Engagement Team Project Charter

Date Created: 1/30/17	Date Last Revised: 1/9/2018

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

Signatures:

Project Sponsor: _____Date: _____

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Project Manager: _____ Date: _____

Project Coordinator: _____Date:_____