



MERG

Missouri Employee Resource Group

Finding the Me in Missouri

Missouri Leadership Academy
Spring 2022 – Class 8

Statistics that stick with you

Belonging

39% of Missouri State Employees don't feel they belong



Annual Turnover

Missouri's turnover rate costs nearly \$1 billion dollars



Retention Rates

Employee Resource Groups improve retention rates



Overview

- **Introductions**
- **Missouri's need**
- **Employee Resource Groups**
- **Goals and Measures**
- **Recommendations**
- **Summary – Questions and Answers**



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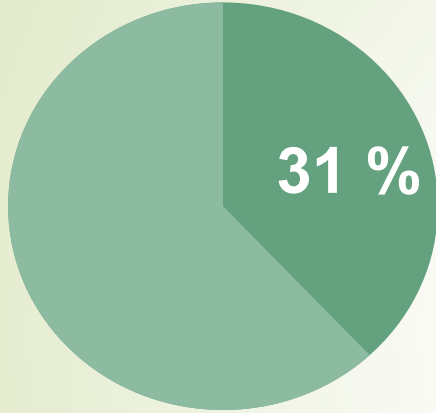


**Alicia Carpenter
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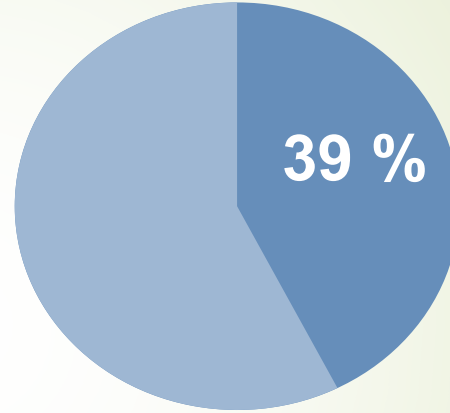
**Angela Anderson
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Missouri's need for belonging



Government Workers Nationwide

Per an Accenture study from March of 2022, government workers feel like they don't belong in their workplace and 50% have considered quitting

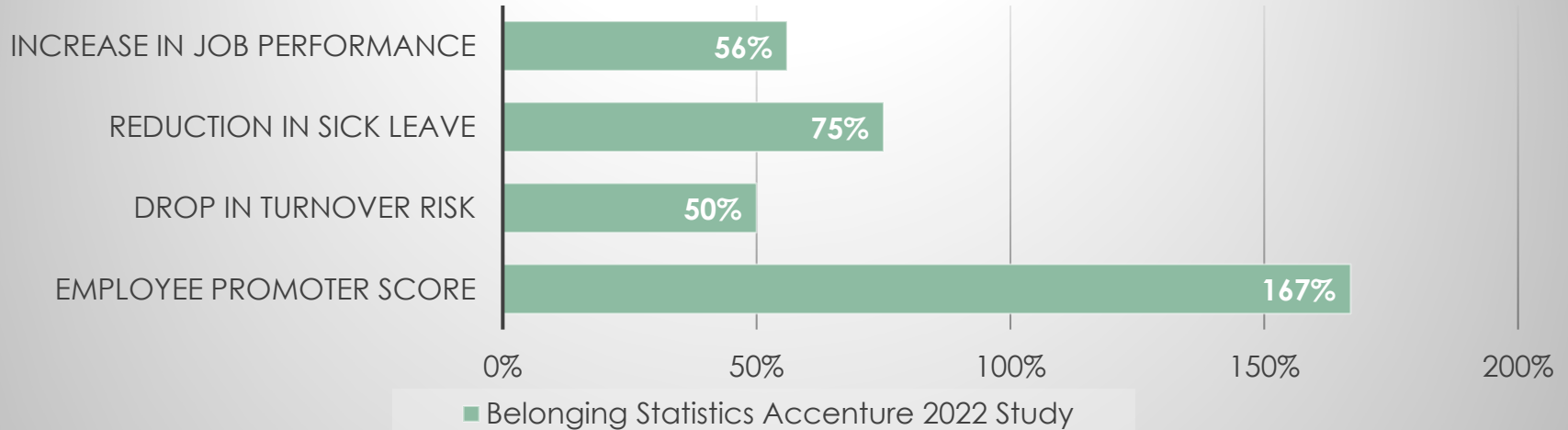


State of Missouri Workers

Per Missouri's QPS Data from 2021 and 2022, consistently around 39% of our staff don't feel like they belong

