



# HR Update

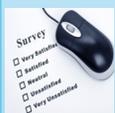
August, 2016

## County Executive Chris Abele's Employee Engagement Initiative

Employees are the heart of Milwaukee County's mission and success. They are the living and breathing connection between the programs the County offers and the people we serve. Milwaukee County aims to provide a dynamic and diverse workplace and foster a high-performance culture, where employees are **highly engaged** and proud to say they work here.

What does it mean if employees are "highly engaged"? Highly engaged employees are psychologically invested in the County and extremely motivated to contribute to its success. Highly engaged employees choose to expend a bit more effort toward attaining the County's goals and work **above and beyond** what's required of their job. Studies show that higher employee engagement leads to increased productivity, better customer service, improved retention, consistent attendance and solid financial performance.

This Employee Engagement Initiative is being managed within Human Resources and there are two parts to this initiative...



### Employee Engagement – Step 1 – The Survey

The initial step was the first ever County-wide Employee Engagement Survey to help us assess our employee engagement. The primary objective of the survey is to hear from employees what we are doing well as an organization, and what we can do better. This is our first "snap shot" of how engaged employees are at Milwaukee County.

We hired an outside company, Modern Survey/Aon Hewitt, to conduct the

anonymous and online survey. The survey will measure employee engagement using Modern Survey/Aon's engagement model with questions pertaining to drivers of engagement, capabilities, resources and direction.

With the survey extended to August 5, we encourage anyone who has not yet taken the survey to take advantage of this opportunity and **"Raise Your Voice!"** Note: some employees are not eligible to take the survey, so if you have any questions about that, please see your supervisor or HR partner.



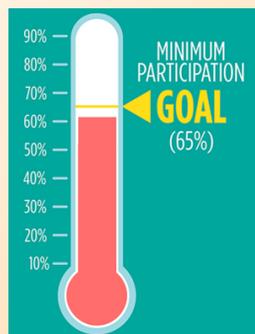
### Employee Engagement – Step 2 – Action Planning

The next step is to use the data from the survey to create action plans. The survey will close on August 5 and Modern Survey/Aon will take the employee responses and prepare data reports. The data reports will show management which categories scored high in employee engagement and which areas are in need of improvement. County leaders will meet this fall to view the data reports and learn more about their role during the action planning phase.

In a nutshell, action planning involves managers and employees looking at which areas scored the lowest and what actions would address those areas. The real work starts with implementation of these action plans to improve engagement levels around the County. So, your responses will ultimately help management in getting a conversation going and establishing two or three significant action plans in your organization. Then, in about two years, the plan is to conduct another survey (our second "snap shot") to see if the steps we took helped improve employees' opinions about the different aspects of working at Milwaukee County.

## Participation Rate

Modern Survey/Aon provided a "real-time" participation monitor for the employee engagement survey. The overall County participation goal was at least 65% and our numbers have been moving upward.



|                                  | % Completed |
|----------------------------------|-------------|
| <b>COUNTY OVERALL</b>            | <b>61%</b>  |
| County Executive's Office        | 100%        |
| Human Resources                  | 87%         |
| Administrative Services (DAS)    | 80%         |
| Corporation Counsel              | 79%         |
| Child Support                    | 77%         |
| DHHS (not incl. BHD)             | 76%         |
| Aging                            | 75%         |
| Comptroller's Office             | 75%         |
| Zoo                              | 73%         |
| Register of Deeds                | 72%         |
| Emergency Management             | 69%         |
| Other (Vet's, PRB, UW-Ext, etc.) | 69%         |
| Medical Examiner                 | 61%         |
| House of Correction              | 59%         |
| Behavioral Health Division       | 52%         |
| Parks, Recreation & Culture      | 52%         |
| County Clerk/Election Commission | 50%         |
| District Attorney                | 47%         |
| County Board                     | 45%         |
| Transportation                   | 43%         |

Data as of 1:30pm August 2, 2016

## Prize Recipients

Upon completion of the survey, there was an option of sending an email to a group mailbox to be entered into a prize drawing for one of the packages generously donated by County Parks and the Zoo.

### Congratulations to these employees who have already won!

- ◆ Veronica Morgan (Child Support)
- ◆ Jane Craff (Disability Services Division)
- ◆ Jason Pifer (Human Resources)
- ◆ Therese Hahn (BHD)
- ◆ Randy Ensign-Jones (Child Support)
- ◆ Brad Blumer (Transportation)
- ◆ Vicki Daniels (Register of Deeds)
- ◆ Steve Cady (Comptroller's)
- ◆ Sheila Plowman (ME's Office)
- ◆ June Jackson (HOC)
- ◆ Sara Woitel (DHHS)
- ◆ Justin Heller (BHD)
- ◆ Jason McCarthy (DAS)
- ◆ Nicole Penkalski (Child Support)
- ◆ Anita Kent (HOC)
- ◆ Leslie Cluka (BHD)
- ◆ Kathleen Smith (DHHS)
- ◆ Dawn Sullivan (Aging)
- ◆ Shirly Gunawan (Aging)
- ◆ Daniel Eberhardt (Airport)

