



- Board Members
- Business Taxes Committee
- Customer Services and Administrative Efficiency Committee
- Legislative Committee
- Property Tax Committee
- Other [Insert Name]

Topic:

Progress of the Organizational Effectiveness Efforts

Background:

Similar to the private sector, the public sector is facing greater challenges in attracting and retaining qualified employees. The Board of Equalization has not escaped this phenomenon. To address this issue, the Board established the Recruitment and Retention Group (RRG) in 1999. The RRG has been successful in a number of key areas including engaging an independent consultant to conduct the Organization Health Survey in January and March of this year.

Current Status:

Upon completion of the survey, staff reported the results to the Board. The report provided information on the reasons why employees choose to stay or leave the Board identified several broad areas where there was opportunity for improvement. Subsequently, the Executive Director established the Organizational Effectiveness (OE) Teams comprised of deputies, division chiefs and other managers. The OE Teams and the respective Executive Sponsors include:

OE Teams

Executive Sponsors

Careers	Jennifer Willis, Chief, Taxpayer Rights and Equal Employment Opportunity Division
Internal Communications	Dick Johnson, Deputy Director Property Taxes
Work Rules	Monte Williams, Chief Investigations Division
IRIS	Ramon Hirsig, Deputy Director, Sales and Use Tax Department
Training	Bob Austin, Chief, Technology Services Division

Since the OE Teams were established, the members have developed charters, obtained further employee input, identified specific activities and drafted work plans. To keep employees better informed of agency and of the Teams' progress, the Board established an Intranet site-eBOE.

Conclusion:

Over the next few months, the Executive Sponsors for each of the five OE Teams will provide individual reports to this Committee on their progress to date. This will begin at the February meeting and proceed through June.

Prepared by: Administration Department

Current as of: December 21, 2000