The reason belonging matters

Belonging Statistics Accenture 2022 Study



Retention issues are costly

Recruitment
\$55,840,700



Engagement
\$428,023,990



Customer
Service



29%



Training
\$561,686,156

Wellness/
Benefits
\$163,773,246



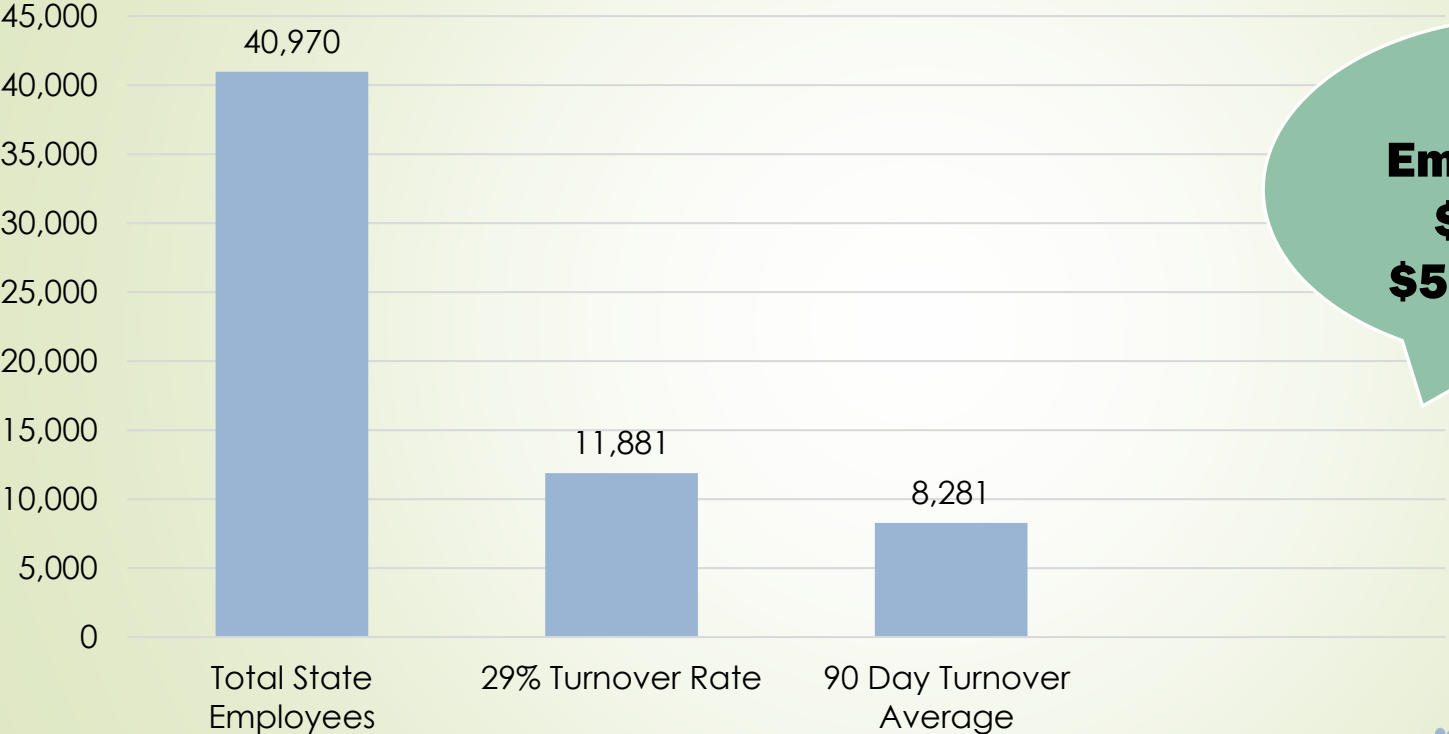
Morale

Total Costs
>\$1.2 Billion



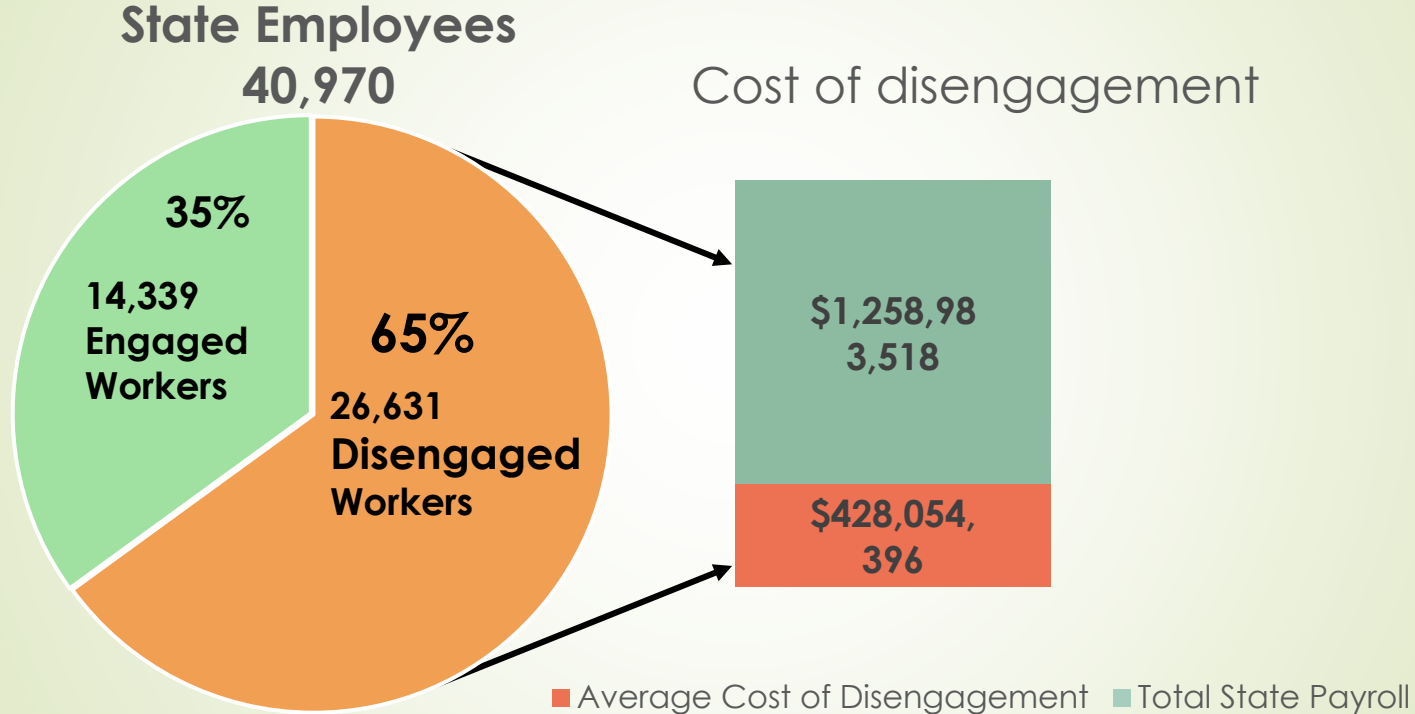
Recruitment Costs

