



2023 Annual Report

Pinellas County
Human Resources

HR C.A.R.E.S.



CULTIVATE A DIVERSE,
TALENTED AND
RESILIENT WORKFORCE



ATTRACT A DIVERSE
AND TALENTED
CANDIDATE POOL



RELATIONSHIP
BUILDING



EVOLVE AND
LEVERAGE
TECHNOLOGY



SERVE AND
SUPPORT
CUSTOMERS

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Our Vision

To achieve an organizational community where all people thrive, partnerships flourish, and performance excels.

Our Mission

As a trusted solutions partner, enhance and support the unique missions of our customers by providing expertise and outstanding customer service, promoting health and well-being, and cultivating a diverse, inclusive, and engaged workforce.

Our Guiding Principles

CUSTOMER FOCUSED

We partner with our customers to provide outstanding and timely service that supports their strategic goals.

RESPECTFUL

We listen and respond to each individual with courtesy and empathy.

CREDIBLE

We earn the trust of those we serve by demonstrating confidentiality, integrity, and accountability and by providing expertise obtained through continuous learning.

INNOVATIVE

We value diverse perspectives, encourage curiosity, and challenge the status quo to achieve creative and effective solutions.

INCLUSIVE

We collaborate across all teams to make decisions and take action in pursuit of the best-shared outcomes.

POSITIVE

We choose to be optimistic and upbeat while looking to the future with excitement and focusing on possibilities.

From the Director



Our Annual Report reflects the amazing effort the Human Resources team has shown this year, despite the changes that occurred in 2023. Using collaborative teamwork, we can accomplish so much. Collaboration allows us to lift each other up, step in when someone needs help, and

work as a community. Collaboration also means showing complete commitment to all Pinellas County employees because we know that our work directly supports the work that all of the employees do every day. Maintaining good customer service in a time of transition can be challenging but we banded together to make sure our customers get the information, resources, and support they need to be successful in their jobs.

This report shows the impact our work made on Pinellas County Government in 2023. I am proud of this team and their accomplishments, and I am also so grateful for the level of engagement we experienced with the Appointing Authorities, Employees' Advisory Council, and the Unified Personnel Board. Our collaboration is key to the HR department's success and it is very encouraging that those partnerships continue to grow each year.

Our primary focus areas were:

- » Building/enhancing relationships, internally and externally
- » Expanding resources for staff, including career paths/ladders and learning opportunities
- » Maintaining a high level of customer service

As always, we value the feedback from employees at all levels of the organization. Our goal is to support employees as they work toward their professional success. We do that best when we work together, communicate effectively, and share common goals.

Our focus for 2024 is to continue to elevate the service we provide to and the partnerships we have with the Appointing Authorities, Unified Personnel Board, the Employees' Advisory Council, and all the County's employees so they can continue to do what they do best on behalf of the citizens. We are excited to complete the projects already begun and look forward to seeing what additional opportunities await in 2024.

Peggy Rowe
Interim Human Resources Director



Human Resources team building event in August 2023.

Unified Personnel System At-a-Glance

Recruitment

11,761

job applications

69.8

average days to complete a recruitment
(time to fill)

53

recruitment and community events

New Hires

598

new hires

68.8%

retention of new hires
within first year

Promotion

491

or 15.8% of employees
promoted

Referrals

126

new employees referred
by a current employee

95.2%

of referrals still employed
in first year

Workforce

3,177

total employees

Learning

47.5%

of employees attended
learning in FY2023

6,030

attendees at learning
opportunities in FY2023

Tenure

8.6

years of average tenure

Gender

47%

female

53%

male

Age

47

average age

Rounded calendar year figures,
as of 12/31/23. Exceptions noted.

Service Level Measurement

The Human Resources team focuses on delivering excellent service to Pinellas County employees and retirees. We are motivated, engaged and have a diverse blend of skills and experiences that allow us to be subject-matter experts and advisors for the competencies we lead. Our work prioritizes strengthening collaborative and solution-oriented partnerships to help all organizations within the Unified Personnel System achieve success.

