

# 2024 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.

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### **NOMINATION INFORMATION**

Title of Nomination: Powering Up Excitement about Compliance Reporting!      State: MA

Contact Person: Dana Yonchak

Contact's Title: Director of Employee Advancement

Agency: Human Resources Division, Commonwealth of MA

Mailing Address: 100 Cambridge Street, Boston MA 02114

Telephone: 617 352 0736

E-mail: [dana.yonchak@mass.gov](mailto:dana.yonchak@mass.gov)

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### **NOMINATOR INFORMATION**

Nominator: Dana Yonchak      Title: Director of Employee Advancement

State: MA      Agency: Human Resources Division

Telephone: 617 352 0736

E-mail: [dana.yonchak@mass.gov](mailto:dana.yonchak@mass.gov)

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#### **ALL SUBMISSIONS MUST:**

- Meet all eligibility requirements
- Meet deadline requirements
- Include a complete nomination packet
- Conform to all copyright laws

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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.

The Commonwealth upgraded its learning management system in late 2021 (named “MassAchieve”), through which mandatory compliance training is delivered to 45,000+ employees. And while the built-in reporting features to track this compliance training in the new system were a major upgrade to what was had previously, reports still had to be configured and downloaded to giant excel worksheets. While compliance training tracking improved, there was still a sizeable gap in overall agency and secretariat learning administrator engagement and accuracy in tracking employee compliance. Additionally, because of this, the centralized administrators who oversaw the entirety of all the executive department training needs in MassAchieve, were often tasked with creating, advising, or trouble-shooting local reporting issues for individual agencies and secretariats. The MassAchieve team envisioned a new way to provide these data and reporting resources, in a user-friendly visual and graphical approach, utilizing the power of PowerBI. With the introduction of user-friendly and real-time data, engagement with reporting has become more successfully decentralized, and accurate compliance data, both at a macro collective level and at an employee-by-employee detail, have dramatically changed confidence, usage, and skill in compliance reporting.

2. How long has the submission been in existence?

Fall 2022

3. Why was this submission created?

With more than 200 decentralized agency and secretariat learning administrators, the degree of comfort, familiarity, and knowledge of working with Excel, data filters, and pivot tables to manage considerable amounts of training and compliance data ranged broadly. In 2022, the Commonwealth MassAchieve learning team introduced colorful and graphical PowerBI dashboards for compliance tracking. With the introduction of friendly graphics and real-time data, statewide required training compliance rates rose from an average of 45% in 2020, to 75% in 2021, to 86% in 2022, and to 96% in 2023. While these reports are not the sole reason for these dramatic improvements in compliance; they have improved the visibility and accuracy of reporting data, enabling learning administrators to hold employees and managers accountable for completing their required training. Reports are shared with learning administrators, secretariat and agency HR, and leadership, expanding visibility for who is/is not compliant.

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

Compliance tracking is a must have to ensure employees understand the state’s HR policies, statutes, executive orders, and laws. It is also not typically in the top 10 list of most favored HR

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and personnel activities. Our PowerBI dashboards are like the spoonful of sugar that helps the compliance tracking medicine go down, in the most delightful ways! Fun to look at, and powerful as tracking tools, they have been received with resounding appreciation by agency and secretariat staff.

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

We have seen compliance training rates increase over time, since 2020. Statewide required training compliance rates rose from an average of 45% in 2020, to 75% in 2021, to 86% in 2022, and to 96% in 2023.