SHRM estimates \$4,700 for EACH position filled



**11,881
Employees x
\$4,700 =
\$55,840,700**

Lack of engagement adds up

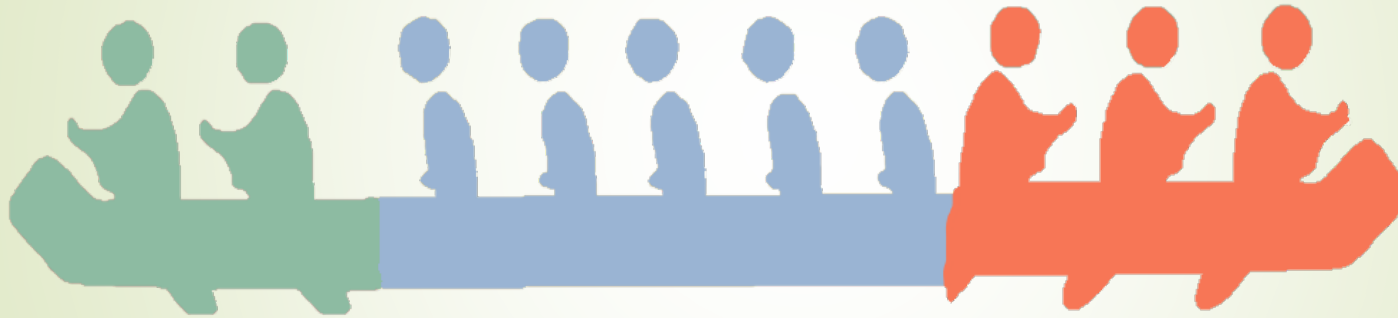


Engagement issues slow us down

14% Actively
Disengaged

51% Disengaged

35% Engaged



Same Boat Different Directions

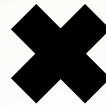
Some Slow It, Some Ride It, Some Drive It