One of the ways we track our ability to support our customers is by collecting regular feedback and maintaining a monthly scoreboard. We also consistently collect feedback following learning opportunities and new employee orientation. The following metrics show our impact in 2023.

HR Scorecard

HR Customer Satisfaction Survey (363 responses)	2023 Results	Goal
Based on today's experience, how satisfied are you with HR?	96.3%	92.5%
The HR representative was professional & courteous.	100%	100%
The HR representative was helpful.	100%	100%
I received the requested information in a timely manner.	100%	95%

New Employee Orientation Survey	2023 Results	Goal
I was well engaged with what was going on at the event.	92.4%	90%

Time-to-Fill Positions	2023 Results	Goal
Average number of days to fill a vacant position	69.8 days	70 days

Cultivate a Diverse, Talented and Resilient Workforce



Offer in-person, virtual, and customized learning opportunities for employees to produce their best work while providing resources for a resilient workforce.

Learning By the Numbers

- » **6,030** attendees in FY2023 (a 46.5% increase from FY2022); **1,516** were unique employees.
- » **349** active participants in Learning Paths (a 27% increase from FY2022); **26** participants completed a path and **147** microcertifications were issued.
- » **3.77/4** positive rating of learning opportunities; **25%** knowledge increase from pre to post quiz.
- » **844** unique users utilized ULearnIT to access online learning, completing **181,226** page views and **4,713** session hours with **1,562** digital badges earned.



Expanding Leadership Development

Hosted **5** interactive sessions of Boot Camp: Leadership Essentials with **105** participants in FY2023; facilitated by internal experts in various Human Resources specialties and in partnership with the County Attorney's Office, Office of Human Rights, Emergency Management, and Risk Management.

Your department did an EXCEPTIONAL job putting this [Boot Camp] course together and truly touched on everything that needed to be taught.

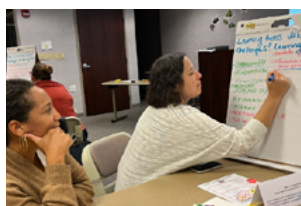
— **Michael Reilly, Solid Waste**

Building a Learning Culture

- » **997** participants attended **25** customized learning opportunities as requested by the leadership from the Clerk of the Circuit Court, County Administrator, and Tax Collector's Office.
- » **8** new learning opportunities created to align with Korn Ferry's Competency Framework.
- » **23** employees earned their Certified Public Manager designation and **51** are enrolled and expected to graduate over the next two years.

Collaboration in Learning

Hosted first-ever in-person Learning Hero event with **21** employees from across the County. **70** Heroes take charge of their learning journey and inspire others to do the same.



Enhancing Learning Accessibility

Introduced **5** Power Hours (a form of microlearning), an approach to learning information in small chunks of time and a way to fit learning into a busy schedule.

Continued our facilitation of learning foundations for driving leadership development for **38** participants in 3 programs: Human Services: Leadership Connections, Public Works: Leadership Foundations, and Discover the Leader in Utilities: Fearless.

Since program inception in 2020, Utilities leadership has promoted **23%** of the Discover the Leader in Utilities (DTLIU) program participants at various levels throughout the organization.

DTLIU is a great stepping stone for team members to learn and advance. I'm a 28-year veteran and wish we would have had this 20 years ago. As I made Pinellas County Utilities a career, I am appreciative that I attended to fine tune my skills and assist me with my team members. I enjoyed this!

— **Anonymous**

Addressing Benefits Needs

Benefits led several initiatives to improve service and mitigate costs in 2023:

- » Based on employees' concerns with the service provided by Cigna, we conducted an anonymous Cigna Satisfaction Survey and **479** participants responded. As a result, we are continuing to find ways to enhance and make changes to address benefits needs and concerns.
- » Performed financial and clinical audits on health plan, resulting in no major financial errors. Based on clinical findings, we have implemented case management oversight to provide better care for members and their families.
- » Introduced a web platform, Mobile Wallet Card, to view benefit partner contacts while on the go using any device.
- » Benefits offered 1-on-1 appointments on Microsoft Teams and in-person as requested to support employee benefits enrollment and utilization.

Culture of Well-being

- » **178** mammography screenings through the Mammography Bus and Employee VIP Mammography Days.
- » **249** participants at **10** flu and vaccine clinics.
- » **336** OnSpot Dermatology appointments.
- » **216** employees enrolled in Hinge Health, a free digital exercise therapy program to support muscle and joint health. **43%** of enrolled employees reported reduction in pain and **59%** reported reduction in surgery intent.

I have been taking part in the Hinge Health program for close to 6 weeks now and have noticed a steady improvement in my back's range motion as well as a reduction in lower back pain. — Anonymous



Making an Impact in the Community

The HR team collected **1,063** pairs of donated eyeglasses, which resulted in a **\$5,315** donation to the OneSight Foundation in Pinellas County's name.



Performance Management

Assisted with strategic plan initiatives regarding performance management and career development including developing and delivering customized learning opportunities.

Developed and delivered a pilot learning opportunity for *Managing an Underperformer* that is scheduled to roll out to all supervisory staff in early 2024.

Participated on the Career Development Committee to develop career paths and ladders.

Rewarding Employees

Human Resources Workforce Strategy introduced four new compensation strategies to better capture the reason for salary adjustments and create enhanced awareness and transparency around compensation.



Attract a Diverse and Talented Candidate Pool



Build partnerships to provide an efficient and creative recruitment approach to promote Pinellas County Government as a top choice employer.



Expanding Our Recruitment Efforts

The Workforce Strategy team attended **53** career fairs and community events in 2023. The team attends diverse college and community career fairs including events focused on trades jobs, veterans, high school students, and low income residents. Participating in a variety of events, including hosting County specific fairs, allows us to attract a diverse pool of talented candidates.

Understanding Our Customers

The Workforce Strategy team toured customer sites such as Solid Waste to better understand the day-to-day tasks of the positions they are recruiting for. This is a new initiative that the team hopes to undertake with other departments in 2024.



598 new hires in 2023

53 recruitment and community events

4 County career fairs

Recruitment and Social Media Channels

Added Indeed to our sourcing network and continued to use networks such as LinkedIn and Handshake. Through Handshake, we connected with **67** schools, posted **2,168** job and internship opportunities, and sent **232** candidate sourcing messages. We also attended **9** career fairs through Handshake.

Followers of the Pinellas County LinkedIn account grew by **20%** to **18,320** and **50** new hires were influenced by LinkedIn job postings in 2023. Candidate responses to recruiters was up to **31.1%**, a **12.9%** increase from 2022. There were **115,623** views of LinkedIn job postings in 2023 with a **6.3%** apply rate.

Employee Referral Program

Since the launch of the updated Employee Referral Program, employees have helped recruit a total of **126** employees with a **95%** retention rate in the first year.

126 new employees referred by a current employee

95% of referrals are still employed in first year

Cigna Healthy Workforce Designation

Pinellas County Wellness Program is a proud recipient of the Cigna Healthcare 2023 Bronze Level Healthy Workforce Designation™ for our strong commitment to improving the health and vitality of our employees through its workplace well-being program.



Best-in-Class in Benefits

Pinellas County was recognized as a Best-in-Class employer based on results from Gallagher's 2023 U.S. Benefits Strategy & Benchmarking Survey. U.S. organizations are ranked based on how they support employees' physical, emotional, career, and financial wellbeing.



Building Partnerships

The Clerk of the Circuit Court identified and hired summer interns following participation in the Pinellas County School Board student internship event at Pinellas Technical College for low-income families. The interns were paid through CareerSource as a partnership between the County, Pinellas County Schools, and CareerSource. There are plans to expand this to other departments in 2024, especially in departments with trade skills careers.

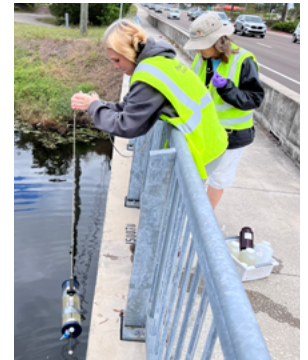
833 volunteers and interns in 2023

95,039 hours of service in 2023

\$3M value of volunteer hours in 2023

based on Independent Sector's national hourly value at \$31.80 in 2023

We assisted Environmental Management with hosting students through the Eckerd Shadow Program, with plans for future Shadow Days in 2024. The purpose of the program is to connect students with Environmental Management staff to learn more about environmental career opportunities at the County.



