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## UNIFIED PERSONNEL BOARD AGENDA

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Date: March 2, 2023

Time: 6:30 p.m.

Location: BCC Assembly Room, Fifth Floor, Pinellas County Courthouse  
315 Court Street, Clearwater, Florida

Citizens to be Heard\*

Employees' Advisory Council (EAC) Representative

I. Consent Agenda

1. Request Approval of the Minutes of the Regular Personnel Board Meeting held February 2, 2023

*Approved*

II. New Business

1. HR Director Performance Evaluation  
*Meets Expectations and Needs Improvement with Interpersonal Relationships*
2. UPB/Appointing Authorities Joint Meeting Agenda
3. Career Ladder Request  
*No Vote, Delegated Authority Item*

III. Informational Items

1. Kimberly's Update
2. Action Taken Under Authority Delegated by the Personnel Board
3. Findings and Decision – Lisa Carter Appeal

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\* Persons with disabilities who need reasonable accommodations to effectively participate in this meeting are asked to contact Pinellas County's Office of Human Rights by emailing requests to [accommodations@pinellas.gov](mailto:accommodations@pinellas.gov) at least three (3) business days in advance of the need for reasonable accommodation. You may also call (727) 464-4882. View more information about the [Americans with Disabilities Act and requests for reasonable accommodation](#).

Persons are advised that, if they decide to appeal any decision made at this meeting/hearing, they will need a verbatim record of the proceedings, and, for such purposes, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is based.

**Unified Personnel Board**  
**Pinellas County**  
**February 2, 2023 Meeting Minutes**

The Unified Personnel Board (UPB) met in regular session at 6:28 PM on this date in the County Commission Assembly Room at the Pinellas County Courthouse, 315 Court Street, Clearwater, Florida.

**Present**

Joan Vecchioli, Chair  
 Ricardo Davis, Vice-Chair  
 Jeffery Kronschnabl  
 Peggy O'Shea  
 Kenneth Peluso  
 Ralph Reid  
 William Schulz

**Others Present**

Kimberly Crum, Director of Human Resources  
 Jennifer Monrose Moore, Ogletree, Deakins, et. al., P.C., Board Counsel  
 Sarah Rathke, Board Reporter, Deputy Clerk  
 Other interested individuals

**CALL TO ORDER**

Chair Vecchioli called the meeting to order at 6:28 PM; whereupon, she led the Pledge of Allegiance.

**CITIZENS TO BE HEARD**

None.

**EMPLOYEES' ADVISORY COUNCIL (EAC) REPRESENTATIVE**

EAC Representative Lisa Arispe provided details regarding a joint initiative between HR and the EAC to revise the formal grievance process; whereupon, she presented the new EAC website.

Responding to a query by Chair Vecchioli, Ms. Arispe indicated that the website is intended to improve the process to become and assign employee advocates; and that the

EAC has a process in place to submit its HR Director performance review to the Board.

## **CONSENT AGENDA**

### Approval of the Minutes of the Regular Personnel Board Meeting held January 5, 2023

A motion was made by Ms. O'Shea to approve the January 5 meeting minutes. The motion was seconded by Mr. Davis and carried unanimously.

## **OLD BUSINESS**

### HR Director Performance Evaluation and Process

Chair Vecchioli related that the new evaluation form has been sent to the Appointing Authorities and the EAC; and that the completed forms are to be returned to Attorney Moore by February 15 to be distributed to the members. She explained that the members would receive both the old and new evaluation form to use at their discretion; and that the goal is to provide Ms. Crum with written feedback in addition to verbal discussion at the March meeting.

Attorney Moore requested that the members send her their evaluation forms the Wednesday before the March meeting.

The members discussed the possibility of a 360-degree review in order to include input from HR employees. In response to a query by Chair Vecchioli, Attorney Moore related that any feedback from employees received via email would not be confidential and suggested additional methods that could also be used to solicit information from employees, and discussion continued.

Following discussion, Chair Vecchioli summarized that she will work with staff to create an invitation for HR employees to contact the Board members directly or via email, similar to what was drafted for the Appointing Authorities and the EAC.

Mr. Reid made a motion, seconded by Mr. Davis and carried unanimously, to approve the Chair's proposed action as stated.

In response to a request by Mr. Reid, Ms. Crum shared the County's turnover rate and clarified that the HR Department's rate is 22.9 percent.

## **INFORMATIONAL ITEMS**

### HR Director 2022 Performance Review Timeline

This item was addressed earlier in the meeting.

### Reduction in Force – Building and Development Review Services

Ms. Crum indicated that the Building and Development Review Services Department will be reducing one job position due to automation.

### HR Director Update

Referring to the *HR Update* document included in the agenda packet, Ms. Crum provided information regarding the following items and other topics:

- Human Resources internal promotion
- Jack Loring to enter the HR Consultant role
- New Center of Excellence, "Workforce Strategy"
- December Customer Service Scorecard metrics
- Volunteer Services event
- Unified Personnel System employee promotions and turnover
- Pinellas County Career Fairs

Responding to concerns by Mr. Reid, Mr. Loring, with input from Attorney Moore, explained that the delegated authority to the Director includes reorganizing the department; that the HR Consultant position is an existing job classification; and that no action needs to be taken by the Board.

### Action Taken Under Authority Delegated by the Personnel Board

Ms. Crum indicated that there were a few adjustments included in the agenda packet.

### Human Resources Stay Interviews Under Current Director

Ms. Crum related that the members have been provided information regarding exit and stay interviews; that she is requesting that HR employees complete their exit interview prior to leaving their position; and that exit interviews will be provided to the Board every six-months; whereupon, discussion continued.

Responding to queries by the members, Ms. Crum indicated that she will gather additional metrics regarding stay interview response rates; whereupon, Chair Vecchioli proposed that new exit interviews be included in the agenda packet on a quarterly basis, and the members concurred.

### 2022 Annual Report

Referring to the *2022 Annual Report* included in the agenda packet, Ms. Crum provided an overview of the initiatives created and implemented during the year. She explained that the department's strategic plan and focus areas were developed by working together to address employee concerns expressed in the Employee Voice Survey; and that relationships are continuing to strengthen across Centers of Excellence and with the departments' constituents.

Ms. Crum requested that all present HR employees stand and be recognized for their work; whereupon, she invited each of the following focus area team leaders to come to the podium and they provided a brief presentation explaining each area's focus and goals:

- C – Cultivating a Diverse, Talented, and Resilient Workforce – Audrey Savas
- A – Attract a Diverse and Talented Candidate Pool – Brennan Atwood
- R – Relationship Strengthening – Kelly Faircloth
- E – Evolving and Leveraging Technology – Maria Ciro
- S – Serve and Support Customers – Irena Karolak

### **APPEAL OF THE DECISION OF THE INFORMAL GRIEVANCE PANEL**

#### Lisa Carter v. Pinellas County Solid Waste

Appeal filed by Appellant Lisa Carter and presented by Employee Advocate Tamera Maloney, and by Senior Assistant County Attorney Kelly Vicari, representing the Appellee, Pinellas County Solid Waste Department. Those planning to testify were sworn in by the Deputy Clerk.

Attorney Vicari presented a motion for exceptions filed to exclude three witnesses on the appellant's witness list as they did not present witness testimony at the informal grievance hearing; whereupon, Ms. Maloney indicated that the witnesses are for rebuttal purposes only.

Mr. Peluso made a motion to grant the motion of the appellee and not accept the appellants additional three witnesses. The motion was seconded by Mr. Reid and carried unanimously.

*The meeting was recessed at 8:07 PM and reconvened at 8:30 PM.*

Ms. Maloney and Attorney Vicari presented opening statements, and testimony and cross-examination of the witnesses ensued.

*The meeting was recessed at 10:37 PM and reconvened at 10:46 PM.*

Following testimony and cross-examination, Chair Vecchioli related that the Board had come to a consensus to wave closing statements. Attorney Moore clarified that in a grievance appeal, the appellant has the burden to prove that the action taken by the Appointing Authority should be modified or revoked.

Mr. Peluso made a motion to side with the appellee, stating that the appellant has not shown that the action complaint should be modified or removed. The motion was seconded by Mr. Reid and discussion ensued.

During discussion, Mr. Schulz noted that all of Ms. Carter's disciplinary actions have been received under the same supervisor. Mr. Davis related that, based on the circumstances, a different judgment could have been made and may have resulted in a different result.

Mr. Reid indicated that the action taken by the Appointing Authority was appropriate. considering the evidence presented to the Board, and Messrs. Peluso and Kronschnabl and Chair Vecchioli concurred.

Chair Vecchioli noted that the Appellant did not testify; and that the Board did not receive any evidence regarding her position on the matter; whereupon, several members noted that the action taken against Ms. Carter could have been more severe.

Upon call for the vote, the motion carried 5 to 2, with Messrs. Davis and Schulz dissenting.

## **ADJOURNMENT**

Chair Vecchioli adjourned the meeting at 11:51 PM.

**UNIFIED PERSONNEL SYSTEM**

Annex Building  
400 S. Fort Harrison Ave.  
Clearwater, Florida 33756  
Phone: (727) 464-3367  
Fax: (727) 453-3638  
www.pinellas.gov/hr



**To:** The Honorable Chair and Members of the Unified Personnel Board  
**From:** Kimberly Crum, Director of Human Resources *KRC*  
**Date:** February 23, 2023  
**Subject:** Addition of a New Career Ladder

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**Recommendation:**

It is recommended that the members of the Unified Personnel Board approve the following new career ladder, effective March 12, 2023:

Mosquito Control Technician 1 (C15) → Mosquito Control Technician 2 (C17)



## Unified Personnel Board – HR Update for March 2023 (February 2023 updates)

### Internal Happenings

Our Human Resources team recently accepted the trophy for winning the Great Tornado Drill contest. Every year, Emergency Management coordinates the Great Tornado Drill and asks citizens and departments to participate in the drill by posting pictures online demonstrating safety protocols. Our team came out in force, posting pictures from the office and remote work. A team of judges from Communications and Emergency Management selected our department to receive an award for best social media posts.

### External Happenings

Kimberly participated in a panel discussion “New Approaches to Recruitment” at the Florida City and County Management Association’s Winter Institute showcasing our incredible initiatives here at Pinellas County and learning from our peers across the state. Over 100 leaders attended, many from smaller municipalities struggling with hiring and retention. It was a very interactive, lively discussion.

### Scorecard (January – 20 responses)

Based on today’s experience, how satisfied are you with HR?

January: 100%

Goal: 92.5%

YTD 2023: 100%

After interaction with HR personnel:

The representative was professional & courteous

January: 100%

Goal: 100%

YTD 2023: 100%

The representative was helpful:

January: 100%

Goal: 100%

YTD 2022: 100%

Receive the requested information in a timely manner:

January: 100%

Goal: 95%

YTD 2023: 100%

### Benefits & Wellness

- We are in the final interviews for the Wellness Technician position. This position primarily focuses on Wellness challenges, activities, the Wellness Center, teaching group fitness classes, as well as providing administrative support to Wellness and Benefits.



- February classes and events:
  - Financial Football: A Rookie’s Guide to Becoming an MVP – Six-week financial workshop at the Public Works Complex (starting February 16).
  - Heart to Heart Healthy Family Webinar – Explore how the heart works and how to keep it healthy (February 23).
  - Refresh with Forest Bathing: A Short Nature Walk – An immersive walk that promotes health and reduces stress (February 28).
- Jet Dental - We are excited to partner with Jet Dental to bring pop-up dental clinics to multiple worksites across Pinellas County, making getting a dental checkup more convenient.
- Biometric Screening in 2023: The deadline to complete your biometric screening and health assessment is November 30, 2023, due to Quest's reporting schedule and year-end processing requirements. Employees are reminded to schedule their biometric screening early this year.

### **Communications & Outreach**

- Assisted Emergency Management on the Disaster Assignment and Preparedness Assessment (DAPA) communications outreach – all employees must enter their assignment in OPUS by February 24.
- We are launching an Employee Communications survey in March to analyze how employees would like to receive important information from HR. This is a useful data point as we head into many important initiatives this year.