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4/9/2024

Last Refresh



# MassAchieve Compliance and User Data

MassAchieve  
2024

Dashboard/  
Summary

Secretariat  
Overview

Completion by  
Curriculum

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Employee Detail

New Hire by  
Curriculum

New Hire  
Summary

Contractor by  
Curriculum

Contractor Detail

Usage Data

Curriculum  
List/Licenses

User Guide

# Dashboard Overview

46,621

Assigned Training

30,746

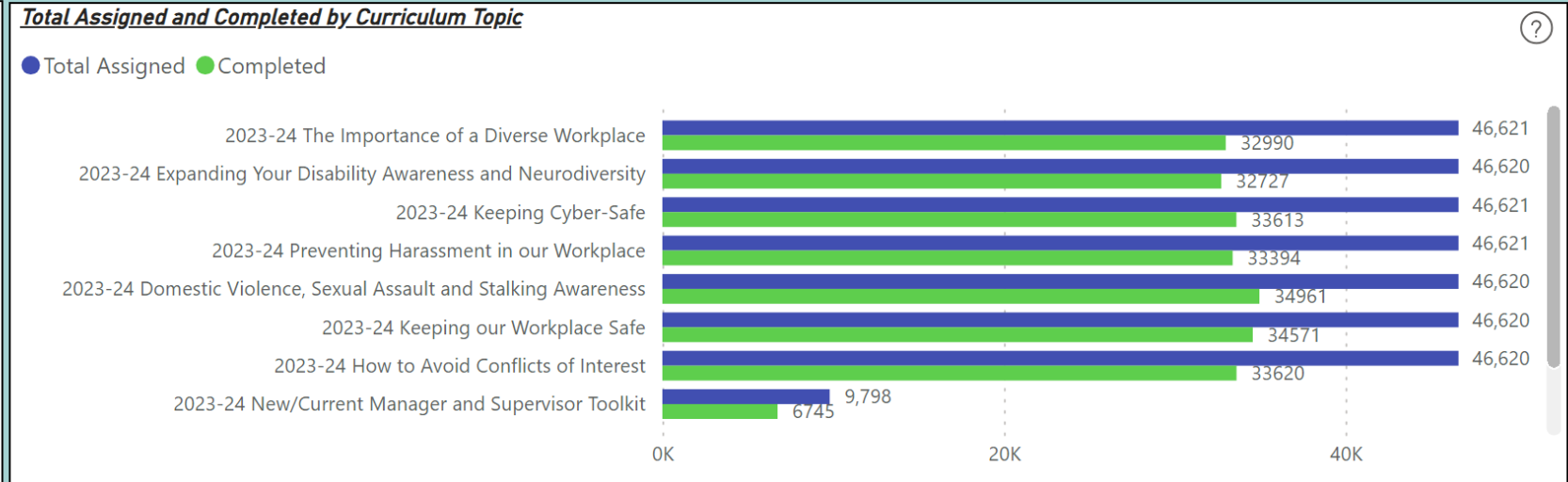
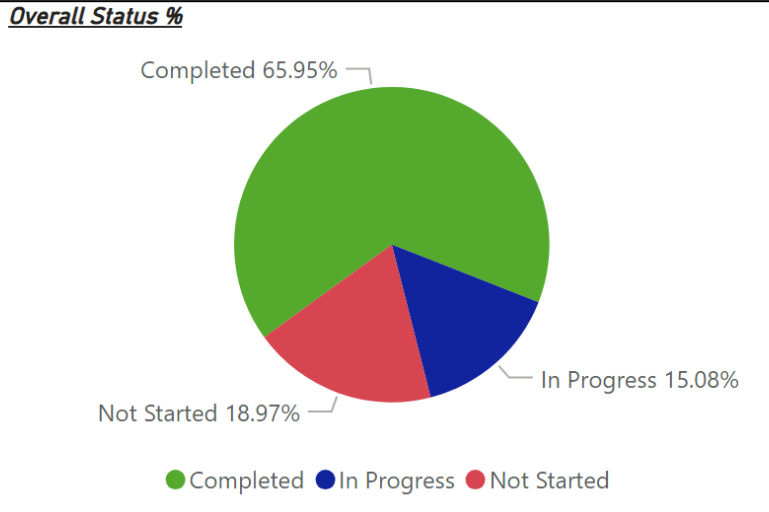
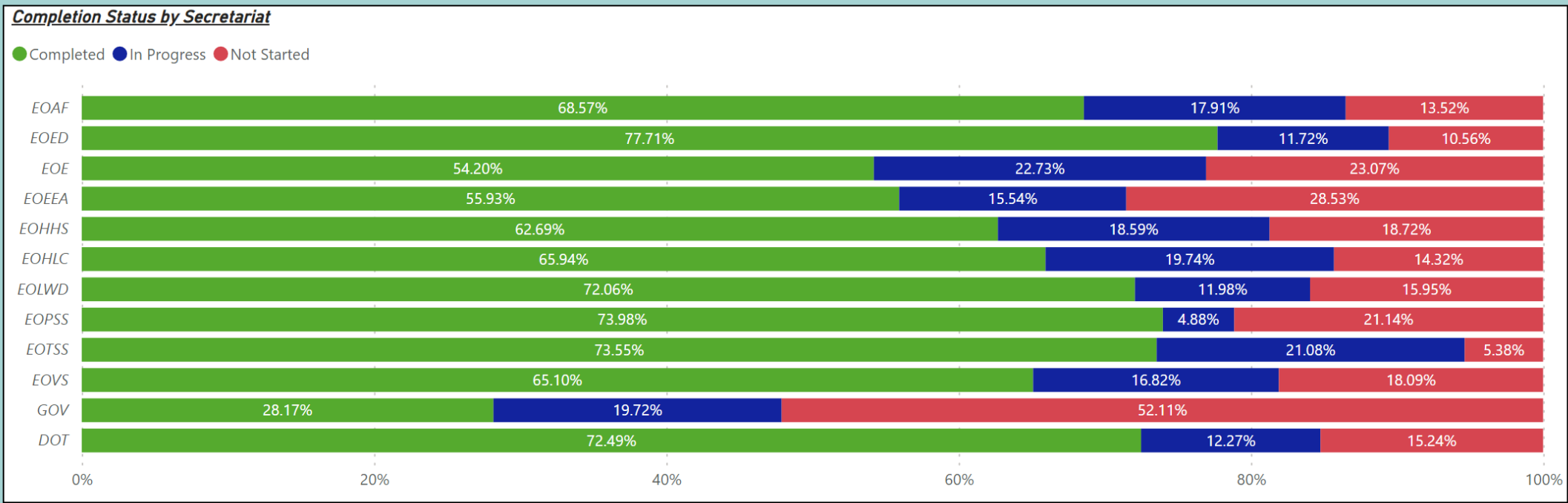
Completed