Training costs escalate with turnover

Average Salary

Across executive
branches

\$47,276



29% Turnover

Positions that will
need to be trained

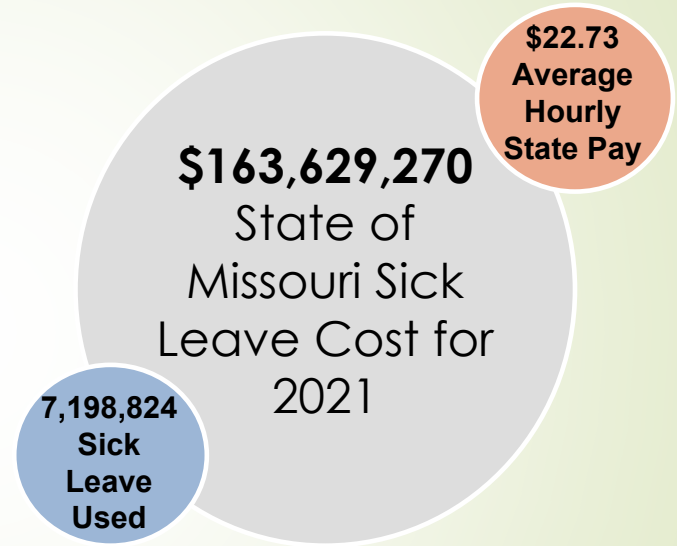
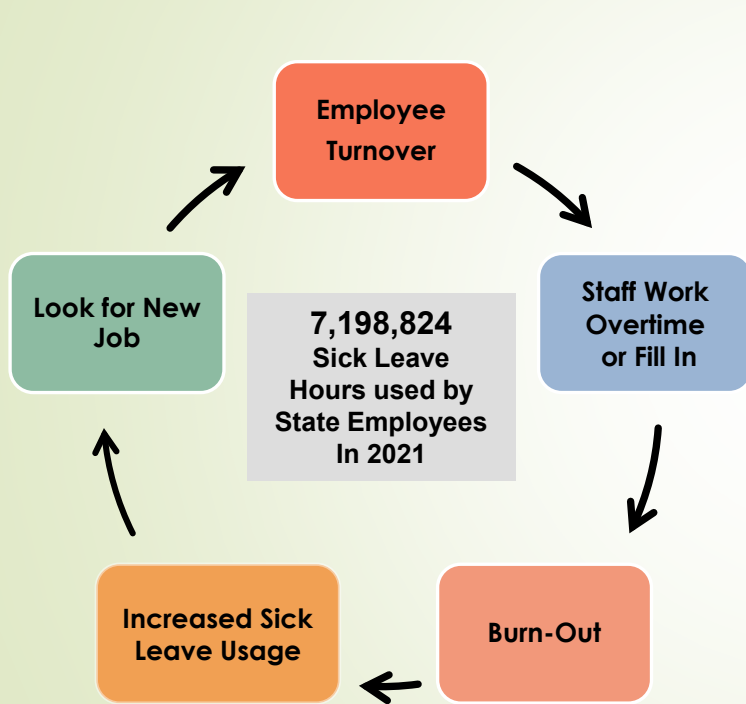
11,881



\$561,686,156

Cost at the average salary

Retention affects Wellness affects Retention



Employee Resource Groups to the Rescue

How can Employee Resource Groups positively impact the recruitment, engagement and building of a workplace culture that unlocks opportunities for influence and growth; changing both our teams and the State of Missouri for the better?

