing

• Consider how your org measures performance

• Leverage governance to support action
Want More Info? Interested?

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