

MDEStat Meeting

October 13, 2009



Shari T. Wilson, Secretary

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Table 1: Overdue End Cycle PEPs FY09

Admin.	5/4/09	6/1/09	7/8/09	8/5/09	9/1/09	10/5/09
ASA	7	2	0	5	5	0
ARMA	20	20	34	27	26	17
WMA	82	88	90	76	64	59
LMA	15	18	19	17	0	0
SSA	3	5	6	3	2	1

Table 2: Overdue End Cycle PEPs FY10

Admin.	9/1/09	10/5/09
ARMA	11	20
WMA	20	30
LMA	3	9
SSA	3	2
ASA	Not listed	4

Table 3: Medical Monitoring Compliance

	11/23/08	2/3/09	4/13/09	7/1/09	9/30/09
Number of participants	85	85	83	84	85
Number of participants who are up-to-date on required exams	76	80	83	83	85
Target date for having all participants up-to-date	1/23	2/10	NA	8/1/09	NA

Table 4: Skillsoft On-Line Management Training Program

<i>Task</i>	<i>Target Date as of May 09</i>	<i>9/25/09 Status</i>
<i>Identify the number of MDE managers with no previous management/supervisor training.</i>	<i>6/1</i>	<i>72 managers/supervisors have had no formal training</i>
<i>Survey current participants with regard to the benefit of the courses offered in the program.</i>	<i>7/1</i>	<i>Detailed survey results were distributed at the last meeting. 82% of respondents recommend expanding Skillsoft. 78% believe it will improve their leadership skills.</i>
<i>Identify funding for expansion of training program</i>	<i>7/15</i>	<i>OBF recommends that each Administration identify a funding source. Executive Staff to determine whether MDE will proceed.</i>
<i>Initiate procurement process to purchase additional training licenses</i>	<i>7/31</i>	<i>MDE will expand the use of the Skillsoft online training program through the MDE Leadership Development Program (50 new licenses).</i>
<i>Provide additional managers with access to training program, targeting those with minimal to no previous management/supervisor training</i>	<i>10/1</i>	<i>Current supervisors in need of additional training (25 new licenses). Funding will be charged based upon who participates from each administration.</i>

Table 5: Mandatory Training for MDE Employees

Training Topic	Number of Employees Required to Have Training	Number of Employees Trained as Reported in July	Number of Employees Trained as of 9/25/09	Target Date for Having All Employees Trained
Mandatory Training for All Employees				
Substance Abuse	885	835	835	12/31/09
Domestic Violence	885	261	261	12/31/09
Mandatory Training for Supervisors				
Progressive Discipline	229*	225	160	12/31/09**
Recruitment and Hiring	229*	225	185	12/31/09**
Sick Leave	229*	257	204	12/31/09**
PEP	229*	275	218	12/31/09***

Table 6: MDE Energy Consumption, KW/hr, August 31, 2009

	2006/7	2008/9	Δ
September 2008	447,300	459,900	+3%
October	395,500	377,300	-5%
November	317,800	308,000	-3%
December	332,500	289,100	-13%
January 2009	349,300	296,100	-15%
February	338,100	260,400	-23%
March(revised)	339,500	290,500	-14%
April	353,500	308,700	-13%
May	381,000	330,400	-13%
June	405,700	401,100	-1%
July	451,500	406,700	-10%
August	468,300	442,400	-6%

Table 7: MDE Personnel-Related Initiatives

Initiative	June 2008 Status	Current Status	Plan and Timeframe for Evaluating Effectiveness/ Success
<p>1. 2007 Recruitment and Retention Issue #1: Improving Coaching and Feedback Provided by MDE Managers. Proposed Actions: Provide training to managers, with an emphasis on:</p> <p>a. coaching and delegating</p>	<p>a. Coaching and Delegating: Currently evaluating on-line training provided by SkillsSoft in a variety of business curricula, such as Leadership Development, Management, Human Resources, etc. Plan to deploy such training on a pilot basis by incorporating courses into ARMA's Leadership Development (Succession Planning) Project and evaluate the value/benefits of the training. Eventually will be mandatory for managers who didn't receive BCCC mgmt. training in 06.</p>	<p>See briefing memo, Table 4.</p>	<p>a. December 2009</p>
<p>b. (modified) PEP process</p>	<p>b. PEP: Currently developing a plan to deploy training to new, first-line supervisors. Reviewing existing MDE PEP Policy and Procedures to determine if any changes are necessary to address comments received.</p>	<p>As a result of the June 17th training session, 275 supervisors have received PEP training. Additional supervisors in the Mining Program were trained by Rae Miller on her trip to Frostburg in September 2009.</p>	<p>b. January 2010</p>

