

High Sick Leave Consumption Community Services



KPI Owner: Robin Grammer

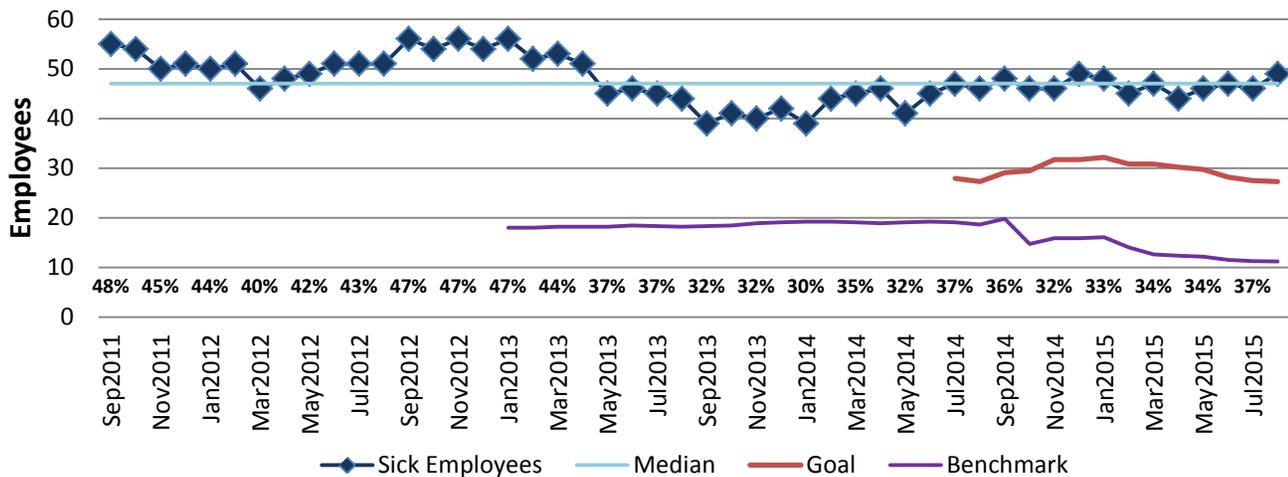
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY14 average 34% Goal: <22% (mean of baseline and benchmark) by June 2015 Benchmark: 9% LMG Top Quartile Oct2015	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: # of employees who used 9 or more out of 12 sick days ¹ in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Pilot short term &/or long term solutions

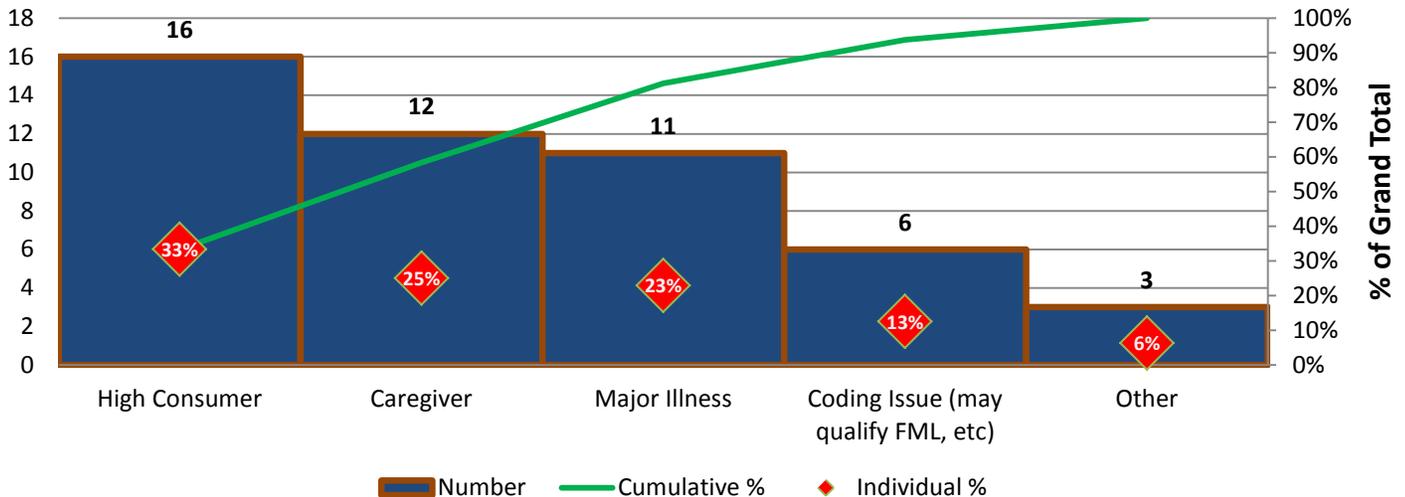
How Are We Doing?

Sep2014-Aug2015 12 Month Avg Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
30	47		27	49	
Employees	Employees		Employees	Employees	

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Sep2014-Aug2015 Pareto Analysis



¹A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract