

ORM Update

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Thrift Savings Plan

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Agenda

- **ORM Overview**
- **Administrative Services Update**
- **Human Capital Update**



ORM Functional Statement and Strategic Focus



ORM serves as a strategic partner with leadership to develop and deliver innovative programs designed to support Agency mission and its employees



Provide a physical work environment that is safe, secure, adaptable, and resilient



Understand and strengthen individual and enterprise capacity to meet mission needs



Establish a strong organizational culture that exemplifies our core values



Ensure that the FRTIB has the right skills, competencies, and leadership at all levels

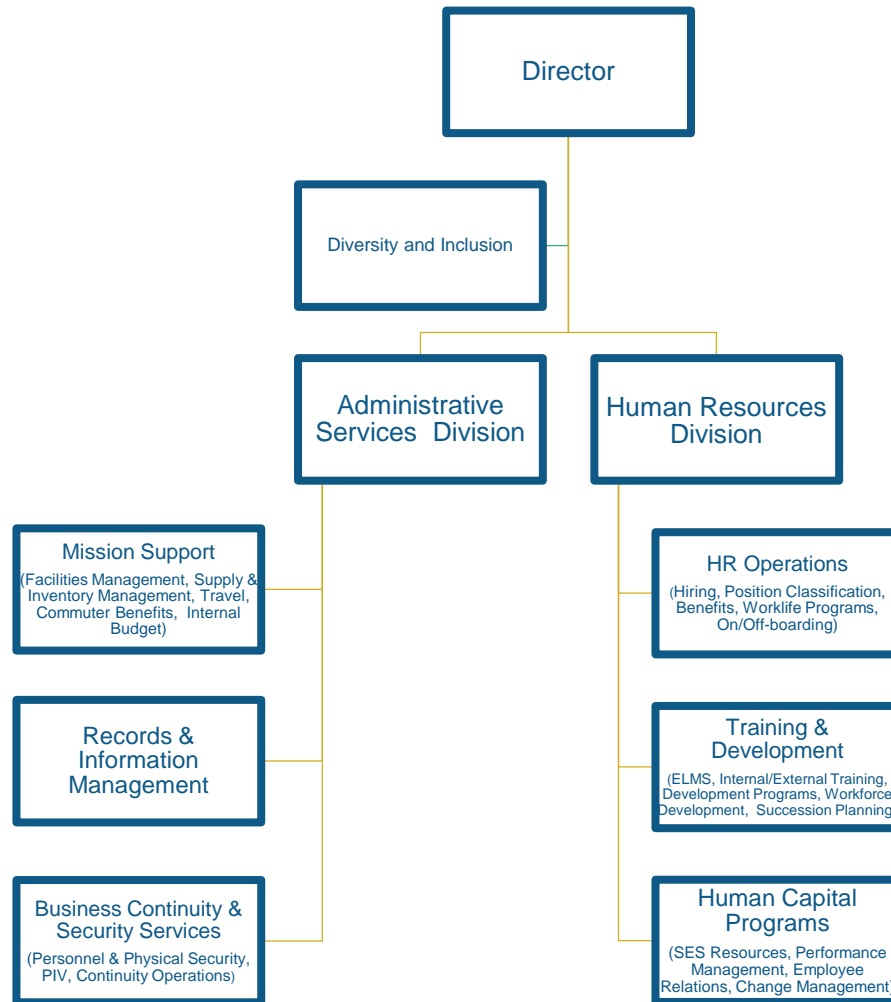


Synchronize key business processes with existing policies, procedures, the business continuity plan, and internal controls...