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2. 2007 Recruitment and Retention Issue #2: Good Fit Between Employee Skills and Job Requirements Proposed Action: Develop skills inventory database and panel to review reassignments for “best fit”.	The Pilot Leadership Development Project in ARMA will provide an initial review of the effort required to develop and maintain a skills inventory database. Target completion date for MDE-wide skills inventory is .	In September 2009, Ian Forrest and ASA presented the results of the ARMA Pilot LDP to senior staff and recommended rolling this effort out departmentwide. Ian Forrest has been reassigned to ASA as the full-time manager of this effort. A communication to all employees announcing the full rollout is expected by October 12, 2009.	c. TBD

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<p>3. 2007 Recruitment and Retention Issue #3: Improve Opportunities for Achievement and Recognition</p> <p>Proposed Actions:</p> <p>a. Enhance Employee of the Year/Service Awards events.</p>	<p>All done except recommendation for directors' awards, which is still under consideration, and cooperation with EIC, which is ongoing.</p>	<p>a, b, and c are done. N/A</p>	<p>a., b. and c. N/A</p>
<p>b. Recommend increasing the value of the awards (e.g., Group = \$15, Individual = \$300, Annual winner = \$3,000; Annual Nominees = \$2,000)</p>			
<p>c. Rework/refresh "Secretary's Award" program.</p>			
<p>d. Recommend that each administration/special unit implement a "Director's Award" program, which recognizes good work – criteria TBD.</p>		<p>d. This proposal was presented to senior staff on June 9. The implementation is at the discretion of each Admin Director. Director award being done in ASA, but not in the rest of the administrations. Written criteria need to be developed.</p>	<p>d. January 2010 using Survey in 2009 TBD</p>
<p>e. Work with EIC to refine their focus and seek their input/action on these issues.</p>		<p>e. This action is ongoing. N/A</p>	<p>e. N/A</p>

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<p>4. 2007 Recruitment and Retention Issue #4: Training and Professional Development</p> <p>Proposed Actions:</p> <p>a. Increase the value of tuition reimbursement to the State's maximum and target application to specific, priority areas, such as employees working out of class.</p>	<p>a. and b. Under consideration.</p>	<p>a. Secretary has approved increasing tuition reimbursement to the State maximum. Estimated cost is \$50,000 per fiscal year. The revised Tuition Policy and Procedures was implemented on 1/13/09. N/A</p>	<p>August 2010/January 2011</p>
<p>b. Implement service agreements to require a specific term of employment based on the number of credit hours that are reimbursed.</p>		<p>b. A draft Service Agreement proposal was provided to AG's office for review. After AG's review, the draft will be submitted to Executive Staff for review and then propose to discuss at future senior staff meeting. Target completion date July 1, 2009. The AG's input is still pending.</p>	
<p>c. Establish a centralized review process for all such needs so that priority areas can be accommodated and the necessary funds identified.</p>	<p>c. Under consideration. Target completion date .</p>	<p>On hold due to staffing constraints. N/A</p>	<p>TBD</p>

