

2022 NASPEs AWARD

Eva N. Santos Communication Awards

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.

NOMINATION INFORMATION

Title of Nomination: OneHR Connect – HR Communication Ecosystem

State: PA

Contact Person: Darice Mayhew

Contact's Title: Talent Planning Manager

Agency: Governor's Office of Administration

Mailing Address: Harrisburg, PA 17120

Telephone: 717-705-5656

E-mail: dmayhew@pa.gov

NOMINATOR INFORMATION

Nominator: V. Reid Walsh

Title: Deputy Secretary for Human Resources and Management

State: PA

Agency: Governor's Office of Administration

Telephone: 717-787-8191

E-mail: vwalsh@pa.gov

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DETAILS

Feel free to include links to websites and snapshots as part of your nomination.

1. Please provide a brief description of the submission.

OneHR Connect is single digital destination for the Commonwealth of Pennsylvania’s HR

professionals to connect with one another and receive updates from colleagues and leadership.

Comprised of a SharePoint website and integrated Microsoft Teams Channel, OneHR Connect is

the online hub for all HR communications, including staff movements, training and

development, recognition, job postings, projects updates and outcomes, and other relevant

topics. OneHR Connect is a collaborative effort among site administrators, HR leadership, and a

rotating team of content creators who are committed to creating an environment of

transparency through open communication and the use of modern technology tools.

2. How long has the submission been in existence?

The OneHR Connect SharePoint site was launched in May 2021 and the OneHR Connect

Microsoft Teams Channel was integrated in August 2021. The Teams Channel is primarily used

to drive traffic to the SharePoint site and highlight important articles and announcements in the

main “Daily Connect” area of the site.

3. Why was this submission created?

Pennsylvania continues to mature the shared services delivery model and pursue opportunities

to increase the consistency, quality and efficiency of HR programs and services through

technology investments and optimizing organizational structures. Examples include centralized

classification and compensation, training and development, and talent acquisition functions, as

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well as major initiatives that extend beyond HR, such as telework. In this environment of continuous change and adaptation, we realized that we needed a singular place for HR employees to find out what was going on across the HR landscape.

Creating this space has provided a way to communicate, regardless of distance, and provides more transparency to employees at all levels of the organization. Moving from a decentralized to a centralized HR function, it was important for us to build a new form of community to break down silos and streamline information sharing across the enterprise, for the benefit of all.

This internal communication hub was created specifically to:

1. Streamline communication, reducing inbox and email clutter;
2. Build community and create belonging;
3. Increase employee engagement through knowledge sharing, recognition, feedback, collaboration, and leadership transparency; and
4. Increase leadership visibility and connection across the entire HR community.

4. How does this submission support the goals and objectives of your agenda/department?

With the centralization of HR staff into a shared services delivery model in 2017, we recognized the need to foster a new sense of community and comradery to complement the new organization. Transparency and communication were guiding principles in preparing employees to transition to the new organization and we wanted to operationalize and institutionalize these behaviors going forward. OneHR Connect supports our internal commitment to breaking down the silos that still exist after centralization and our goal to share more information across

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our entire HR organization and solicit feedback.

OneHR Connect also allows us to increase the visibility of HR leadership through videos and posts, providing a sense of connection for staff who do not normally interact or work with them.

Another goal was to streamline communications and reduce inbox and email clutter. Having a central repository that employees can visit regularly for important announcements, templates, resources, and tools decreases the staff time spent searching through emails, files, and or favorites/bookmarks for important information. OneHR Connect was used to communicate progress for our Talent Acquisition, Talent Development, and Organization Management centralization initiatives via regular update posts. We have also developed subsites for our HR Business Partners and our Enterprise Recruitment team to routinely communicate information and events.

5. Have you been able to measure the effectiveness of this submission? If so, how?

SharePoint offers some high level quantitative analytics around employee use and engagement. Some details include:

- Almost 900 HR users have access to OneHR Connect.
- Over 300 Daily Connect news articles, announcements, and project overviews and outcomes have been published since OneHR Connect launched less than one year ago. This type of information would otherwise have been sent by email or not have been shared widely at all.
- OneHR Connect averages 8,000 visits per month, with approximately 500 unique viewers per

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month.