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ORM Organizational Structure



ASL: 34
On Board: 34

ASD – Update from 2016

- PIV card activation for contractor staff
 - TESS 100% PIV since March 2017
 - Remote contractor staff scheduled for 100% PIV by October 31st as part of IT modernization efforts
- Records Management
 - Year 3 of records management effort included a records schedule “dash” to update all file plans and records schedules to submit to NARA
 - Completed update for half of agency as of September 30th; rest of agency scheduled through December 27th.
 - Goal is to improve NARA assessments in 2018

HRD - Hiring Progress

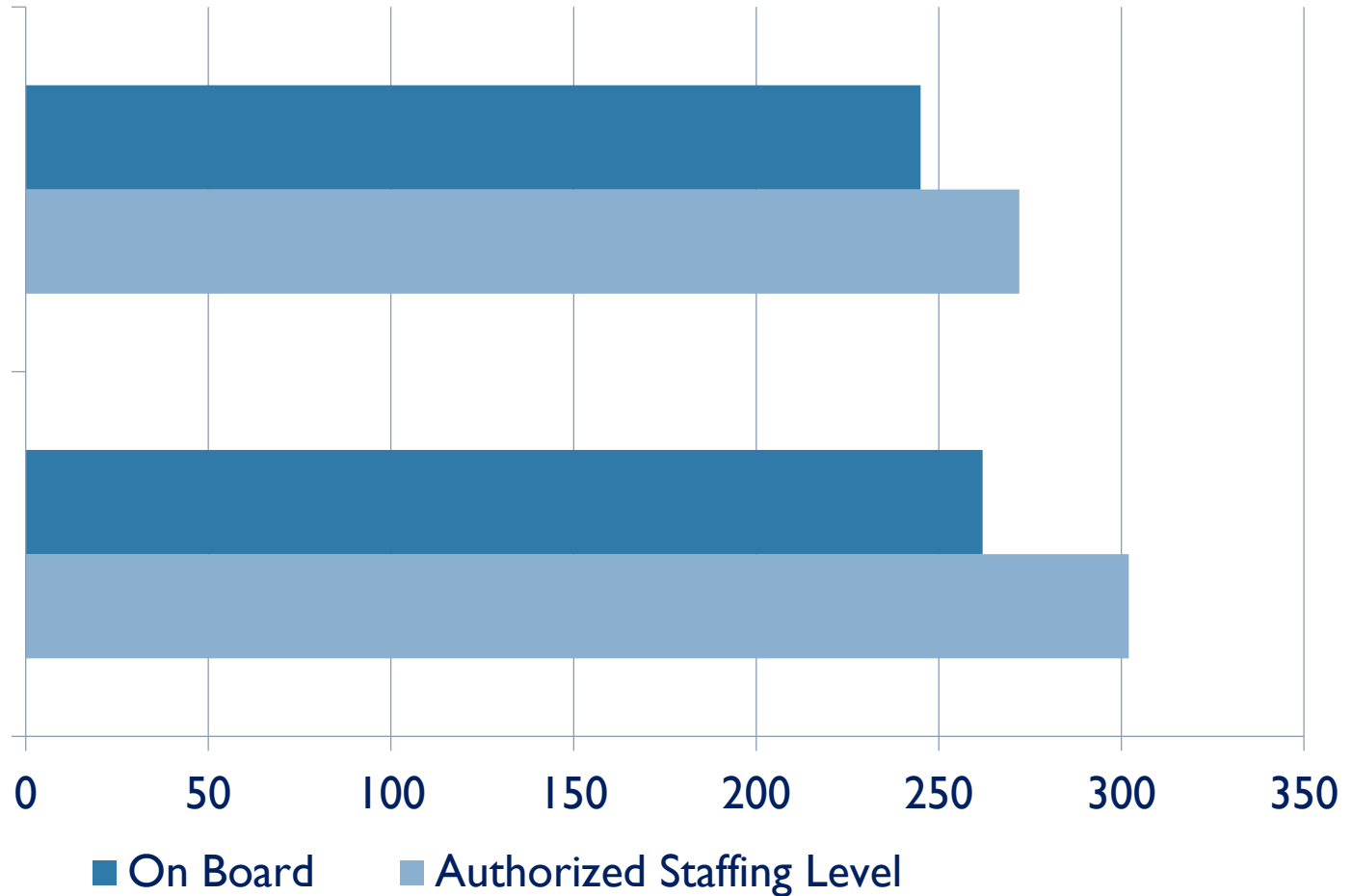
Attrition Rates

FY 2016: 12.0%

FY 2017: 10.0%

FY 2016 (90%)