7,030

In Progress

8,845

Not Started



# Completion Status: All Employees

**46,621**  
Total Employees Assigned Training

**30,746**  
Completed

**7,030**  
In Progress

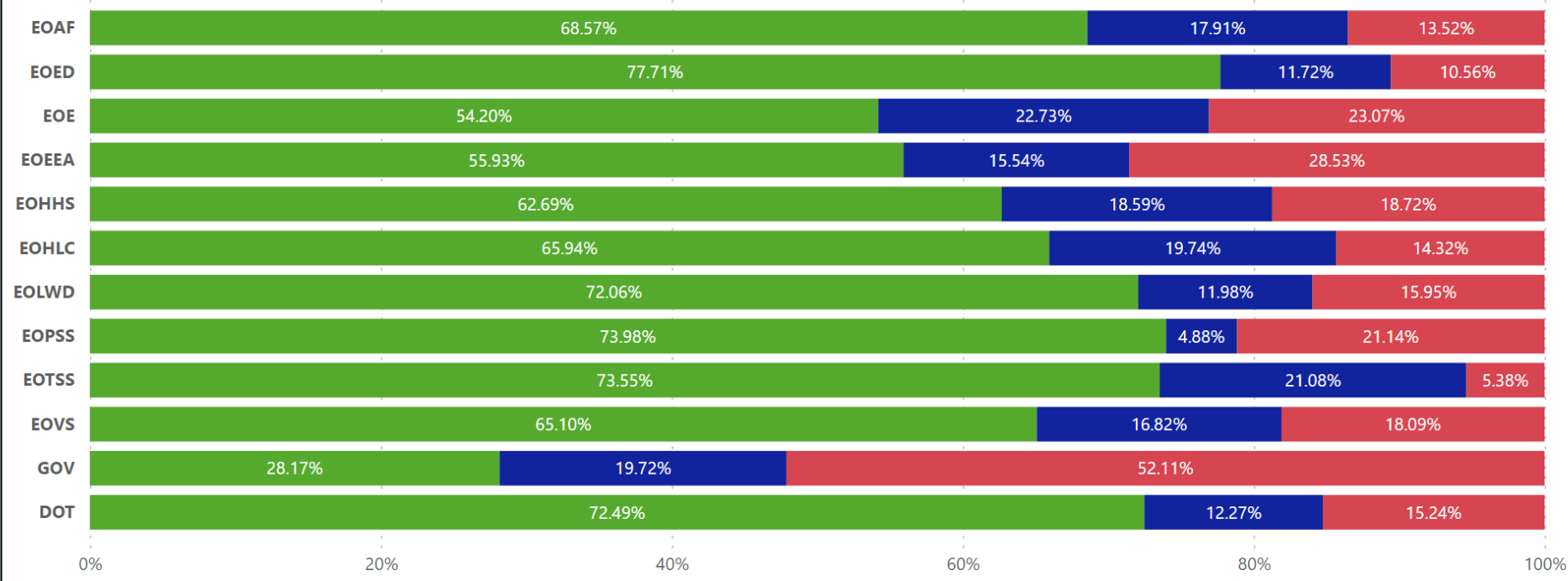
**8,845**  
Not Started

**Training Period : 7/31/2023 - 4/9/2024**

**Overdue Status**

**Completion Status by Secretariat**

● Completed ● In Progress ● Not Started



Secretariat	Employees
EOHHS	23072
EOPSS	8381
DOT	4376
EOEEA	3347
EOAF	2819
EOLWD	1260
EOE	893
EOVS	785
EOED	691
EOTSS	465
EOHLC	461
GOV	71
<b>Total</b>	<b>46621</b>

Secretariat:

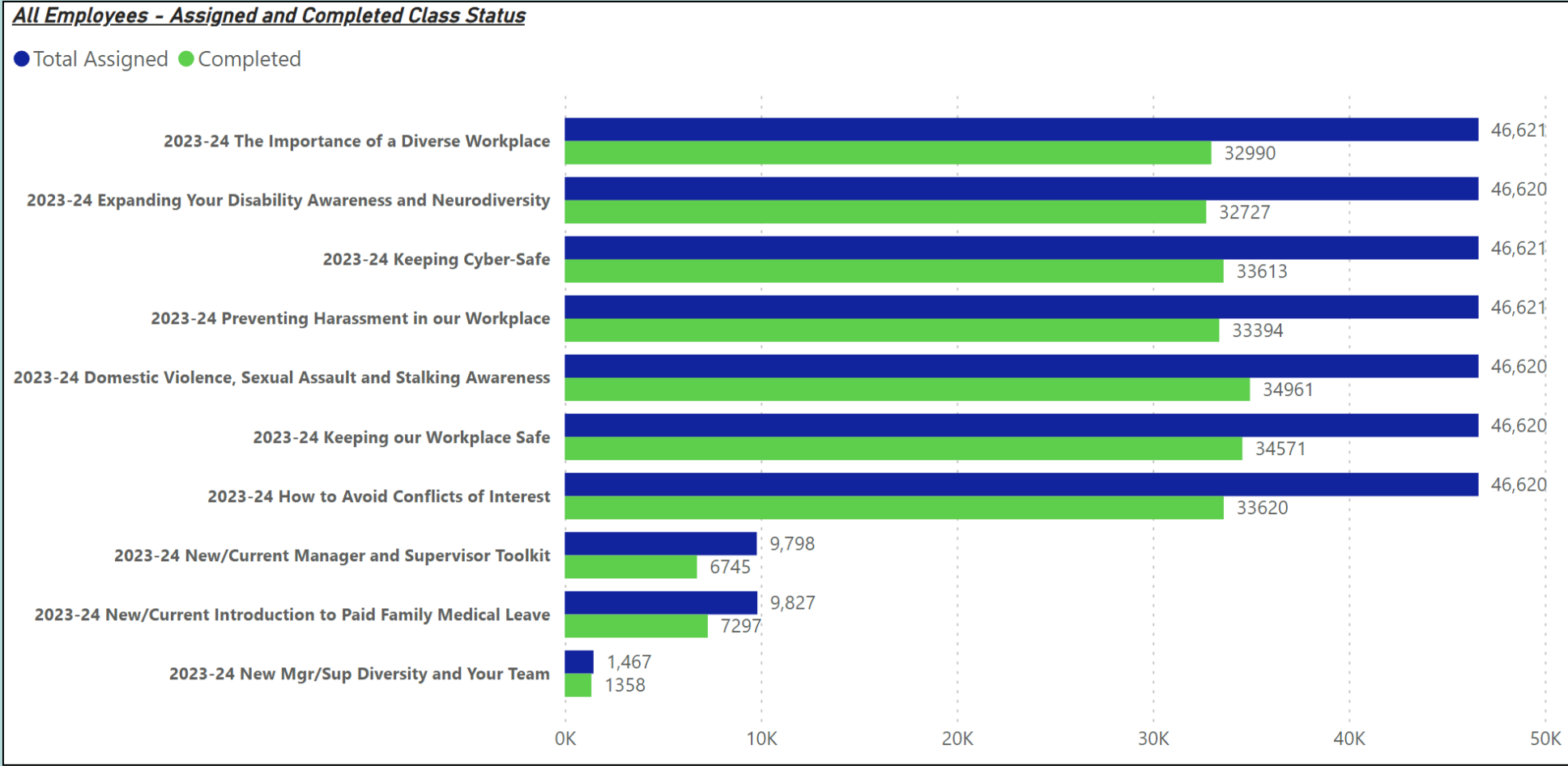
Agency:

Position Type:

**Contractor compliance data is not included in this report**

**Contractor compliance data is not included in this report**

# Course Completion: All Employees



Secretariat:    
 Agency:    
 Curriculum Topic:    
 Position Type:    
 Employee Status:



**Completed By:**

**Due Date:**

## Overall Completion Status: By Employee

**Overdue Status**

**46,621**  
Assigned Training

**30,746**  
Completed

**7,030**  
In Progress

**8,845**  
Not Started

**Status**

Completed

In Progress

Not Started

**Contractor compliance data is not included in this report**

Secretariat	Agency	Employee Name	Emp ID	Overall Status	Employee Email	Mail Drop	Manager Name
EOAF	BSB	A	76	Completed	de	3301	D
EOAF	OSD			In Progress		0071	F
EOHHS	DSS			Completed		2060	S
EOHHS	DMH			Not Started		5603	M
EOHHS	DMR			Not Started		5585	E
EOPSS	POL			Completed		0107 - NARCOTICS INSPECTION	C
EOHHS	DMR			Not Started		6045	F
EOHHS	DMR			Not Started		6026	H
EOHHS	EHS			In Progress		1064	C
EOHHS	EHS			Completed		1019	F
EOHHS	DSS			Not Started		2060	H
EOLWD	EOL			Not Started		8710	F
EOHHS	DPH			Completed		4700	H
EOHHS	DMR			Completed		5905	S
EOHHS	DMR			Completed		5908	M
EOHHS	DMR			Completed		5296	A
EOLWD	EOL			Completed		8710	L
EOHHS	DMR	Abh	4193	Completed	ienh	5424	C

Secretariat <input type="text" value="All"/>	Agency <input type="text" value="All"/>	Employee Name <input type="text" value="All"/>	Employee ID <input type="text" value="All"/>	Employee Email <input type="text" value="All"/>	Manager Name <input type="text" value="All"/>	Manager Email <input type="text" value="All"/>
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Completed By:

8/1/2023



Due Date:

9/2/2023



# Employee Completion Status: By Curriculum Topic

Overdue Status

46,621

Assigned Training

Transcript Status

- Completed
- In Progress
- Overdue

Contractor compliance data is not included in this report

Secretariat	Agency	Employee Name	Emp ID	Curriculum Topic	Completion Status	Due Date	Days Overdue	Employee Email	Mail Drop	Manager
EOAF	BSB			2023-24 The Importance of a Diverse Workplace	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 Expanding Your Disability Awareness and Neurodiversity	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 Keeping Cyber-Safe	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 Preventing Harassment in our Workplace	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 Domestic Violence, Sexual Assault and Stalking Awareness	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 Keeping our Workplace Safe	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 How to Avoid Conflicts of Interest	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 New/Current Manager and Supervisor Toolkit	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 New/Current Introduction to Paid Family Medical Leave	Completed	2/23/2024			3301	
EOAF	BSB			2023-24 New Mgr/Sup Diversity and Your Team	Completed	2/23/2024			3301	
EOAF	OSD			2023-24 The Importance of a Diverse Workplace	Completed	5/31/2024			0071	
EOAF	OSD			2023-24 Expanding Your Disability Awareness and Neurodiversity	Completed	5/31/2024			0071	
EOAF	OSD			2023-24 Keeping Cyber-Safe	Completed	5/31/2024			0071	
EOAF	OSD			2023-24 Preventing Harassment in our Workplace	Completed	5/31/2024			0071	
EOAF	OSD			2023-24 Domestic Violence, Sexual Assault and	Completed	5/31/2024			0071	



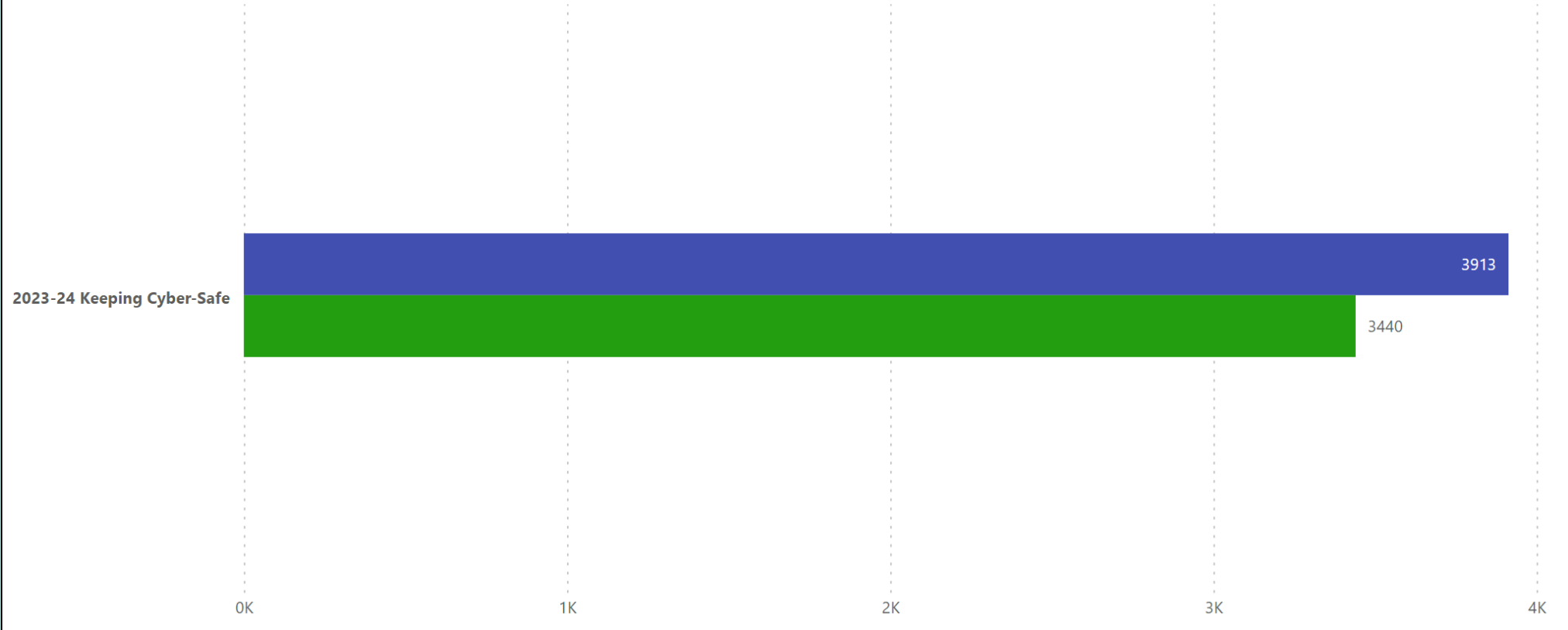
Secretariat All	Agency All	Employee Name All	Employee ID All	Curriculum Topic All	Emp Status All	Employee Email All	Manager Name All
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Contractor compliance data is not included in this report

# Curriculum Topic Completion: New Hires

*New Hires: Assigned and Completed by Curriculum Topic*

● Total Assigned ● Completed



Secretariat:  Agency:  Curriculum Topic:  Position Type:  Employee Status:

Completed By:

8/1/2023

Due Date:

9/2/2023

# New Hire: Overall Completion by Curriculum Topic

4,908

Assigned Training

4,218

Completed

255

In Progress

435

Overdue

Newhire Status

- Completed
- In Progress
- Overdue

Secretariat	Agency	Employee Name	Emp ID	Status	Employee Email	Mail Drop	Manager Name
EOAF	BSB	Asa	76	Completed	d	3301	D
DOT	DOT			Completed		1441	
EOHHS	EHS			Completed		1060	
EOHLC	OCD			Completed		1220	
EOHHS	DPH			Completed		4628	
EOEEA	EQE			Completed			
EOHHS	DMH			Completed		5190	
EOHHS	DMR			Completed		5287	
EOEEA	ENV			Completed			
EOAF	DOR			Completed		6506	
DOT	DOT			Completed		0131	
DOT	DOT			Completed		0801	
EOLWD	EOL			Completed		9321	
EOHHS	DMH			Completed		5198	
EOHHS	DMH			Completed		5192	
EOHHS	DMR	Ac	7	In Progress	n	6005	

