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FROM THE COMMISSIONER'S DESK

I am sure many Admin employees have noticed that I rarely miss an opportunity to bring up the agency's mission and goals. Whether it is at a Coffee with the Commissioner session, an Admin Lunch and Learn, an agency-wide celebration, or just a conversation had in passing or after a meeting. I always try to take a moment to reinforce those statements of purpose when possible. And indeed, these quarterly publications act primarily as an opportunity to look at how the recent happenings of the agency reflect and exhibit our shared successes in realizing the mission.

In paging through the contents of this most recent Quarterly Update, it is especially clear that our mission and goal areas are not just distant ideals, but are tightly interwoven with the things we do every single day.

Take for example the story you will find in the following pages highlighting the Admin Employee Engagement survey. We asked for your feedback last quarter and throughout your responses the mission and goals resonated. Among the survey's four sections, the agency scored highest in the section "Organizational Purpose and Culture." Of all the questions on the survey, employees responded most positively to these two: "My work is important to my agency's mission/goals," and "I understand the importance of my job and its impact on our customers."



Your work truly embodies our mission. Together we provide the best value in government administrative services. That is made possible because of the pride and quality of your work.

You are purpose-driven and believe strongly in what you do. The voice of the customer acts as an ever-present guide, driving your actions. You participate in Kaizen events, you continually ask how things can be done differently, and you never stop trying to improve. You actively collaborate with your colleagues and ensure everyone's unique talents are utilized to their best.

The contents of these communications – and my musings on the mission – may serve as a recurring reminder, but it's your work that speaks for the agency. I hope you enjoy reading about your recent accomplishments, and I look forward to sharing the accomplishments to come in the days ahead.



QUARTERLY REVIEW

A New Day for Risk Management Division and its Customers with iRISK

When Admin's Risk Management Division (RMD) launched a new system for processing workers' compensation claims, it offered a big improvement for that office and its daily operations. After all, staff moved from using multiple outdated systems to one unified, web-based system. But this change wasn't just a big deal for RMD; it also offered a significant step forward for the division's customers.

Story continues on next page.

16

Quarterly Achievement Awards were presented to Admin employees

*Find all the details on pg. 4!



648

Surplus items were sold via MinnBid online auction last quarter.

*Generating over \$1 million in revenue

725 (AND COUNTING)

is the current number of Twitter followers of Admin's various accounts.



A New Day with iRISK continued from page 1.

Whenever a workplace injury occurs, best practice is for the injured employee's supervisor to fill out a first-report of injury. For the supervisor, this used to involve numerous forms, faxes and more before RMD staff eventually took that info and entered it into those old systems. With the launch of the new processing system, named iRISK, supervisors simply enter the key information into the system using a link on the web.

This improved process is easier and faster for agency supervisors, and it's important for RMD too. Timeliness is key with first reports of injury. Data consistently shows that the longer it takes for a report to be completed, the larger the cost of a workers' compensation claim will be. With the launch of the new system, RMD is improving on the number of first reports completed within the best practice standard of three days. Previously, the RMD goal had been as much as seven days, which was not always met without struggle.

Workers' compensation claims are also very complex, relying upon unique benefits calculations and myriad variables that differ among employees and agencies. The simplified processing made possible by iRISK has improved the quality of the first reports and the accuracy of the claims. Communication has been streamlined as well, as RMD's agency contacts in safety and workers' compensation can find the claims information they need easily accessible in one place on the new system.

In developing iRISK, RMD held Lean exercises to assess and improve its injury reporting processes and looked to the voice of the customer during that time. It's no surprise then that the new system has been a success and met with much positive customer feedback. In the quarters ahead, RMD is looking to make improvements to iRISK and expand it to its Property & Casualty business, with each improvement sure to better meet the needs of the division's customers.

Other Customer Satisfaction Highlights from Last Quarter

- The Information Policy Analysis Division (IPAD) held a new workshop about personnel data for the first time in October. It was well received and additional sessions have already been completed and scheduled to meet demand. IPAD also partnered with the Pioneer Press and the St. Paul Public Library for two special public sessions on data practices issues.
- Plant Management Division launched new parking paystations on the Capitol Complex in November, giving visitors the ability to pay for parking quickly and easily with change, cash, or credit and debit cards.
- Two new Twitter accounts launched in Admin, one for the [agency as a whole](#) and one for the [STAR Program](#). The accounts are being used to build relationships and communicate with key audiences in new ways. These are in addition to existing accounts for [IPAD](#), [MinnBid](#), the [State Demographic Center](#) and [Minnesota's Bookstore](#). You can find us at twitter.com/ADMN_Minnesota.
- The Developmental Disabilities Council made one of its Partners in Policymaking online courses available for non-English-speaking users, for the first time translating a course into Spanish!

Minnesota Lean Program Celebrates Five Years of Post-it Notes and Process Improvement

As 2012 ended and 2013 began, Minnesota's Enterprise Lean Program celebrated another birthday, marking five years since it was first launched within Admin in January 2008. In that time, the program has trained over 3500 public sector employees in the basics of Lean and has coordinated nearly 300 process improvement exercises across the state.

Story continues on next page.

427

Public sector employees participated in Lean 101 training last quarter



Five Years of Lean continued from page 2.

From humble beginnings, the program has spread a message of continuous improvement. Back in 2008, the initial goal was to introduce Lean continuous improvement principles in each cabinet level agency of state government, forging connections with a handful of agencies each year. Today, that goal has been met, and the program has gone further by welcoming the state’s counties and cities into the fold. In Lean terms, local governments can be viewed as the “process partners” of the state, and by arming them with Lean training and involving them in Kaizen process improvement events, government employees at all levels can work together to navigate shared, interdependent government processes more efficiently and effectively.