- Users spend an average of 11 minutes on the site per visit, demonstrating a high level of engagement with the content.

Additionally, we have received highly positive feedback about OneHR Connect through an online suggestion form available on both the SharePoint site and Teams channel. Examples of the feedback we have received include:

- “This site has a lot on it that will be very useful.”
- “I love the Daily Connect articles – very informative!”
- “The HRM Weekly page fits perfectly with the goals of streamlining communication.”

HR employees who have participated in the rotating team of content creators, known as the OneHR Connect Squad, have also responded positively to the opportunity to contribute to and sustain this digital community.

- “This role has benefited me by allowing me to develop stronger working relationships with Division Chiefs whom I would typically not communicate with. It has made me more comfortable with going to these staff members for issues which arise in my daily workload.”
- “As a founding Squad Member, it was a great experience to work together with fellow HR employees to create meaningful change in the HR community. OHRC has helped me to grow in areas of communication, organization, and leadership.”
- “This opportunity has allowed me to expand my HR knowledge and networking community. I have learned more about HR activities statewide, and not just within my HR Delivery Center.

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I've created some great new work relationships with the delivery center manager, field human resource officers, and other division chiefs. I've also had the pleasure of applying some create writing skills with my fellow team members for article submissions.”

- “It's great to have all this information in one location and consistently updated as the program evolves. As new employees come on board or are transferred into positions this will prove to be very helpful.”

Following are some site examples and screenshots that describe key areas of the site.

Site Examples

While direct weblinks are not available due to this site being an internal, permission-based application for OA-HR employees only, here are a few screenshots that highlight some of the different areas of our site.

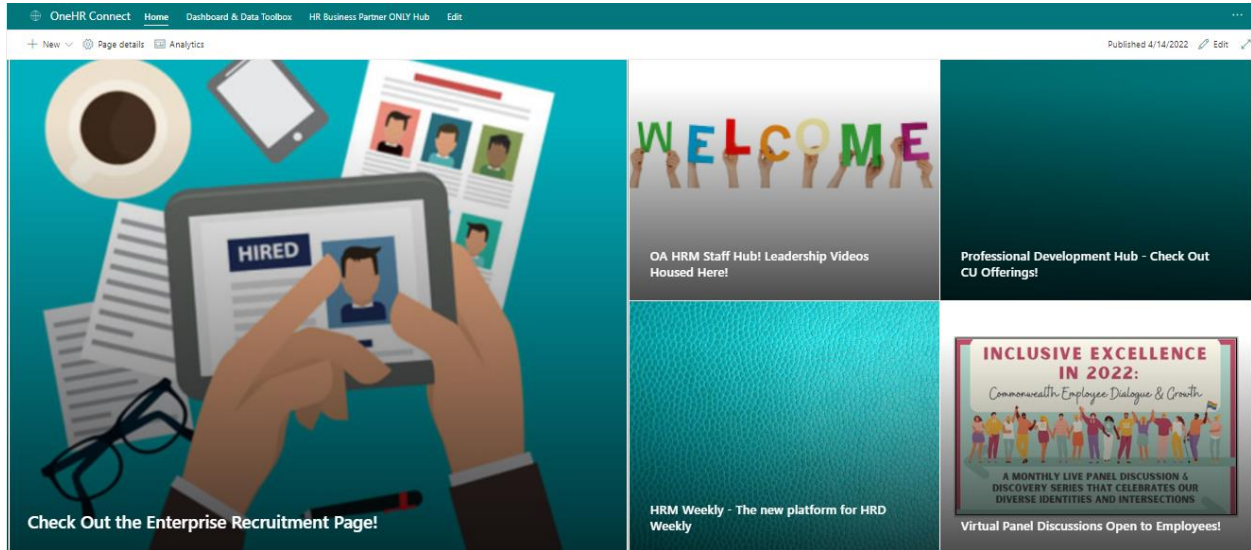
Main Landing Page: The information you see here changes on a regular basis (except for the Welcome & HRM Weekly tile). Fresh content is highlighted through the main landing page with hot article and announcements.

