

Human Resource Services

# **FY 2017 Budget Work Session**

## **April 12, 2016**

Presented by:

Mary Welch, Interim Director

Kathy Mount, Operations Director

# MISSION STATEMENT

Deliver high quality and timely human resource services in partnership with County agencies, departments and special districts to enable our customers to reach their organizational goals.

# HUMAN RESOURCE SERVICES

## Programs/Services

Employee & Labor Relations

Training and Education

Personnel Services

Disability Programs

Information Systems

Employee Benefits

Temporary Assignment Pool



# MANDATED SERVICES

- Civil Service examinations, classification, certification, salary administration, and disciplinary appeals
- Labor Negotiations
- Unemployment Insurance
- Employee Benefits Administration
- Countywide Policy Development
- Layoff Administration and Support Services
- Disability Programs Management
- Temporary Assignment Pool (TAP) Program
- Step-Up Program

# DISCRETIONARY SERVICES

- Training and Workforce Development
- Re-Entry Program
- Human Resources IT Support



# **ACCOMPLISHMENTS FISCAL YEAR 2015 – 2016**

# ACCOMPLISHMENTS

## PERSONNEL SERVICES

- Created an expanded County “**Showcase and Careers**” page on LinkedIn for increased visibility of County jobs.
- Automated the **eligible list rank inquiry** process, resulting in increased efficiency and sustainability.
- Created a template for a **Career Tabs Page** on departmental websites.
- In partnership with SSA, created a new **Eligibility Technician classification series** allowing for a 4-level career path.
- Incorporated the **Supervision/Management Certificate** as a substitution for experience to qualify for exams.
- Eliminated discrepancies to ensure that **new deep class salaries** are aligned in an equitable manner.

# ACCOMPLISHMENTS

## EMPLOYEE/LABOR RELATIONS

- Successfully negotiated **4 labor contracts including SEIU**, the largest labor organization.
- Managed the **18-month training program for Departmental Personnel Officers** in 3 departments for improved human resource services.
- Expanded the **case management collaboration countywide** on performance management and progressive discipline.

## TRAINING AND EDUCATION

- Replaced and updated the **audio-visual systems** in the Center for enhanced technology and improved communication.
- Expanded access to **online learning** for increased skill and career development on mobile platforms.
- Graduated 4<sup>th</sup> cohort of Cal State, East Bay's **MPA program** and 11<sup>th</sup> cohort of Peralta's **Management – Supervision certificate** program.



# ACCOMPLISHMENTS

## EMPLOYEE BENEFITS

- Implemented and promoted the ***Employee Mortgage Loan Program*** in partnership with District 5.
- Implemented the ***ACA Health Care Tax reporting requirement*** in partnership with the Auditor's Office and ITD.
- Recommended ***third party administrator*** for FSA and DCAP claims using a debit card system for improved efficiencies.

## DISABILITY PROGRAMS

- ***Expanded the disability management*** function to include special consultation to the Fire Department and the Assessor's Office.
- ***Updated procedures, forms and handbooks*** due to numerous disability laws changes.
- Expanded the countywide ***training on disability rights and responsibilities*** to line staff.

# ACCOMPLISHMENTS

## TAP

- Implemented **computer based testing** for improved efficiency and sustainability.
- Expanded the use **JobAps** for all potential temporary workers to increase the pool and diversity of employees.

## INFORMATION SYSTEMS

- Implemented the electronic **SmartERP Onboarding system** for new employees for improved efficiencies.
- Launched a new **Position Requisition System (PREQ)** for an improved process for classification actions.
- Created a data interface for the implementation of **Everbridge mass notification system** in partnership with ITD and the Sheriff.
- Implemented the **HRMS 9.2 upgrade** for the HR and Benefit modules in partnership with the Auditor and ITD.

# **CRITICAL CHALLENGES**

## **Fiscal Year 2016-2017**

# CRITICAL CHALLENGES

## PERSONNEL SERVICES

- Expand the **Showcase Pages** on LinkedIn and other social media.
- Streamline **recruitment statistical and demographic reports** to increase efficiencies.
- **Expand the current 90 career ladders** to enhance the inventory.
- Create a **pilot internal talent exchange program** for employees to work in other departments for a specified period of time.
- Further expand the addition of the **Supervision/Management Certification** as a substitution in departmental unique classes.
- Update the **flex-series job specs** to clearly identify the criteria to move from one level to another.

# CRITICAL CHALLENGES

## EMPLOYEE/LABOR RELATIONS

- Develop a ***comprehensive strategy*** for the 2017 negotiations.
- Conduct a ***formal evaluation*** of the 18-month Departmental Personnel Officer training program.
- Explore the feasibility of ***expanding the DPO training*** program.

## TRAINING AND EDUCATION

- Implement a new countywide ***Learning, Career and Talent Management System*** that integrates training, career development and succession planning.
- Develop a ***Career and Education Fair*** that is aligned with Millennial Task Force recommendations.
- Create ***expanded regional training partnerships*** with cities and other public jurisdictions.

# CRITICAL CHALLENGES

## EMPLOYEE BENEFITS

- Redesign ***New Employee Orientation*** in conjunction with the Onboarding Task Force to create an expanded and more formalized onboarding program.
- Explore ***additional HRMS Employee Self-Service Benefit*** features for improved efficiencies.
- Implement the HRMS ***Total Rewards Statement*** module for increased awareness of salary and benefit total compensation.
- Explore the feasibility of adding ***alternative multi-media methods*** of communication of employee benefits information and offerings.
- Pilot an ***EBC email option*** for employee inquiries to provide an additional communication avenue.
- Explore the feasibility of adding a ***Voluntary Employee Purchase Program***.

# CRITICAL CHALLENGES

## DISABILITY PROGRAMS

- Conduct a ***Customer Satisfaction Survey*** for all departments who have centralized their disability function.
- Implement a pilot program for a ***paperless FML process*** for improved efficiency and sustainability.
- ***Expand the disability training program*** for line staff to other County departments.

## TAP

- Explore the feasibility of ***e-signatures*** for job order processing.
- Conduct an RFP for a new ***TAP database*** to enhance the management of job orders for temporary employees.
- Evaluate the current contract for ***supplemental temporary services*** and plan for an RFP process as needed.

# CRITICAL CHALLENGES

## INFORMATION SYSTEMS

- Implement the HRMS ***Performance Management*** functionality to pilot departments.
- Explore ***expansion of SmartERP*** to streamline job data transactions in HRMS to increase efficiencies.
- Test and deploy ***HR self-service functionality*** in HRMS that empowers county employees to update their own personal data.





# **HRS MAINTENANCE OF EFFORT Budget Fiscal year 2016-2017**

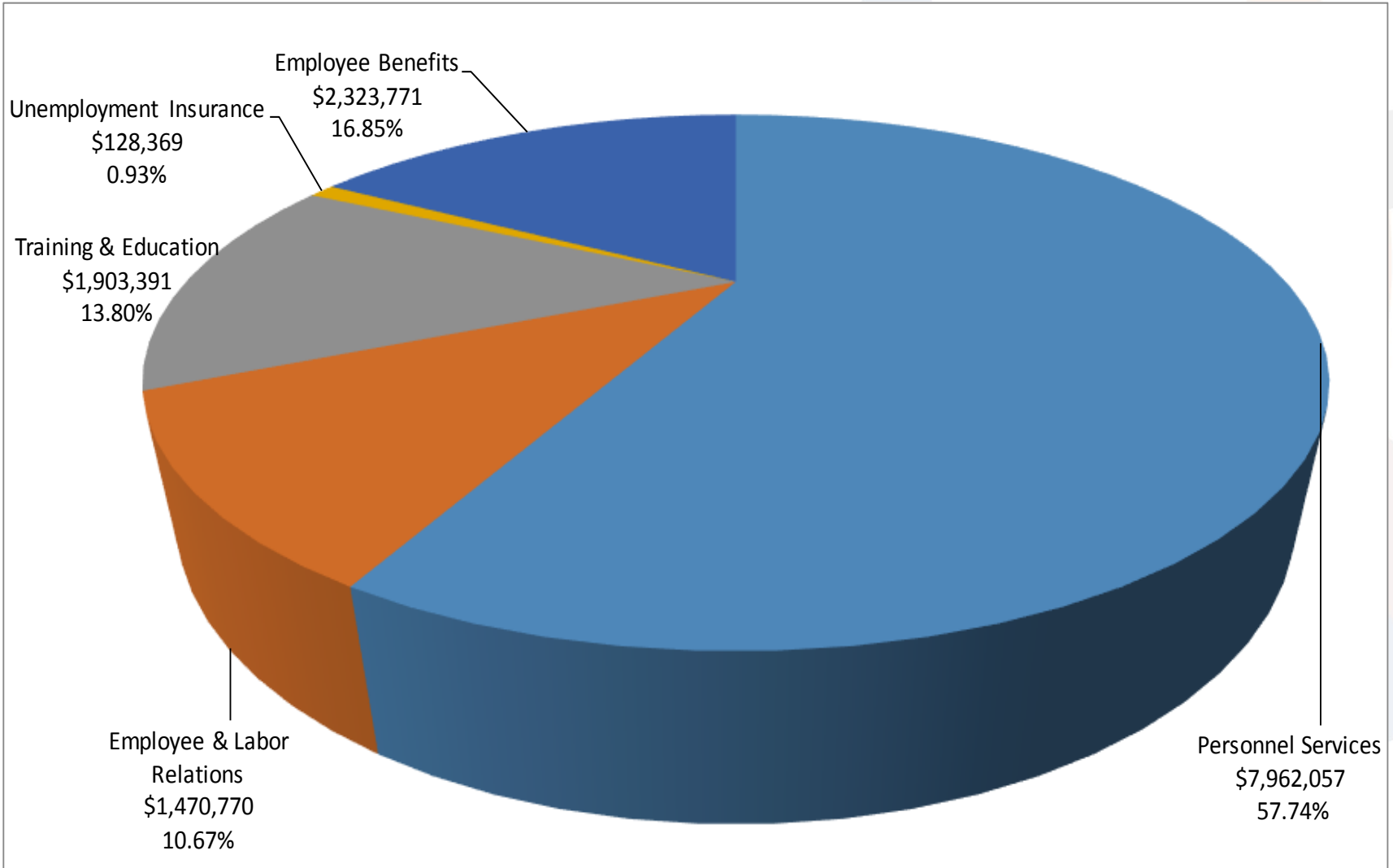
# FY 2017 MOE OVERVIEW

| Human Resource Services (HRS) | FY 2015-2016 Approved Budget | FY 2016-2017 Recommended MOE | Difference | % Change |
|-------------------------------|------------------------------|------------------------------|------------|----------|
| Appropriations                | \$13,180,213                 | \$13,788,358                 | \$608,145  | 4.61%    |
| Revenue                       | \$2,915,604                  | \$2,917,754                  | \$2,150    | 0.07%    |
| Net County Cost               | \$10,264,609                 | \$10,870,604                 | \$605,995  | 5.90%    |
| Total FTE                     | 78.71                        | 78.71                        | 0          | 0.00%    |

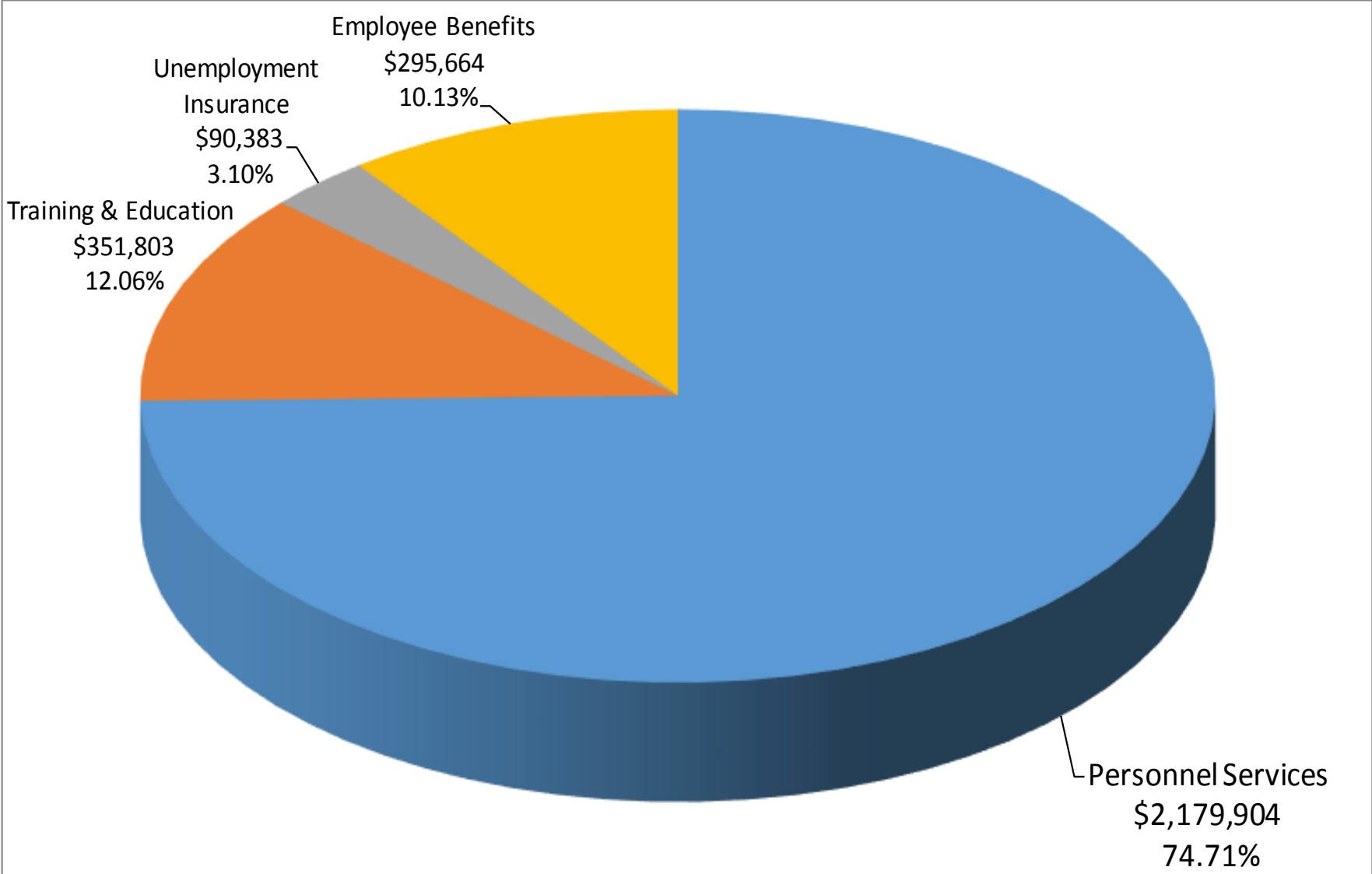
# FY 2017 MOE BY PROGRAM

| Program                              | Appropriations      | Revenue            | Net County Cost     | FTE Position |
|--------------------------------------|---------------------|--------------------|---------------------|--------------|
| Personnel Services                   | \$7,962,057         | \$2,179,904        | \$5,782,153         | 46.87        |
| Employee & Labor Relations           | \$1,470,770         | N/A                | \$1,470,770         | 8            |
| Training & Education                 | \$1,903,391         | \$351,803          | \$1,551,588         | 8.67         |
| Unemployment Insurance               | \$128,369           | \$90,383           | \$37,986            | 1            |
| Employee Benefits                    | \$2,323,771         | \$295,664          | \$2,028,107         | 14.17        |
| <b>Total Human Resource Services</b> | <b>\$13,788,358</b> | <b>\$2,917,754</b> | <b>\$10,870,604</b> | <b>78.71</b> |

# FY 2017 APPROPRIATIONS BY PROGRAM



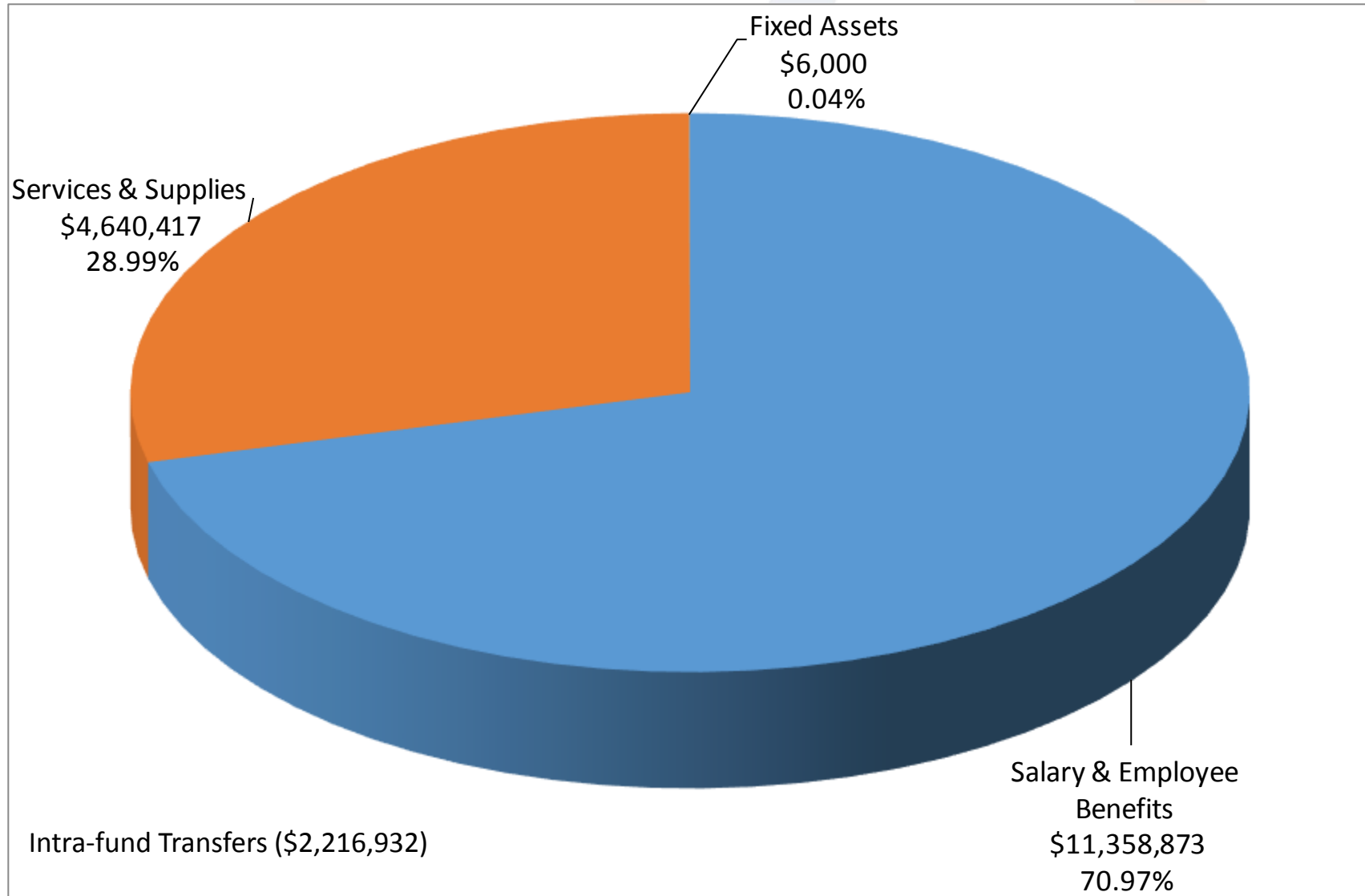
# FY 2017 REVENUE BY PROGRAM



# FY 2017 MOE BY MAJOR OBJECT

| Major Object               | 2015-2016<br>Approved<br>Budget | 2016-2017<br>Recommended MOE | Difference | % Change |
|----------------------------|---------------------------------|------------------------------|------------|----------|
| Salary & Employee Benefits | \$10,790,041                    | \$11,358,873                 | \$568,832  | 5.27%    |
| Services & Supplies        | \$4,591,453                     | \$4,640,417                  | \$48,964   | 1.07%    |
| Fixed Assets               | \$6,000                         | \$6,000                      | 0          | 0%       |
| Intra-fund Transfers       | (\$2,207,281)                   | (\$2,216,932)                | (\$9,651)  | 0.44%    |

# FY 2017 MOE APPROPRIATION BY MAJOR OBJECT





# QUESTIONS ?





ALAMEDA COUNTY  
**Human Resource Services**

*Thank You For Your Support*