

2018 NASPE AWARDS

Advancing the HR Profession Award

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

Additionally, please provide the project initiative in one of the following formats:

- Web link
- Snapshot
- PDF

NOMINATION INFORMATION

Title of Nomination: Communities of Interest State: FL
Contact Person: Libby Farmer

Contact's Title: Workforce Strategic Planning, Research and Operations Manager

Agency: Florida Department of Management Services' Division of Human Resource Management

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ALL SUBMISSIONS MUST:

Meet all eligibility requirements. • Meet deadline requirements stated on the NASPE website. • Be entered in the correct category and be correctly identified. • Include a complete nomination packet. • Conform to all copyright laws.

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NOMINATOR INFORMATION

Nominator: Sharon D. Larson Title: Director, Division of Human Resource Management

State: FL Agency: Florida Department of Management Services' Division of Human Resource Management

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DETAILS

1. Please provide a brief description of this program.

The Communities of Interest program is an innovative solution to an admitted need for inexpensive yet effective continuing education to the hundreds of human resource professionals within the 31 State Personnel System (SPS) agencies in Florida. The Communities of Interest is a low-cost professional development opportunity provided to subject matter experts (SME) and human resource professionals that leverages seasoned staff knowledge through collaboration on issues, idea sharing, discussion of common challenges, creation of efficiencies, and recommendations for improvements to enhance HR practices and eliminate unfair labor practices. Communities of Interest meetings have been established for the following areas of HR: Attendance and Leave; Classification and Organizational Structure; Employee Relations; Equal Employment Opportunity/Affirmative Action; Performance and Talent Management; and Recruitment and Selection.

Each subject area is moderated by a member of the Division of Human Resource Management (HRM) and meetings are held on a quarterly basis, or as needed, to discuss common or emerging issues in the HR world. Guest speakers from various private and public organizations are now added into the rotation; adding another layer to the program.

Participation in these meetings is purposely limited to HR professionals and SMEs rather than including agency senior human resource leadership; whose presence may hinder the open exchange of information and vocalization of difficulties faced by these professionals.

2. How long has this program or effort been operational?

January 2016

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3. Why was this program/effort created?

The Division of Human Resource Management recognized a need expressed by human resource professionals across all SPS agencies for a collaborative professional development and network building opportunity in the key areas of HR, but in a less formal and intimidating environment. Communities of Interest allow a free-flowing exchange of ideas, best-practices, and even frustrations professionals may be experiencing in various areas of HR. Improving operational efficiencies and performance within the SPS, which is an unceasing goal of HRM, was also another motivator for the creation of this program.

A driving force behind this program was the opportunity to bring HR professionals and SMEs from all agencies together for continuing education at a low cost. The exchange of information among like-minded professionals without the high-cost and formality of an HR conference or class was critical.

4. What are the costs of this program/effort?

There are no additional costs associated with the Community of Interest program. Venue space is publicly funded and any guest speakers are there voluntarily.

5. How is this program/effort funded?

The program area does not receive a specific annual appropriation from the Legislature. The cost of providing technical assistance and consultative services to customers is absorbed within the existing salaries and benefits appropriation. These services comprise a significant component of the roles and responsibilities within the Division of Human Resource Management.

6. How do you measure the success of this program/effort?

Evaluating the success of the six Communities of Interest include both quantitative and qualitative indicators. Based on HRM's fiscal year 2016-17 Customer Satisfaction Survey, agency leadership commented that Communities of Interest meetings are very beneficial to HR staff and they hope to send more out-of-town professionals to meetings when feasible. Approximately 10% of the free-text responses in the Customer Satisfaction Survey mentioned the value of Communities of Interest meetings.

In addition to positive feedback and kudos from interagency colleagues, HRM has also seen an increase in one-on-one consultative services to agencies related to the topics covered in the Communities of Interest meetings. Subject matter experts and human resource professionals who attend these meetings are now requesting that HRM staff visit their agency HR office more frequently to train and further impart knowledge and their expertise to other human resource staff within their agency.

Another success has been the positive working relationships formed between agencies, including our own. A level of trust and comfort has been established and continuously strengthened due to these meetings. Agencies are now sharing templates, policy examples, and in some cases providing technical assistance with each other. As a result, this has created a more cohesive and consistent approach among agencies in the application and enforcement of HR policies.

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7. How has the program/effort changed since its inception?

Since the January 2016 launch of the program, another HR subject area is now being covered with its own Community of Interest meeting, Recruitment and Selection; which has become one of our most popular subject areas. Other subject areas can be added, as needs are identified.

Speakers from outside organizations have also shown an interest in speaking at Communities of Interest meetings and are added to the agenda when possible. This has fostered new channels of communication and provided additional resources that may not have been available to other agencies previously.

Meeting formats and structure have evolved to now include scenario-based exercises for attendees; further stirring conversation and adding to the training component of the Communities of Interest.

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**FLORIDA DEPARTMENT OF MANAGEMENT
SERVICES' DIVISION OF HUMAN RESOURCE
MANAGEMENT**



PRESENTS:

Communities of Interest

**A NEW APPROACH TO CONTINUING EDUCATION
FOR HUMAN RESOURCE PROFESSIONALS**

SUBJECT AREAS INCLUDE:

**Employee Relations
Attendance and Leave
Recruitment and Selection**

**Performance and Talent Management
Classification and Organizational Structure
Equal Employment Opportunity/Affirmative Action**



FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

**human resource
management**

We serve those who serve Florida