### **Organizational & Talent Development (OTD)**

- Learning began for 400 Utilities employees for ACES in Customer Service. ACES stands for Accountable, Customer-Focused Communication, Empathy & Solution-Oriented.
- Learning for SMART Goal Setting began for leadership in the Clerk of the Circuit Court as they transition to a full cycle performance appraisal period for exempt employees, addressing a key priority of Developing Their Team.
- The Learning Hero program continues with monthly Learning Bursts. The topic for January was Competency Framework: Knowledge is My Armor.
- Coordinated with Emergency Management to provide 10 DAPA information sessions.
- ULearnIT information sessions provided for 107 Utilities Maintenance employees.
- Introduced Power Hours (How Much Can You Learn in an Hour?). Kicked off with Emotional Intelligence & Positivity.
- Created *Tech4U* Microsoft Stream Video Channel to LearnFast: What to Use, How to Use It & When. First two topics:
  - Creating a Microsoft Form & Gathering Responses: Microsoft Forms is a great way to gather information from your team, request feedback, come to a consensus on the decision with a group, or even a fun easy way to quiz a group you work with. In this video, we will go through the basics of getting started by creating a form and how to gather responses.
  - Using Microsoft Forms in Teams & Meetings: Microsoft Forms can be a great way to engage your team in a meeting or virtually connect them through the use of Microsoft Teams. This video will show you tips on personalizing your Microsoft Forms and using them for virtual team engagement.

## **Planning & Performance**

- The strike team for 911 dispatchers presented observations, results, and recommendations to leadership. Leadership is reviewing and considering several recommendations. Follow-up meetings are being scheduled.
- Two other strike teams are under way for the Tax Collector's Office (Tax Tech 1) and Clerk's Office (Customer Information Center Spec 1 & Records Specialist 1).
- The new call center for HR is almost complete. We await implementation with BTS.

## **Workforce Strategy – Recruitment / HRMS / Classification & Compensation**

- The time-to-fill for January was 73.8 days.
- 61 new hires in January.
- 47 promotions made in January.
- January annualized turnover was 12.4% with 32 separations.
- Job fairs in February:
  - Florida Polytechnic with Utilities and Public Works on February 14
  - USF St. Pete on February 16 with Volunteer Services
  - St. Pete Works/St. Pete College on February 22 with Public Works and the Clerk's Office
- The new SharePoint forms for add/delete requests have been implemented and departments have begun to use them. These forms create a more streamlined process by eliminating the previous manual steps, and allow for accountability by showing the submitter where the request is in the process.



**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 actions from **January 29 through February 11, 2023**.

**TITLE CHANGE**

<b>Spec No.</b>	<b>Old Title</b>	<b>New Title</b>	<b>PG</b>
15820	Risk Management Specialist 1	Risk Management Specialist	C20

**THE PINELLAS COUNTY  
UNIFIED PERSONNEL SYSTEMS BOARD**

**IN RE: APPEAL OF SUSPENSION**

**LISA CARTER,**

**APPELLANT,**

**V.**

**APPEAL NO. 22-4**

**PINELLAS COUNTY SOLID WASTE  
DEPARTMENT,**

**APPELLEE.**

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**FINDINGS & DECISION**

On February 2, 2023, the Pinellas County Unified Personnel Board convened and considered the grievance appeal of Lisa Carter, who received a 3-day suspension from the Pinellas County Solid Waste Department for violation of certain Personnel Rules.

After hearing evidence by both Appellant and Appellee, the Board deliberated and found:

Based upon the testimony and/or evidence presented, the Personnel Board decided by a vote of 5-2 that Appellant failed to meet her burden of proving that the disciplinary action taken should be revoked or modified.

Therefore, the Board rendered the following decision:

The disciplinary action, 3-day suspension, should not be revoked or modified.

  
Joan Vecchioli  
Unified Personnel Board Chair

Date

2/13/23

cc: Kimberly Crum, Human Resources Director  
Barry Burton, County Administrator  
Jill Silverboard, Deputy County Administrator/Chief of Staff  
Paul Sacco, Director of Solid Waste  
Maria Ciro, Assistant Director of Human Resources  
Maria Roberts, Human Resources Business Partner  
Missy Kracher, Human Resources Business Partner  
Jim Valliere, Human Resources Business Partner