

Clearwater, Florida, May 1, 2014

The Unified Personnel Board (UPB) met in regular session at 6:30 P.M. on this date in the County Commission Assembly Room, Fifth Floor, Pinellas County Courthouse, 315 Court Street, Clearwater, Florida, with the following members present: Daniel M. Andriso, Chair; Ricardo Davis, Vice-Chair; Keith Bailey; Andrea S. Daggett; Keith C. Dekle; and Angela Outten.

Not Present: Joan Vecchioli.

Also Present: Peggy Rowe, Director of Human Resources; Michelle A. Wallace, Senior Assistant County Attorney; Michael P. Schmidt, Board Reporter, Deputy Clerk; and other interested individuals.

AGENDA

EAC Item I. Employees' Advisory Council Representative

Human Resources Item II. Consent Agenda

1. Request Approval of the Minutes of the Regular Personnel Board Meeting held March 6, 2014.

Human Resources Item III. Informational Items

1. New On-Boarding Program.
2. Fiscal Year 2015 Human Resources Budget.
3. Action Taken Under Authority Delegated by the Personnel Board.

CALL TO ORDER

Chair Andriso called the meeting to order at 6:30 P.M.; whereupon, he led the Pledge of Allegiance to the Flag.

EMPLOYEES' ADVISORY COUNCIL (EAC) REPRESENTATIVE

EAC Chairman Charles E. Toney discussed the ongoing review of the Personnel Rules, relating that the Review Committee and Human Resources have scheduled additional meetings to continue their work on the project; and that because the review covers a significant amount of information, Personnel Rule changes will be presented to the members as the different areas are completed; whereupon, responding to queries by Chair Andriso, Mr. Toney related that

May 1, 2014

since a good mix of employees are involved in the review process, including legal counsel, almost any question can be answered by someone sitting at the table; and that only one EAC member attends the meetings due to Sunshine considerations.

During discussion Ms. Rowe related that because Human Resources has been busily involved with other projects, minimal review of the Personnel Rules has taken place over the past several months; that her goal is to provide the members with the bulk of the changes by late summer, including those regarding discipline; and that she will update the members regarding those sections yet to be reviewed, and Chair Andriso provided input; whereupon, Mr. Toney reported that the new hiring process has been initiated; that he has heard little feedback regarding seniority points not being part of the scoring process; that hiring managers want to see the raw score on employee evaluations and tests; and that if a manager wishes to obtain years-of-service information, it can be calculated from work history records.

During further discussion, Ms. Rowe and Mr. Toney discussed the various benefits associated with the revised hiring process, indicating that the application process is improved and easier to use; and that employees and managers have expressed positive comments thus far; whereupon, Mr. Toney discussed items contained in the Personnel Rules that have been sunsetted, and indicated that further information will be presented in the near future.

Mr. Toney reported that he received news today that most of the legislative changes which were proposed for the Florida Retirement System Pension Plan are not going to take place; whereupon, he expressed his concerns regarding what would happen if the present Pension Plan is eliminated for newly-hired employees, and questioned how current and future retiree benefits would continue to be funded, commenting that no legislator has addressed his concerns.

Mr. Toney related that later in the meeting, during the presentation of the Human Resources Fiscal Year 2015 Budget, the EAC will have questions regarding funding for the two Organizational Improvement Facilitators, and related that the term is new to the EAC; whereupon, he stated that he plans to invite Interim County Administrator Mark S. Woodard to the July 2014 EAC Delegates meeting; and noted that Mr. Woodard is supportive of the EAC, has attended several meetings, and has provided budget updates and similar information to the attendees; and reported that Supervisor of Elections Deborah Clark will be the guest speaker at the July meeting.

CONSENT AGENDA – APPROVED

Minutes of regular meeting held March 6, 2014, approved.

Motion	-	Mr. Bailey
Second	-	Mr. Davis
Vote	-	6 – 0

Change in Date for August Meeting

Reminding the members that he will be in town during the middle of August, Chair Andriso requested that the August 7, 2014 UPB meeting be rescheduled to August 14, 2014; whereupon, following discussion, no objections were noted.

INFORMATION ITEMS

New On-Boarding Program

Ms. Rowe conducted a PowerPoint presentation titled *Incentive Services On-Boarding Program for Pinellas County*, a copy of which has been filed and made a part of the record, and indicated that the year-long program was implemented to reduce turnover rates among newly-hired employees. Ms. Rowe indicated that the purpose of the program is to make new employees feel valued and ease their transition into the organization; whereupon, she discussed how supervisors and managers will reach out to employees during their first year with Pinellas County and presented the following timeline.

- Day 1 (Orientation Day) – Employee receives a “Welcome to Pinellas County” pen.
- 45 Days – Manager receives an email notification of new employee 45-day service completion and manager gives “Thank You” card to employee.
- 90 Days – Employee receives an email notification of 3,000 points awarded and deposited into his or her On-Boarding account.
- 180 Days – Manager receives an email notification and electronically prepares a thank you e-certificate for new employee.
- 270 Days – Employee receives an email notification of another 3,000 points awarded and deposited into his or her On-Boarding account.

May 1, 2014

- 1 Year Gift – Manager presents employee with the first year cooler tote and congratulates employee on first year service completion.
- Birthday – Notification sent to all Pinellas County employees via email regardless of start date.

In response to comments and queries by Chair Andriso and Mr. Davis, Ms. Rowe presented further information regarding the On-Boarding Program, reporting that it has been in existence since January and has been well received; whereupon, she discussed the one-year probationary period for new Pinellas County employees, and related that although the one-year timeframe has been in effect for many years, she does not know when it originally began; and acknowledging that a probationary period of one year is a significant amount of time, Ms. Rowe related that even though most companies have a 90-day probationary period, the Special Act only states that the probationary period for County employees cannot exceed one year.

During discussion and in response to queries by Mr. Davis regarding whether the Pinellas County Employee Wellness Program has made a difference with respect to escalating healthcare costs, Ms. Rowe indicated that although more time is needed to establish distinct trends, good statistical information has been attained through employee health assessments and biometric screenings; that Pinellas County healthcare costs are increasing at a much lower rate than its peers; and that the program appears to be a worthwhile investment; whereupon, she presented information regarding the upcoming Employee Health Clinic, reporting that activities and outcomes pertaining to employee health and wellness will be able to be compared.

Human Resources Fiscal Year 2015 Budget

Ms. Rowe conducted a PowerPoint presentation titled *Human Resources Fiscal Year 2015 Budget, April 24, 2014*, a copy of which has been filed and made a part of the record, and indicated that she presented the same information to the Board of County Commissioners.

Following a brief overview of the Unified Personnel System with respect to its purpose and membership, Ms. Rowe indicated that the Human Resources Department Mission is to work with all Appointing Authorities to recruit, develop, and retain the best possible workforce; and that the department supports a workplace environment that provides the highest standard of quality service, reflects a diverse community, and values personal growth, fairness, and cooperation.

Ms. Rowe presented information regarding the following Human Resources Strategic Objectives:

- Interactive Workshops to Help Build Employee Engagement and Productivity.
- Help Select/Hire Top Employees.
- Promote a Culture of Health.
- Workforce Analysis and Planning.
- Expand Volunteer Services Program.
- Training and Leadership Development.
- Performance Management Integrated into Day-To-Day.
- Revamped and Modernized Awards Program.
- Employee Communications.
- Ongoing Employee Relations.

Ms. Rowe indicated that in order to build employee engagement and productivity, interactive department workshops will be held and involve the following activities:

- Mission Clarification and Statement.
- Identifying Current and Future Challenges.
- Constructing a Vision Statement with Specific Measures to Gauge Success.
- Aligning Strategy, Projects, and Measures with the Strategic Plan.

Ms. Rowe related that Human Resources strives to assist Appointing Authorities throughout the entire recruitment and selection process; that recruiting and hiring is targeted to specific positions and locations; and that a new and enhanced employment application system has simplified the process; whereupon, she presented general and statistical information regarding the impact of the Pinellas County Employee Wellness Program, indicating that approximately 94 percent of Pinellas County employees participate in the program; that 29 percent have completed activities in addition to the basic program requirements; and that financial and behavioral health were added to the wellness education series to address overall wellness.

Ms. Rowe reported that overall medical claims costs, excluding Medicare retirees, rose 1.7 percent in 2013 versus 7.5 percent for other UnitedHealthcare clients; and that pharmacy claims cost rose 2.5 percent in 2013; whereupon, she related that although the information is not sufficient to establish a trend, it appears that the Wellness Program is working.

May 1, 2014

Ms. Rowe discussed the Affordable Care Act and its implications with regard to the Pinellas County Group Health Plan, and indicated that the County is currently grandfathered due to its historically generous health benefit plan; that fees under the Affordable Care Act include an annual Patient Centered Outcomes Research Institute fee of \$5,865 in 2013 and an annual Transitional Reinsurance fee projected at \$275,000 for 2014. Ms. Rowe indicated that an excise tax, also referred to as a “Cadillac Tax,” will become effective in 2018; that a 40 percent surcharge could be applied to the “excess benefit” of employer-sponsored health coverage over federally-calculated annual costs; and that Human Resources will be reviewing options to mitigate those costs.

Ms. Rowe indicated that the Human Resources Department is partnering with the Appointing Authorities to determine job competencies and technical skills expected to be needed in the next five years; that Human Resources will begin creating a catalog of talents and abilities required for job classifications; and that development plans will also be created to prepare employees for current and future leadership positions; whereupon, she discussed ongoing efforts to recruit more volunteers through the Volunteer Services program, relating that highly-skilled members of the community have been volunteering their time; that the value of those volunteer hours has grown from approximately \$2 million to \$7 million; and that the program continues to attract new participants.

Ms. Rowe discussed Training and Leadership Development, indicating that more than 200 directors and mid-level managers, and nearly 250 supervisors and crew chiefs under County Administrator Departments have completed or currently participate in the Achieve Global Leadership Development Program; whereupon, she briefly discussed the Succession Management Program, and related that the overarching goal of the various programs is to prepare employees for emerging trends in terms of leadership.

Ms. Rowe discussed Performance Management, indicating that Human Resources is currently evaluating a new system and philosophy that aligns the goals of employees and supervisors with those of the Appointing Authorities; that it promotes ongoing, interactive dialogue; that it creates a culture which encourages employees to perform at their best; and that it is conducted with fairness and transparency. Ms. Rowe related that the new review system is presently being shared with employee focus groups; that it will be presented to the EAC in a special meeting; that the current review process utilizes a form, which is not popular among staff; and that because Performance Management should not be about a form, the new process will strive to encourage dialogue between managers and supervisors.

May 1, 2014

Mr. Davis requested a status update regarding the High Performance Organization (HPO) initiative, relating that the initiative pertains to “outcome measures” as opposed to “good work efforts” on the part of an employee; and that those outcomes would be connected to a department and, ultimately, the entire organization. Ms. Rowe responded that the previous County Administrator was the driving force behind the HPO; that work continues with respect to the initiative; and that even though the HPO only applies to departments under the Administrator, its principles could be implemented throughout the entire organization.

Ms. Rowe discussed the revamped and modernized service award program, indicating that it offers a greater selection of awards, a streamlined selection and delivery process, the ability to earn and accumulate points, the flexibility to expand point accumulation to other award programs, and the possibility that awards for safety will become part of the program; whereupon, she discussed the ongoing work of Human Resources regarding employee relations, indicating that the department provides the following services:

- Liaison/Administrative Support to Employees’ Advisory Council.
- Grievance Counseling/Assistance.
- Guidance on Disciplinary Actions.
- Informal Mediation; Problem Solving.
- Internal Consulting Services; Interpretation of Personnel Rules and Policies.
- Internal Investigations.
- Response to Unemployment Claims/Issues.

Ms. Rowe presented information regarding Employee Communications and the methods used by her department to share information with and obtain feedback from County employees, including:

- Publish *The Pen* newsletter monthly and *Pen Extra* quarterly.
- Disseminate special communications about important issues.
- New “Our Space” employee blog page.
- Employee surveys, listening sessions, and focus groups.
- Colors of Pinellas Art Show.

May 1, 2014

Ms. Rowe presented information regarding the “Tool Box,” relating that the term and the concept were created by the former County Administrator in which funds were set aside to allow departments under his purview the ability to experiment with new initiatives and engage in special projects in support of a high performing organization; whereupon, she reported that Tool Box dollars have allowed her to hire two Organizational Improvement Facilitators who will work in her department for the next two years.

During discussion and in response to queries by the members, Ms. Rowe referred to the Human Resources Organization Chart, and related that although David Groeller and Raina Holliday are technically listed as Special Project Assistants, they are actually Organizational Improvement Facilitators; and that they were not hired under the normal recruitment process; whereupon, Human Resources General Manager Gene Pressoir related that his department now has the dedicated resources to provide assistance across the enterprise; that the facilitators will work with various departmental teams and assist them in realizing their objectives and goals; that the two individuals began employment approximately two months ago; that the positions are funded for two years; and that great demand exists for the services provided by the facilitators.

In response to comments and queries by Mr. Dekle and Ms. Daggett, Ms. Rowe related that the Wellness Center is located in the Old Courthouse basement and is highly utilized; whereupon, she related that the County’s Employee Assistance Program (EAP) is part of the employee’s health benefits.

During further discussion, Mr. Dekle questioned if there would be any impact to employees with respect to the recent termination of the former County Administrator and the search for a replacement; whereupon, Ms. Rowe replied that the process is expected to proceed smoothly; and that Human Resources Manager Beverly Waldron and she will conduct a County Commission workshop on June 6 regarding the recruitment process for hiring a new County Administrator; and that the scope of the search will be a Board decision.

Human Resources Director Action Taken Under Authority Delegated by the UPB

This item was not addressed in the meeting. The document titled *Action Taken Under Authority Delegated by the Personnel Board* has been attached and made a part of the minutes.

May 1, 2014

MISCELLANEOUS INFORMATION ITEMS RECEIVED

The following miscellaneous information item was received for filing:

Minutes of the EAC Representatives meetings of February 19 and
March 19, 2014.

ADJOURNMENT

The meeting was adjourned at 7:12 P.M.

Chair



Human Resources Director

Action Taken Under Authority Delegated by the Unified Personnel Board

The Human Resources Director, having been granted delegated authority to act on behalf of the Unified Personnel Board, has taken the following action from March 11, 2014 thru APRIL 20, 2014.

UPWARD RECLASSIFICATIONS (Effective 4/20/14)

<u>Dept</u>	<u>Position</u>	<u>Current Classification</u>	<u>PG</u>	<u>Recommended Classification</u>	<u>PG</u>
OMB	Encumbered 3464	Admin Supt Spec	CL11	Admin Sec	CL12 (\$16.51)
PCR	Encumbered BCC/C510	Volunteer Prog Coord	CL14	Proj Mgmt Spec 1	CL17 (\$21.07)
PCR	Encumbered BCC/C510	Volunteer Prog Coord	CL14	Proj Mgmt Spec 1	CL17

ADDITIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
20572	GIS Cadastralist 1	Technicians	Classified	CL13 PA (\$17.33)
20574	GIS Cadastralist 2	Technicians	Classified	CL15 PA (\$19.11)
20576	GIS Cadastralist 3	Technicians	Classified	CL17 PA (\$21.07)
16364	NPDES Coordinator	Professionals	Exempt	SM8 DEI (\$52,021-\$78,812)
13220	Construction Administrator	Officials & Managers	Exempt	SM5b REM (\$68,236-\$103,378)

REVISIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
18103	Veterans Service Officer, Senior	CL17
21880	Justice Programs Analyst	CL18
18153	Veterans Service Manager	SM8
23290	Deputy Tax Collector	E-15

TITLE CHANGES

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>
14678	Information Technology Spec, Technical Lead	P1	Information Technology Spec, SME
14682	BTS Manager	SM5a	Program Manager, BTS
14684	BTS Senior Manager	SM4a	Manager, BTS
14690	BTS Assistant Executive Director	SM1	Deputy Chief Information Officer, BTS
14688	BTS Deputy Director	SM1	BTS Director