Today, the program’s momentum is perhaps greater than it has ever been. Last quarter, the program coordinated another Governor’s Continuous Improvement Awards ceremony, recognizing and highlighting achievements from across the state that resulted from continuous improvement exercises.



For five years Lean Director Tom Baumann has taught state employees about Kaizen mapping.

The last quarter was also Lean’s biggest quarter for training ever, setting a new quarterly high for number of employees participating in Lean 101 sessions. Demand for Lean training continues to be high, with trainings filling up many months in advance. As they have in years past, states from around the nation are looking to Minnesota’s program as a guide, reaching out to us for insight and expertise as they look to implement or expand their own efforts.

Looking ahead to the next year and beyond, an increase in funding for the program has been recommended in Governor Dayton’s budget. With it, the program could bring on additional support to provide more training, facilitate more process improvement events, measure results more effectively, and drive new strategies for strengthening the culture of continuous improvement in state government.

Other Continuous Improvement Highlights from Last Quarter

- Fleet and Surplus Services (FSS) met its objective related to fleet utilization, with 80 percent of its leased vehicles now operating within their target lifecycles.
- FSS also participated in a kaizen event along with Financial Management and Reporting (FMR) on their billing processes. The team cut six hours of work time from each bill cycle by better identifying division needs and eliminating duplication of effort.
- The Developmental Disabilities Council reviewed a study of the state’s position descriptions completed by students from the Humphrey Institute of Public Affairs. The students’ audit found that much of the language in current state PDs is out of date and could unfairly limit opportunities for individuals with disabilities to work in state government. The study should act as a springboard for efforts to modernize and improve state PDs.
- The STAR Program began using an online data collection tool for collecting data from its contract partners. The tool is helping STAR more effectively verify performance and issue payments to its contract partners.

Deploying an Employee Survey That Measures Employee Engagement in Admin

Asking the question, “are employees engaged in their work?” is an easy thing to do. Determining if employees are engaged and finding an answer to that question is much more difficult. Last quarter, a concerted effort was made to put that question in front of each employee in Admin, and to start getting honest and open answers.

Story continues on next page.

9 MN Counties
Visited by the State Archaeologist last quarter for archaeological fieldwork

306

Admin employees completed the Employee Engagement Survey

Employee Engagement Survey continued from page 3.

An agency-wide employee engagement survey was sent in November, and as part of the agency's continuing commitment to employee engagement, a similar survey will be used every two years to measure employees' levels of engagement and to inspire thoughtful, ongoing dialogue about what's needed to help all employees thrive in their work.

The first survey deployment was a success, providing baseline data and establishing areas of strength and opportunities for improvement. All told, 72 percent of agency employees completed the survey. Analyzing the results on a basic level shows that agency employees' attitudes about their work are positive. The average employee rating across all the questions on the survey was 3.82 – on a scale of 1 to 5, where 1 is an area of concern and 5 is positive.

Employees responded most positively when asked if they felt their work was important to the agency's mission and goals. The Commissioner's Office has made a renewed commitment to communicate with employees more frequently, to recognize their achievements, and to promote the role all employees play in realizing the agency's new mission and goals. The survey results show that these efforts are noticed and valued, and the agency will continue to support and strengthen them.

However, there are areas where additional attention is required. Many employees indicated they encounter barriers and impediments that hamper their ability to complete their work. In addition, the survey results show professional development as an area where improvement is needed, with a number of employees reporting they lack training to do their jobs well.

In the quarters ahead, leaders across the agency will focus in on these areas and develop plans to improve the Admin employee experience. All employees should continue to stay involved – if you have thoughts or ideas about how to make Admin the best employer it can be, never shy away from [sharing them with the Commissioner's Office](#).

Quarterly Achievement Award Winners

The following individuals and teams were selected to be honored with Admin's first *Quarterly Achievement Awards*. They were selected not only for their outstanding work last quarter, but also for the effort and professionalism they bring to their work every day. These awards are part of Admin's new [Award and Recognition Program](#), and employees will be highlighted in this space each quarter.

Sharon Opsahl, [Human Resources](#)

Kari Cable, [MMD](#)

Talia Landucci-Owen, [Real Estate and Construction Services](#)

Chris Marquette, [Materials Management Division \(MMD\)](#)

Stan Bialek, [Plant Management Division](#)

CAFR Financial Statements Team, [Financial Management and Reporting \(FMR\)](#)

Andrea Johnson

Billi Sanders

Jenny Liao

Julie Poser

iRISK Implementation Team, [Risk Management Division \(RMD\)](#)

Barie Kline

Colleen Layman

Dan Meyer

Gay Scharpen

John Sargent

Penny Spence

Todd Christenson



Other Employee Engagement Highlights from Last Quarter

- Admin employees flexed their philanthropic muscles last quarter, showing support for charitable organizations all across the state via the Combined Charities Campaign in October, donating blood in a Blood Drive organized by the Admin Wellness Committee in partnership with the Red Cross in November, and gathering gifts for a family in need as part of the Holiday Giving Campaign in December. ★

Have thoughts about the Quarterly Update? Email feedback to Admin.Info@state.mn.us.

Admin Quarterly Update

Q2 FY13

JULY AUGUST SEPTEMBER **OCTOBER** NOVEMBER DECEMBER JANUARY FEBRUARY MARCH APRIL MAY JUNE

75 LIVES

Could be saved by blood donated by 25 Admin employees at the Admin Blood Drive