Secretariat All	Agency All	Employee Name All	Employee ID All	Employee Email All	Manager Name All
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MassAchieve  
2024

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New Hire by  
Curriculum

New Hire  
Summary

Contractor by  
Curriculum

Contractor Detail

Usage Data

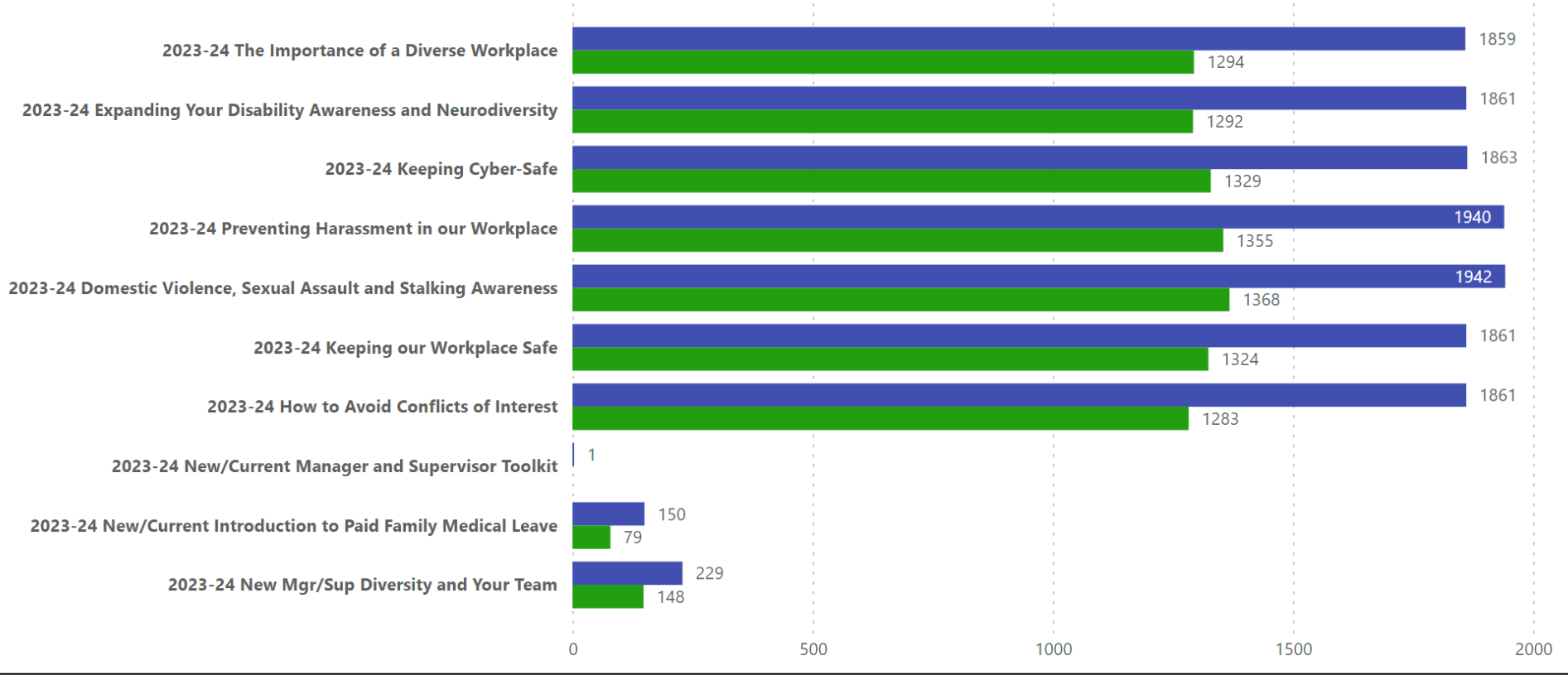
Curriculum  
List/Licenses

User Guide

# Curriculum Topic Completion: Contractors

## *Contractors: Assigned and Completed by Curriculum Topic*

● Total Assigned ● Completed



Secretariat

Agency

Curriculum Topic

Position Type

Employee Status

Completed By:

7/31/2023



Due Date:

9/2/2023



### Contractor: Overall Completion by Curriculum Topic

1,944

Assigned Training

1,287

Completed

428

In Progress

229

Overdue

Contractor Status

- Completed
- In Progress
- Not Started

Secretariat	Agency	Employee Name	Emp ID	Overall Status	Employee Email	Mail Drop	Manager Name
EOEEA	DCR			Not Started		0051	
DOT	DOT			Completed		2802	
EOHHS	EHS			Completed		ITU05	
EOHHS	EHS			In Progress		ITU05	
EOPSS	DFS			Completed		4000	
EOPSS	DFS			Completed		9198	
DOT	DOT			In Progress		0720	
EOE	DOE			Completed		3300	
EOPSS	DFS			Completed		4000	
EOAF	ANF			Not Started		3319-IT CONTINGENT WORKERS	
EOPSS	DFS			Completed		4000	
EOTSS	ITD			Completed		NETWORK OPERATIONS	
EOTSS	ITD			In Progress		4110	
EOHHS	EHS			Completed		ITU05	
GOV	GOV			Completed			
EOHHS	EHS			In Progress		ITU05	
EOHHS	EHS			Not Started		ITU05	
EOHHS	EHS	Ailb...	81	In Progress	sree...	HRCMS ONLY - NON-U05	

Secretariat All	Agency All	Employee Name All	Employee ID All	Employee Email All	Manager Name All
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**Secretariat**

All ▼

**Agency**

All ▼

**Last Access Date**

All ▼

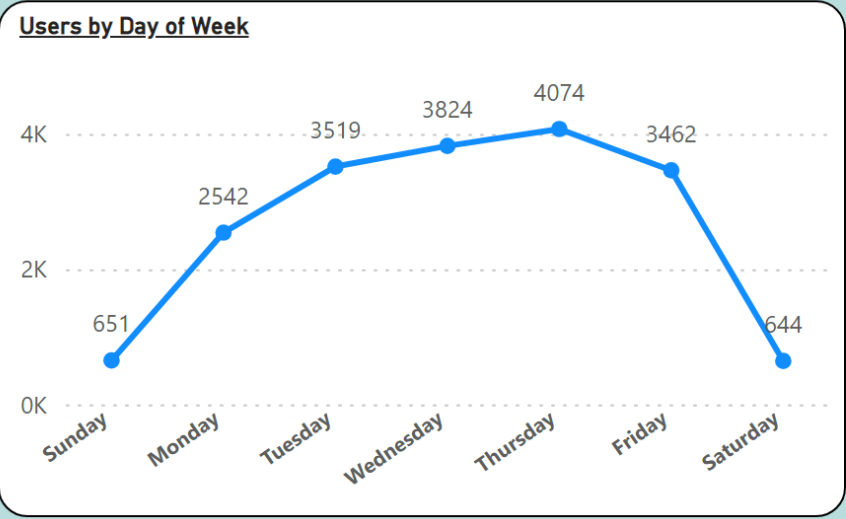
**Day of Week**

All ▼

**Login Month**

All ▼

**Logged in Users**



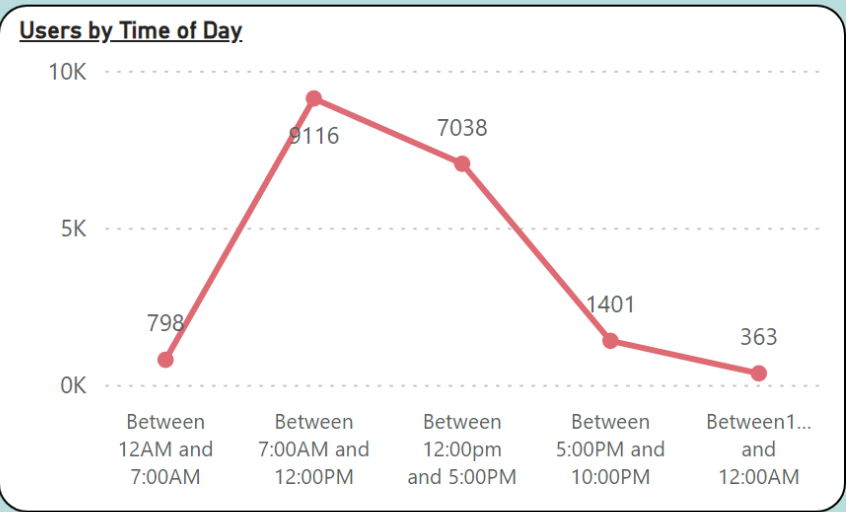
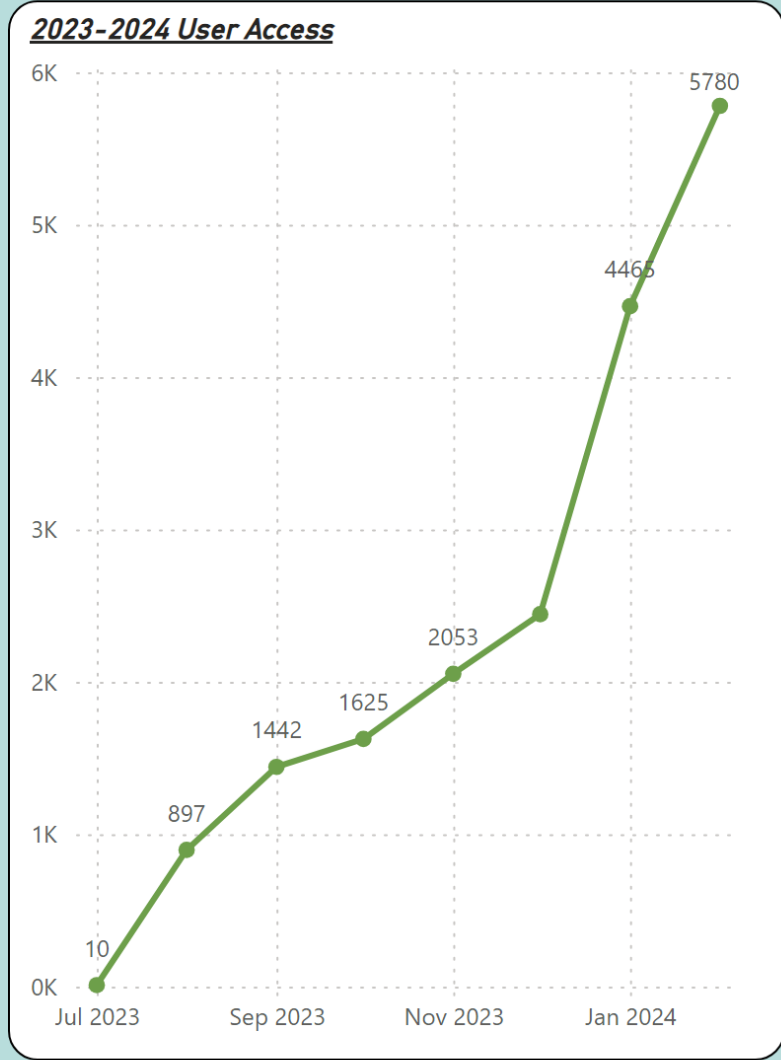
**Date Range**