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<p>5. 2007 Recruitment and Retention Issue #5: Trust and Confidence in Managers</p> <p>Proposed Actions:</p> <p>a. Analyze the survey data to determine how employees addressed this issue.</p>	<p>a. Trying to get data from DBM. Steve will reiterate our request.</p>	<p>Presentation provided at Senior Staff meeting on 12/22/08. Reinforcement of 360 degree Supervisor Evaluation process and Supervisor Training requirements are aimed at addressing these concerns.</p> <p>OHR is working with OIMT to implement an automatic notification to supervisors with 5 or more direct reports. OFP is responsible for receiving the feedback document and synthesizing the data and then providing this info to the supervisor's manager in time for the supervisor's PEP.</p>	<p>a. TBD</p>
<p>b. Provide training to managers on communication.</p>	<p>b. Hope to use SkillSoft, starting fall 08.</p>	<p>b. See response #1 a above. N/A</p>	<p>b. See response #1 a above.</p>
<p>c. Provide training to managers on the PEP process.</p>	<p>c. Will address this issue through PEP training; see 1b above.</p>	<p>c. See response #1 b above. N/A</p>	<p>c. See response #1 b above.</p>

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6. 2007 Recruitment and Retention Issue #6: Work-Life Balance	ASA 2008 summer worker will survey employees regarding CWW and teleworking, asking (among other things) whether they'd had requests denied. Survey results will be assessed to determine next steps.	<p>Received about a 32% response rate from employees who filled out survey. Presentation provided at Senior Staff meeting on 12/22/08. Recently, MDE responded to DBM's proposed Telework Policy and Procedures revisions. Once finalized, MDE will adopt the revised policy and develop procedures to address concerns on telework issues. Compressed workweek policy will be reviewed and amended as appropriate. Target date August 1, 2009.</p> <p>Effective July 1, 2009, the new State Teleworking Policy and Procedures were implemented. A Brown Bag training session was conducted on June 23rd and 3 additional training sessions will be conducted before July 1st. This training is mandatory for all MDE telecommuters after July 1st. Additional training will be offered in July 2009.</p> <p>Additional protocols for office staff on how to handle external calls for teleworkers is currently under development.</p> <p>Further review of building/office/core hours is currently underway with assistance from the OAG. In addition, due to the 2009 H1N1 flu virus Level II policy that was put into effect on September 17, 2009, ASA has requested that all eligible essential and COOP critical personnel (including senior staff) complete a teleworking agreement and plan in the event of the need to telework.</p>	TBD

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7. Make MDE's "jobs" web page, and MDE's online job listings, more appealing and user-friendly.	Initially expected completion by May 30. In meeting, OHR said this would be done by June 6.	As reported in response to Item #5 in the "Followup from June 3 MDEStat Meeting" memo, OHR is working with the Office of Communications (OC) and the Office of Information Management (OIMT) to implement enhancements to the various MDE webpages that contain information about how to apply for positions. "Great Reasons to Work for MDE" has been posted. Some proposed changes could not be implemented due to technical impediments, which OIMT is working to address. However, many of the proposed changes have been implemented and additional enhancements are being explored. Further enhancements will be made as part of the MDE Web Enhancement Project. N/A	Ongoing

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8. Finalize “Recruitment and Hiring Policy and Procedures” and provide training	Approved policy announced and posted in April. OHR will begin mandatory training for hiring managers in June 2008, and complete it by September.	Training for the Recruitment and Hiring Policy & Procedures, as well as other training activities, was conducted on November 7 as part of our day-long intensive HR training for supervisors. Additional training will be provided in accordance with the CY 2009 Training Calendar. To date, 225 hiring managers have received training.	November 2009

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9. Training coordination – ASA is developing a departmental training coordination function.	Underway.	<p>This effort is focused solely on tracking Supervisor/Management Training efforts.</p> <p>N/A</p>	N/A

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10. Leadership Development (formerly “Succession Planning”) pilot project in ARMA. Ian Forrest handling.	Will develop recommendation to Secretary on dept-wide applicability by June 2008.	See response to #2 above. N/A	TBD

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11. Explore the possibility of paying referral bonuses for hard-to-fill positions.	Data pertaining to the recruitment for Engineers/Scientists will be gathered and analyzed after the implementation of the ASR on July 1, 2008. Decision about pursuing the referral option will be made by January 31, 2009	Susan sent out an e-mail to all MDE personnel requesting employee assistance on referrals, offering rewards such as lunch with Secretary, etc. Susan received about 20 responses that ASA is following up on. OHR is tracking any successful appointments that resulted in these referrals. None of the appointments to the new BPW PINs resulted from a referral by a current MDE employee. OHR is continuing to analyze the data pertaining to the recruitment for Engineers/Scientists after the implementation of the ASR on July 1, 2008 to determine if it supports submitting a request to DBM.	January 2010