Employee Resource Groups



Companies who are doing it right and some government entities embracing ERG's



What's in it for us – ERG's create belonging

50%

Better retention rates as ERG's become established

56%

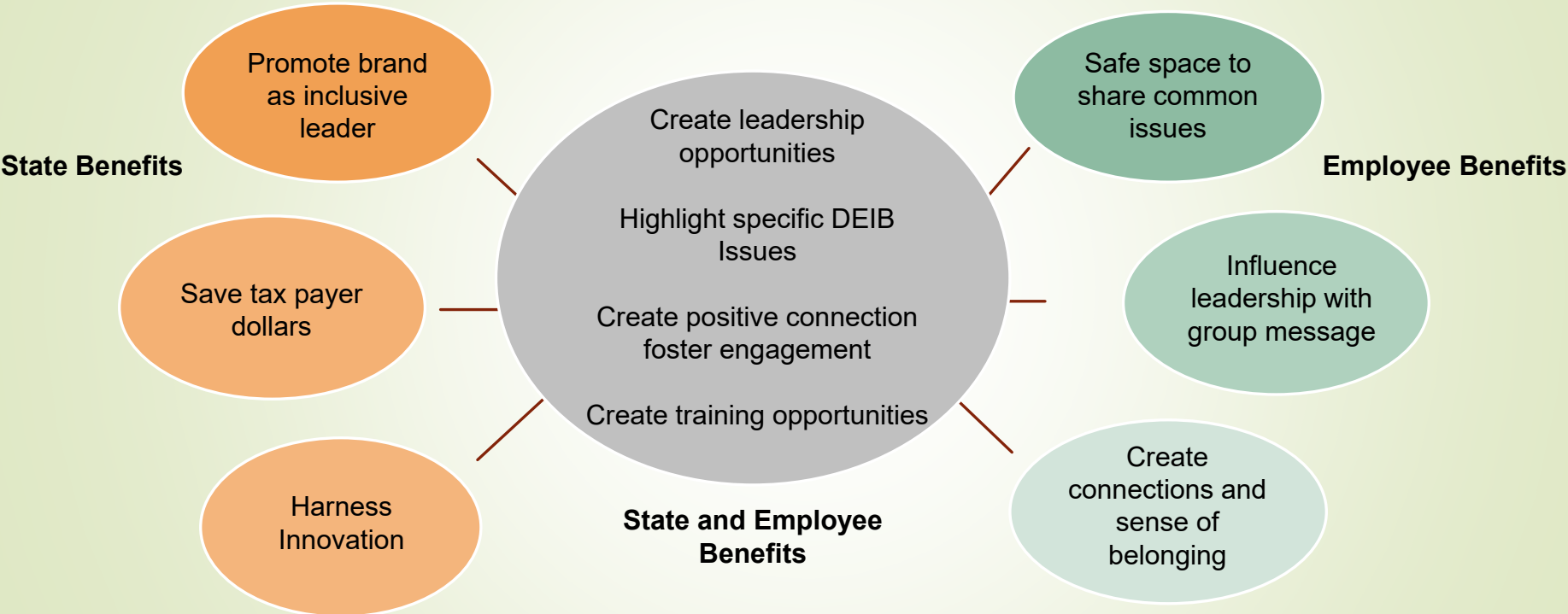
More engagement, not just from ERG members!