7/31/2023 📅

2/25/2024 📅

**4/9/2024**

Last Refresh



Secretariat	Users
+ Executive Office for Administration and Finance	
+ Executive Office of Economic Development	
+ Executive Office of Education	
+ Executive Office of Energy and Environmental Affairs	
+ Executive Office of Health and Human Services	
+ Executive Office of Housing and Livable	
+ Executive Office of Labor and Workforce Development	
+ Executive Office of Public Safety & Security	
+ Executive Office of Technology Services & Security	
+ Executive Office Of Veterans' Services	
+ Governor's Office	
+ Massachusetts Department of Transportation	
<b>Total</b>	

## 2023-24 Required Compliance Training Listing

### Employee Group

- Current Employee
- Current Manager /Supervisor
- New Employee
- New Manager / Supervisor

10

Classes Assigned

### Curriculum Topic

- 2023-24 Domestic Violence, Sexual Assault and Stalking Awareness
- 2023-24 Expanding Your Disability Awareness and Neurodiversity
- 2023-24 How to Avoid Conflicts of Interest
- 2023-24 Keeping Cyber-Safe
- 2023-24 Keeping Our Workplace Safe
- 2023-24 New Mgr/Sup Diversity and Your Team
- 2023-24 New/Current Introduction to Paid Family Medical Leave
- 2023-24 New/Current Manager and Supervisor Toolkit
- 2023-24 Preventing Harassment in our Workplace
- 2023-24 The Importance of a Diverse Workplace

### MassAchieve License Holders

- Executive Office of Health and Human Services
- Executive Office of Public Safety & Security
- EXT - Executive Office of Health and Human Servi...
- Massachusetts Department of Transportation
- Executive Office of Energy and Environmental Affa...
- Executive Office for Administration and Finance
- Executive Office of Labor and Workforce Develop...
- Executive Office of Education
- Executive Office Of Veterans' Services
- Executive Office of Economic Development
- Executive Office of Technology Services & Security
- Executive Office of Housing and Livable Communi...
- Center for Health Information & Analysis
- Cannabis Control Commission
- Disabled Persons Protection Commission
- Governor's Office
- Commission Against Discrimination
- IGO
- PST
- Office of the Child Advocate

OK

### Secretariat

All

### Department

All

MassAchieve  
2024

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User Guide



# MassAchieve Executive Dashboard User Guide

## Overview:

The purpose of this dashboard is to track key training metrics related to the annual assigned Enterprise-wide compliance training. In collaboration with ANFIT, Secretariat Learning Administrators and HRD Organizational Learning this dashboard aims to provide:

1. Daily refreshed data on annual assigned compliance training
2. High-level Enterprise-wide data under the Executive Overview
3. Detailed Secretariat specific employee data under the Compliance Training Dashboard
4. Interactive filters to demonstrate data identifiers

This dashboard can easily be filtered to provide additional details. Information buttons are used to describe the filters. This guide provides reference information.

The data informing this dashboard is provided from MassAchieve compliance reports to this PowerBi dashboard. The focus of the dashboard is to provide an overall compliance update for Executive Department employees. Additional tabs have been added for ease of use to identify only new hire data and contractor information.

Please reach out to Christina McLaughlin; [christina.mclaughlin@mass.gov](mailto:christina.mclaughlin@mass.gov) or Dana Yonchak; [dana.yonchak@mass.gov](mailto:dana.yonchak@mass.gov), with any questions or comments.

## Training Definitions:

- Employee Assignments, under the "Assignment and Licenses" tab identifies the training topics assigned to each Executive Department group.
- Curriculum topics such as "2023 – 24 Keeping Cyber Safe", includes all the training videos for this topic, once