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	<i>Hiring/ Sign-On</i>	<i>Recruitment/ Referral</i>	<i>Retention</i>
<i>Social Workers</i>	√	√	
<i>Nurses</i>	√	√	
<i>DHMH Registered Nurses (24/7 Facilities only)</i>			√
<i>Institutional Educators</i>	√	√	
<i>DJS Direct Care</i>	√		
<i>Psychologists</i>	√		√
<i>DPSCS Correctional Officers</i>	√	√	√

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<p>11. Explore the possibility of paying referral bonuses for hard-to-fill positions.</p>	<p>Data pertaining to the recruitment for Engineers/Scientists will be gathered and analyzed after the implementation of the ASR on July 1, 2008. Decision about pursuing the referral option will be made by January 31, 2009</p>	<p>Continued from previous slide:</p> <p>Each Program defines the criteria for:</p> <ol style="list-style-type: none"> 1) Who may and may not earn the bonus, 2) The amount of the bonus, 3) How the payment is to be made, 4) The payroll procedures involved, 5) The Authority cited, and 6) Samples of the data required. <p>Per Ms. Penni Miller, Director of CAS at DBM, stated the following: No specific criteria and/or guideline is available for an agency to use for the submission of such requests. A formal request would have to be sent to the Secretary of DBM for approval in order to establish one of the referenced Programs for Engineers and/or Scientists. We would also have to certify that funds are available for this purpose. If the classifications are not agency unique, there may be an impact with other agencies. Ms. Miller noted that, as an alternative, we should look at hiring above base salary for such positions.</p>	<p>January 2010</p>

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<p>12. Develop a structured summer internship program. To help measure the success of the program, develop a plan for measuring the quality of interns' experiences. Provide a brief summary of the plan.</p>	<p>Orientation was conducted on May 23 and the key environmental issues seminars schedule was disseminated. ASA Summer student will serve as the liaison to the group of summer students. Students will be contacted regularly, and interviewed to determine the value of their experience at the conclusion of the program.</p>	<p>Most of the summer interns filled out a survey questionnaire on their experience at MDE. ASA has the data and is compiling it. Most data received back states that the interns had a great experience, liked their supervisors and wanted more meaningful work.</p> <p>As of June 26, 2009, MDE has 55 summer students, including summer youth works, interns, summer student workers, and summer student technical workers. An ASA summer student technical worker is managing the structured program, which includes weekly seminars and some field trips.</p> <p>Overall, the 2009 summer student program was well received and successful. In planning for summer 2010, ASA will evaluate whether to continue MDE's participation in the YouthWorks Program going forward.</p>	<p>Done</p>

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13. Classification and Compensation Policy and Procedures	Draft to be sent to senior staff for review and comment in June 2008.	This initiative will be abandoned due to the recent announcement from DBM, and included in the FY 2010 Budget Bill, that MDE will not have any delegated classification authority after 7/1/09.	NA

Table 8: MDE Sole Source Procurements July 1-Sept 30, 2009

#	Administration	Sole source Vendor	Type of contract (IT, Svc, Com.)	Date approved	Dollar value
1	WMA	Association of Boards of Certification	Svc.	7/15/09	\$28,000
2	ARMA	Thermo Environmental	Com.	8/5/09	\$3,839
3	ARMA	Agilent Technologies	Com.	8/24/09	\$23,125
4	ARMA	Entech Instruments, Inc.	Com.	8/24/09	\$22,286
5	ARMA	DeTect Inc.	Svc.	9/2/09	\$30,000
6	ARMA	RTI Electronics, Inc.	Com.	9/17/09	\$25,348
7	Land	Shimadzu Scientific Instruments, Inc.	Svc.	9/22/09	\$13,941