

## Employee Engagement Team

Employee	Title	Department
Waldi Helma	Sr. Program Manager	Health & Human Services Agency
Katie Ford	HR Analyst	Human Resources Department
Lynnette Mitchell	Sr. Program Manager	Health & Human Services Agency
Adrienne Thompson	Administrative Services Manager	Planning & Building
Katie F. Ford	Assistant Chief Probation Officer	Probation
Emma Saucedo	Sr. Human Resources Analyst	Human Resources Department
Sandi Canaday	Program Administrator	Health & Human Services Agency
Tina Smith	Administrative Assistant	Child Support Services
Kristina Bryce	Social Worker Supervisor	Health & Human Services Agency
Sarah Gardner	Staff Assistant III	Human Resources
Karla Van Hagen	Sr. Deputy Clerk of the Board	Clerk of the Board



COUNTY OF MENDOCINO  
EXECUTIVE LEADERSHIP TEAM

## Engagement Team Project Charter

Date Created: 1/30/17

Date Last Revised: 1/9/2018

*Our  
Leadership Philosophy*

*In order to achieve effective  
leadership at all levels, and  
excellence in public service,  
we believe...*

*(1) Trust and integrity  
are essential.*

*(2) In departments  
working together  
as one organization.*

*(3) In employees being  
involved in key program and  
policy decisions that impact  
the organization.*

*(4) That  
investing in and supporting  
employee development results  
in the retention and  
promotion of quality  
employees.*

*(September 9, 2013)*

**Charter Name:** Mendocino County Employee Engagement Team

**Vision:** Empowering employees through active engagement within their respective departments and positions, throughout the county family.

**Goal:** Develop an environment where employees feel passionate, energetic, and committed to their work. This creates engaged employees who give their hearts, minds, and talents to deliver a high level of performance within the County and to the community. To understand employee engagement, the project team first acknowledges the County's history of disengagement as we move forward, and focus on exciting new solutions.

**Project Scope:** Implement ongoing long-term programs that promote employee engagement and culture change, based on information attained by the results of an annual countywide survey. Project scope impacts all departments and employees at every level.

**Project Objectives:**

- 1) Develop and implement county-wide employee survey to assess and measure:
  - a. Level of engagement county-wide.
  - b. Demographics of those engaged and disengaged.
    - Departments/Divisions
    - Satellite Offices
    - Years to Retirement
    - Generations
    - Length of Service
- 2) Develop one or more programs and projects that promote engagement such as, but not but limited to, the following:
  - a. Development of knowledge and skills by
    - Educating all employees on the importance of building teams, with particular tracks for department heads, managers, supervisors
    - Providing trainings on continuous quality improvement and how to develop innovation at all levels
  - b. Employee recognition programs
  - c. Employee input and feedback loops
  - d. Mentorship programs
  - e. Leadership and professional development programs
  - f. Fun in the workplace
  - g. Work/Life balance (ie Promotion of flexible work schedules)

**Provide Examples of Project Deliverables:**

- 1) Baseline and Dashboard data through employee surveys from each department, top to bottom to determine level of satisfaction throughout all departments

**Constraints:**

- 1) Constraints include union-related negotiable items that are beyond the scope or purpose of this committee
- 2) Fiscal/budgetary constraints

**Key Assumptions:**

- 1) The Engagement Team will be tasked with ongoing engagement initiatives within the County assuming continual resources and support
- 2) Management/Supervisor support and participation

**Project Timelines:**

Project Related Dates	Month/Year
Engagement Team Introduction Video Creation <i>(3 min)</i>	January – February 2018
<b>Soft Launch</b> - Engagement Team Introduction to divisions within departments <i>(ie, staff meetings. Includes Intro to Engagement Team Video, Live Survey Discussion etc)</i>	March 1 – April 1 2018
<b>Official Launch</b> - Survey goes LIVE, email to all employees <i>(multiple choice and narrative options.)</i>  - Official invitation to schedule a confidential appointment for informal discussions with Engagement Team member <i>(for personal testimonials, ideas, feedback etc....focus on really hearing employees!)</i>	April 2 – April 16, 2018
<b>Compile &amp; Assess Survey Data</b>	April 16 – April 30, 2018
<b>Design &amp; develop Engagement programs</b>	May – July 2018
<b>Begin roll out of Engagement Programs</b>	Summer 2018 – Summer 2019

**Anticipated Ongoing Impacts:**

- 1) Departmental buy-in to involve employees
- 2) Support for committee members to devote time to engagement work
- 3) Annual, ongoing financial support to implement engagement activities and/or initiatives
- 4) Infrastructural support
- 5) Rotating committee members as desired (18 month cycles)

**Risks:**

- 1) Culture change doesn't occur within 18 months and doesn't sustain itself without continual effort and support. Culture change requires trust. Once engagement efforts are communicated across the workforce, there is an inherent risk of causing distrust between the Charter and employees if the committee is dissolved at any point. Once implemented, if engagement programs cease, employees may lose trust in the organization once again resulting in a greater level of disengagement.
- 2) Unclear communication could also result in distrust if their individual expectations are not met.

**Success & Completion Criteria:**

- 1) Improved engagement levels within the County through ongoing Engagement programs driven by data received through annual county-wide surveys.

**Team Members:**

Staff Name	DISC	Department/ Division	Work Site	Years of Service	Years to Retirement	Generation
Patti Black	i	Transportation	Ukiah	16-20	0-5	Baby Boomer
Sandi Canaday	C	HHSA/Adult and Aging Services	Ukiah	11-15	16-20	Generation X
Katie F. Ford	iS	Probation/Adult Division	Ukiah	11-15	16-20	Generation X
Katie S. Ford	D	Human Resources/Wellness	Ukiah	6-10	21-25	Millennial
Waldi Helma	Di	HHSA/Family and Children Services	Ukiah	0-5	16-20	Generation X
Cherie Johnson	S	Human Resources	Ukiah	6-10	11-15	Generation X
Lynnette Mitchell	i	HHSA/Adult Services	Fort Bragg	0-5	11-15	Baby Boomer
Richard Molinari	C	Animal Services	Ukiah	0-5	6-10	Generation X
Emma Saucedo	CS	Human Resources	Ukiah	16-20	0-5	Generation X
Adrienne Thompson	C	Planning and Building	Ukiah	11-15	16-20	Generation X
Karla Van Hagen	D	Clerk of the Board/EO	Ukiah	0-5	0-5	Baby Boomer