75%

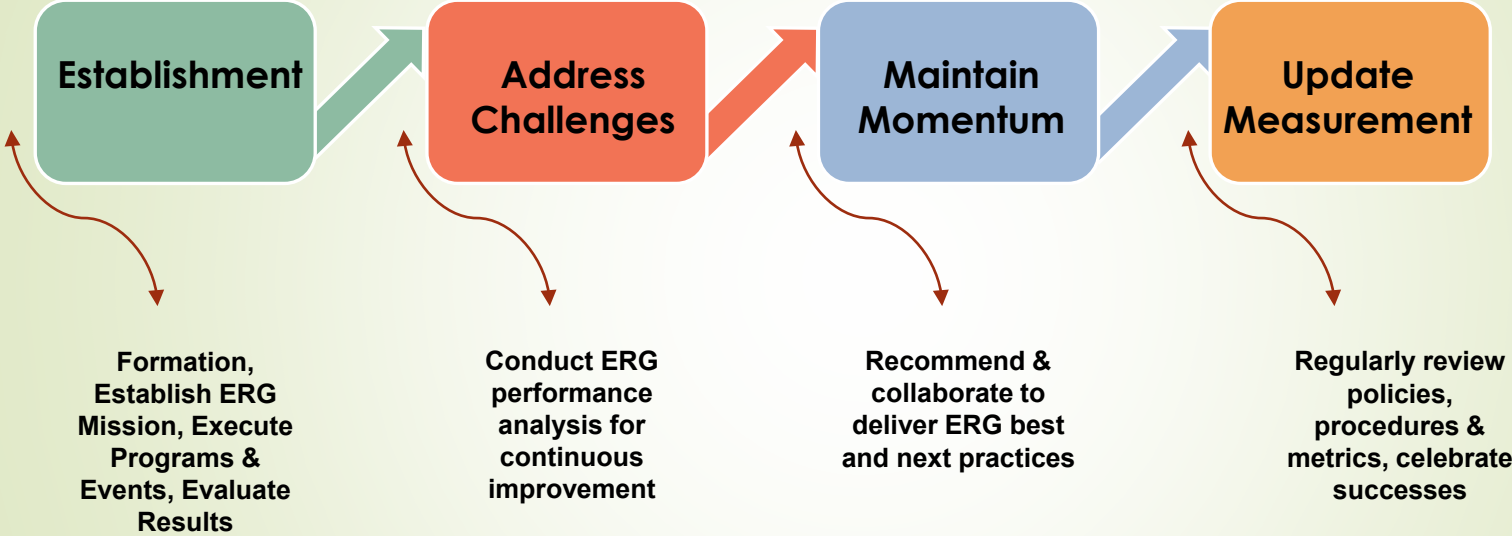
Improvement in sick leave usage

Deloitte and Accenture studies completed in 2022

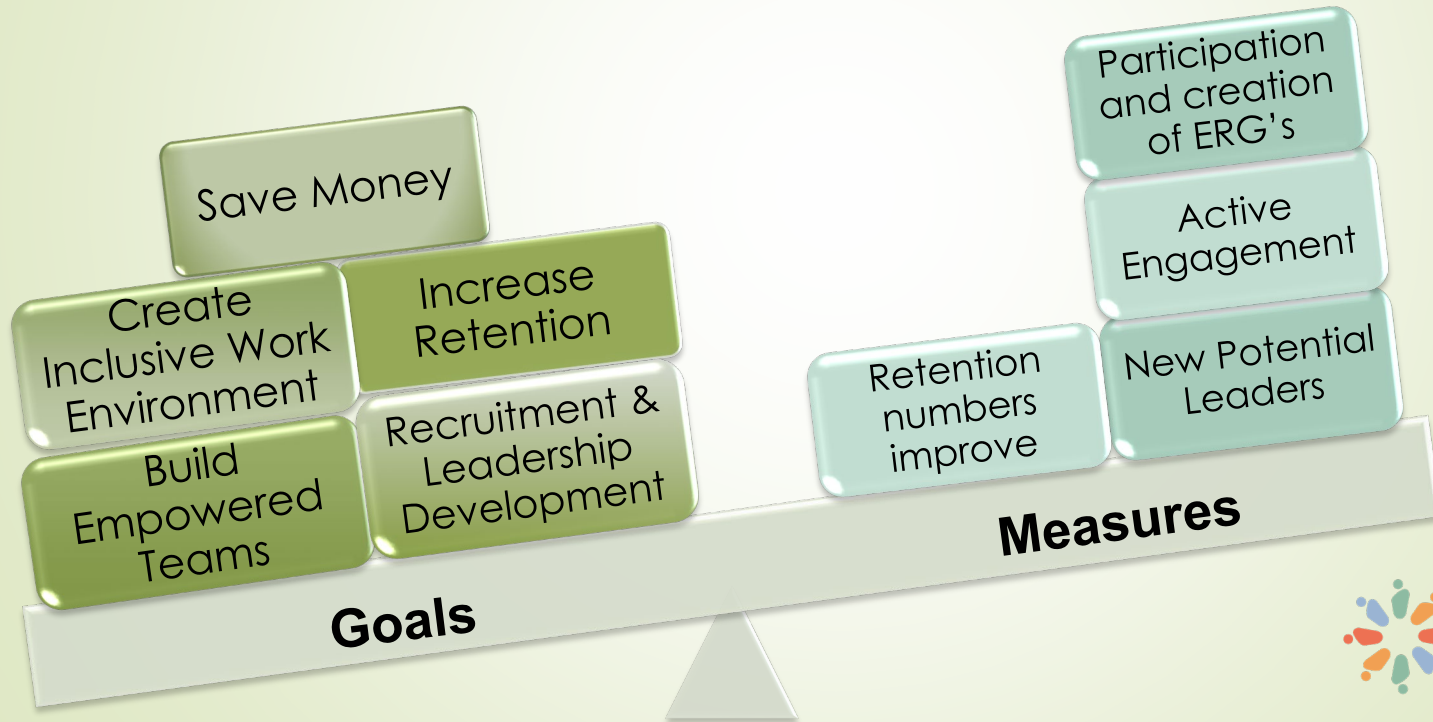
ERG Benefits



ERG Life Cycle



Goals and Measures



ERG potential savings for State of Missouri

	2 year projection	5 year projection
Training Cost		
Engagement Costs		
Sick Leave Costs		
Recruitment Costs		

Possible Challenges and solutions

<p>ERG's seem to be more EXCLUDING than Including</p>	<p>Groups of workers from different groups generally marginalized workers do form, but ideally they will help the larger population learn how to interact with and provide better support for their group, creating inclusion rather than exclusion.</p> <p>Also, MERG groups would be open to anyone and we have Interest/Hobby groups that would allow groups to form</p>
<p>Resources for ERG's</p>	<p>Meeting locations, time and shift work are all problems – we recommend that state resources be allowed to be utilized for ERG connections. Sites like Basecamp do not cost anything but would allow groups to post and meet virtually.</p>
<p>Activism vs Advocate</p>	<p>ERG's are to be advocates for their groups, not activist. Our guidelines outline the type of advocates groups can be.</p>
<p>Not an exhaustive list, more in our toolkit</p>	

Recommendations

- Ownership fall under the Missouri Office of Equal Opportunity
- Distribution to all departments/locations can begin January 2023: Toolkit for Establishing ERGs, ERG Guidelines, posters, badge buddies
- ERGs will be presented during the Onboarding process and discussed in Engage conversations beginning January 2023
- Website is ready to be utilized: merg.mo.gov

Office of Equal Opportunity to run the program



**Placemat initiative for Office of Equal Opportunity
ERG's help to foster
Diversity, Equity, Inclusion and Belonging**



Establishing an ERG

- ▶ Potential ERG's will need at least 5 members to petition OEO for a new group
- ▶ OEO will review goals and leadership requests
- ▶ Groups will determine how and when they will meet
- ▶ Leaders will be verified with supervision