FY 2017 (87%)



*Hiring Freeze
impacted hiring
rate in FY 2017



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HRD

Strategic Alignment & Leadership and Knowledge Management



Leadership Development

- Operated Leadership Development Program
- Expanded Executive Coaching Program
- Conducted annual new supervisory training
- Launched Leadership Advantage 3.0 via ELMS



Knowledge and Change Management

- Provided Change Management support for office specific and agency-wide changes
- Evaluated Change Management Program
- Updated 13 Human Capital Policies and Procedures



Human Capital and Workforce Planning

- Launched Workforce Planning tool
- Developed competency models (6 Offices)
- Launched Assessment (3 Offices)
- Developed agency-wide strategic and COR competencies





Performance & Recognition

Successfully rolled-out new Awards policy

Updated the Performance Management policy and procedures

Conducted Performance Management training for new supervisors and seasoned supervisors

Rolled-out mandatory performance management training for all employees



Performance Culture and Talent Management

Staffing, Classification & Benefits

- Established Child Care Subsidy Program
- Completed 5 Office Reorganizations
- Coordinated recruitment efforts for 5 Executive Level positions
- Conducted Self-Audit and coordinated OPM Compliance Review

Training & Development

- Operated Academic Degree, Tuition Assistance and Mentors Program
- Conducted Training Needs Assessment and offered targeted training
- Leveraged ELMS content and assets



Federal Employee Viewpoint Survey 2017 Results

80%

Response rate



51%

Female



54%

Agency tenure
of less than 4 years



54%

Generation X



Human Capital Framework

Leadership & Knowledge Mgmt.

Government 62%

62%

Performance Culture

Government 54%

61%

Talent Management

Government 59%

70%



Global Satisfaction

60%

Satisfaction w/ Pay

Government 61%

65%

Satisfaction w/ Agency

Government 60%

54%

Satisfaction w/ Job

Government 68%

60%

Recommend as Good Place to Work

Government 66%

60%



Employee Engagement

66%

Leaders Lead

Small Agency 58%

51%

Supervisors

Small Agency 78%

79%

Intrinsic Work Experiences

Small Agency 74%

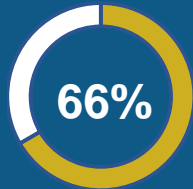
67%



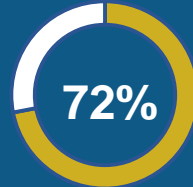
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Engagement Index

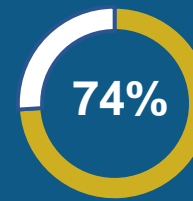
2017



2016



2015



Leaders Lead (percent positive)

	2015	2016	2017	Govt
Generates high levels of motivation/commitment	56%	56%	40%	43%
Maintains high standards of honesty/integrity	65%	61%	47%	54%
Communicates agency goals/priorities	68%	68%	60%	68%
How good a job do you feel is being done by the manager directly above your supervisor	69%	61%	59%	60%
I have high level of respect for my Agency's senior leaders	66%	57%	46%	56%

Supervisors (percent positive)

	2015	2016	2017	Govt
Supports employee development	82%	86%	83%	68%
Listens to what I have to say	84%	85%	80%	78%
Treats me with respect	83%	88%	86%	82%
I have trust and confidence in my supervisor	71%	77%	72%	69%
Overall, how good a job do you feel is being done by your immediate supervisor	75%	80%	77%	72%

Intrinsic Work Experiences (percent positive)

	2015	2016	2017	Govt
Feel encouraged to come up with new and better ways to do things	72%	69%	64%	59%
Work gives me a feeling of personal accomplishment	77%	74%	62%	72%
I know what is expected of me on the job	81%	75%	72%	80%
My talents are used well in the workplace	70%	63%	60%	60%
I know how my work relates to the Agency's goals	91%	84%	77%	84%



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Questions?