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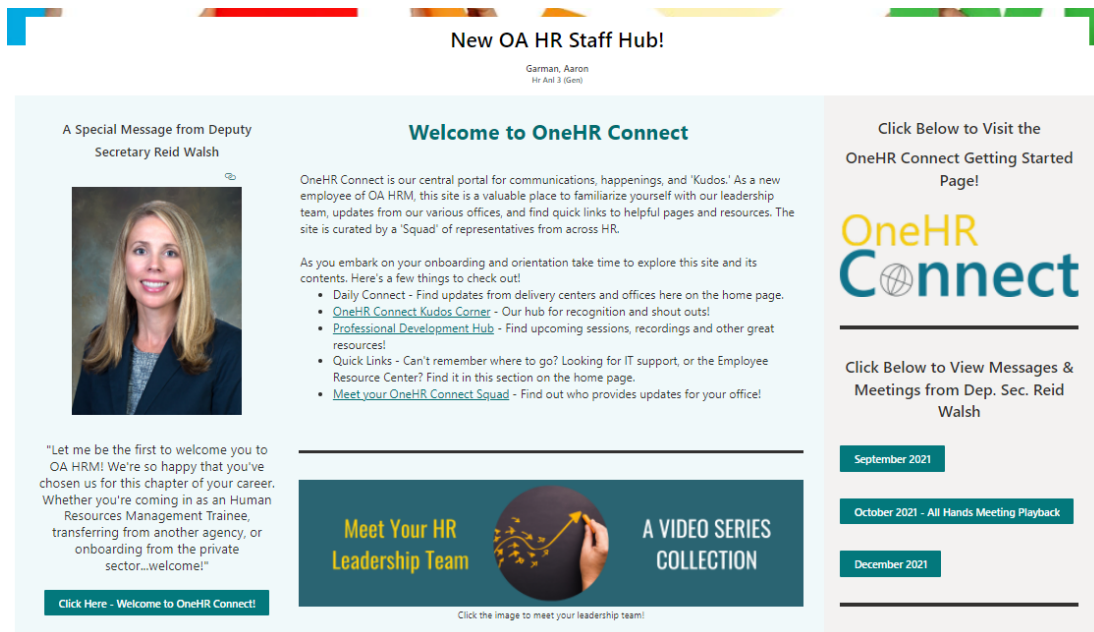
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Welcome Page for New HR Employees: When new HR employees join our organization, they are immediately given access to this site and directed to our New HR Staff Hub. At this page, you can familiarize yourself with site navigation, review profiles and watch welcome videos from all our HR leaders, and easily access important areas of the site, like the recognition and professional development hubs.



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The Daily Connect: The Daily Connect is where employees find updates from each of our six HR delivery centers and central offices right from the home page. Each area has a OneHR Connect Ambassador who is responsible for contributing site content on a bi-weekly basis. These individuals are up-to-date and knowledgeable about what's happening in their office/delivery center and communicate regularly with leadership to collect and relay information. This creates networking and stretch opportunities for HR professionals. The role rotates every six months to grow the network and provide visibility to other HR professionals.

Daily Connect See all

+ Add

COLLABORATION

Partnership Between HR and Customer Agency to Create HR Liaison Positions
The HR Office that supports PennDOT Engineering District 9-0 recently restructured itself to...

Rhoads, Jedidiah 5 days ago

GOOD NEWS

Bureau of Organization Management (BOOM), Position Classification Services, IED OM Team
In the fall of 2021, all Organization Management (OM) functions for agencies served by HR...

Rhoads, Jedidiah 5 days ago

THE TEAM

Introducing the HRSC Agency Services Division
Learn More About the HRSC Agency Services Team & What Each of Them Do! Submitted by...