Implementation

Distribution through HR for
onboarding and Engage
meetings beginning
January 2023



Are you looking for a place where you can network, work on professional development and/or raise awareness to relevant issues? Scan the **QR** code for more info, we look forward to meeting you!



Are you interested in

- Career development opportunities
- Networking and mentorship
- Supporting a more inclusive work environment
- A sense of belonging
- Helping all employees feel accepted and valued?

**A Missouri Employee Resource
Group may be for you!**

For additional information on
Missouri Employee Resource Groups,
Please visit: merg.mo.gov



Finding the Me in Missouri

Employee Resource Groups (ERGs)



The State of Missouri Office of Equal Opportunity is supporting the creation of ERGs across State of Missouri to provide employees with an enhanced sense of community, support opportunities to network with peers, to gain a stronger sense of belonging, and to experience mentorship opportunities. Moving forward, our office will provide the support and guidance necessary to ensure ERGs are able to meet the needs of our vibrant and increasingly diverse workforce.

> [Benefits of Participating in ERGs](#)

> [Participating in or Forming a State of Missouri ERG](#)

> [Statewide ERG Points of Contact](#)

> [Training and professional development](#)

Instructions

Submit the completed form to the Missouri Office of Equal Opportunity. Once approved, a notification will be sent to the proposed Chair(s) regarding the next steps in formalizing the ERG.

*Proposed ERG Name:

*Executive Sponsor:

*Proposed Champion:

*Proposed Chair/Co-Chairs:

*What is your vision?

● Provide a summary of your ERG objectives and the desired goals of the MERG

*What is your mission?

● Provide a summary of who, what and why your MeERG would exist.





Thank you for helping us *Find the Me in Missouri*

One Billion Dollar Problem

Training Cost >\$561,686,156

Engagement Costs >\$427,781,200

Sick Leave Costs >\$163,629,270

Recruitment Costs >\$55,840,700

Total >\$1,208,937,326