Mayhew, Darice April 19

CONFIDENTIAL

Records Management: The Path Towards a TEAMS Environment
The General Government HR Delivery Center (GG HRDC) has completed its own...

Mayhew, Darice April 11

Confidential Employee - What Does it Mean & When Should You Designate It?

Telework Updates for OA Staff

For other announcements, click here to visit the
OneHR Connect
Microsoft Teams
General Channel

RECOGNITION

Visit the OneHR Connect Kudos Corner

PA Employee Resource Center

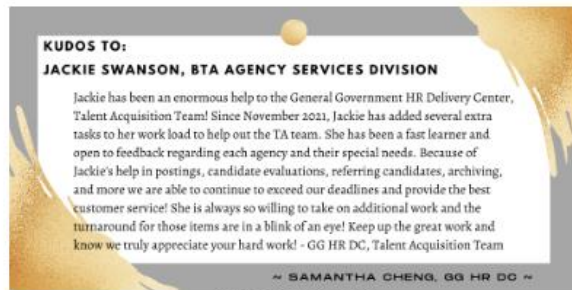
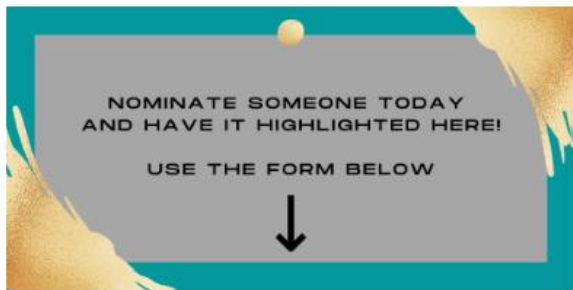
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Kudos Corner: A place where HR employees can submit an easy online form to recognize another HR employee who has helped them or made a notable contribution. Highlights are posted weekly, and employees interact via the comments to congratulate one another.



[CLICK TO ENLARGE IMAGE](#)

Click the form below to highlight the accomplishments of a HR employee, coworker, project team, manager, or leader!

Highlights will be posted weekly!

OneHR Connect Kudos Corner Entry Form

Want to celebrate or recognize a HR employee, coworker, project team, manager or leader for their accomplishments? Or, for simply being a supportive and reliable team member? Use this form to submit a kudo to be published through OneHR Connect! The data supports that recognizing employees increases loyalty, enhances performance and generates greater success, so let's do our part expressing appreciation and gratitude and making each other feel valued.

Why is Recognition Important?
Check out the links below

- Creating a Culture of Recognition | Great Place to Work®
- Why Employees Need Both Recognition and Appreciation
- NASPE SERD Highlights from Across the US

[Low to No Cost Recognition Ideas](#)

[Governor's Awards for Excellence Program](#)

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Data & Dashboards: Having all our data and dashboards in one central location allows us to improve efficiency in sharing important analytics related to our work and providing the necessary tools for HR leadership to communicate and facilitate HR needs from and solutions for our customers.



The Enterprise Systems & Data Analytics site is a "One-Stop Shop" of databases, reports, and dashboards. Click on the icons below to start your information journey.

***Note:** Based on the permissions level, you may (or may not) have access to certain links. If you have a legitimate business reason to access this information, please use the [Submit an AskHR Request](#) or contact the business owner directly to gain access.



Click the Power BI icon to be taken to the Report and Dashboard repository



Click the Microsoft Access icon to be taken to the database repository page

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HR Business Partner Hub

Mayhew, Darice
Hr Asst 4 (Gen)

ATTENTION: This page is for HR Business Partners & approved staff only. If you have a legitimate business reason to access this information, please contact your **Senior HR Business Partner** (i.e. *Delivery Center Manager*) or the **OA Bureau of Talent Planning** for assistance.



POSITION
TRACKING

Data Refreshes Daily

DIVERSITY
DATA

Data Refreshes Weekly (Every Sunday)

RETIREMENT
PROJECTIONS

Data Refreshes Weekly (Every Sunday)

TURNOVER
DATA

AVERAGE
TIME TO FILL

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