Supporting Volunteer Site Coordinators

We continue to work with **46** volunteer site coordinators to improve their volunteer and intern outreach and retention, and to administer database management.



In 2023, 280 volunteers provided over 23,000 hours of service at Pinellas County Animal Services. This would not have been possible without the seamless support of our dedicated team at Volunteer Services, which provides onboarding assistance, continuing education, and recognition awards to enhance and sustain our County's volunteer programs.

— Jennifer Renner, Animal Services Site Coordinator

Relationship Building



Focus on building internal and external relationships to better serve our customers and successfully implement initiatives.

Strengthening HR Teamwork and Relations

HR staff team members met **3** times per week via Microsoft Teams to share information from all levels as well as incorporate a question that spurs conversations and allows team members to get to know each other better. The Monday meeting occurs directly after the weekly leadership meeting to ensure immediate, consistent messaging and sharing of information with the team.

The Human Resources' departmental Employee Voice survey results were discussed openly in a team meeting with all HR members. We saw an **87%** increase in Employee Voice participation (a **19%** increase from 2021) and a **43%** positive increase on the *Respectful Atmosphere* survey question. Follow up on key findings was delegated to a cross-functional team for additional data-gathering and identifying potential solutions.



100% of Human Resources employees are likely to recommend working for Pinellas County, a 14% increase from 2021

Career pathing and laddering for HR team members was developed in conjunction with the HR officers to create development opportunities for HR staff.

Regular internal collaboration meetings between Human Resources Business Partners and Workforce Strategy staff occurred, meeting biweekly to share information.

Team Building

Human Resources held an In-Service Day event where we participated in resiliency and compliance trainings and engaged in an extended question-and-answer session with the interim director.



The HR team engaged in various team building activities:

- » **30** team members volunteered for two hours to sort, hang and organize clothes donated to the Market Place PEMHS (Personal Enrichment Through Mental Health Services) clothes bank which provides clothes to those in poverty.



- » **25** team members volunteered for two hours with Animal Services, working together on dog walking, enrichment, and kennel cleaning.



- » Collected gifts for **3** families in partnership with Family Housing Assistance Program through Human Services and participated in the County's annual Bike Drive.

The HR Connections Committee hosted several events including potlucks, a Halloween decorating contest, and bake-offs. They also maintained an interactive monthly tree display.

Strengthening Relations Between HR and Appointing Authorities

The Benefits team presented **7** unique presentations on retirement, benefits, and FMLA/disability at the request of departments throughout the County.

In response to a request from Utilities, Human Resources Business Partners and Benefits staff developed and presented an overview of HR programs and services. The overview was presented a total of **24** times (virtual and in-person sessions) between various Utilities, Clerk's Office, Public Works, Solid Waste, and Tax Collector's Office locations with a total of **110** participants.

Learning & Development worked with Appointing Authorities to recommend rewards for completing required trainings to provide recognition for the impact the attendees made on their departments.

HR team members participated in various activities at the Employee Appreciation Picnic at Sand Key Park during Public Service Recognition Week.



Supporting the Volunteer Community

Volunteer Services hosted an award ceremony for **22** Pinellas County volunteers who received the President's Volunteer Service Lifetime Achievement Award for completing 4,000 hours of volunteer service. This is the equivalent of almost 2 years' worth of full-time (40 hours/week) service.



Additionally, we supported **11** volunteer appreciation events.

Strengthening HR and EAC Relations

In coordination with the Employees' Advisory Council (EAC), we implemented proposed changes to Rule 6 Discipline and Rule 7 Grievances. Once approved by the Unified Personnel Board (UPB), HR leadership designed and presented **3** employee information sessions to review the rule changes in detail.

Worked to revise Rule 4 Time Off to allow former employees who are rehired at the County within 3 years of leaving to accrue annual leave at the same rate prior to leaving the County.

Toured the Solid Waste facilities on the invitation of one of the EAC members to better understand day-to-day operations.



Cross Functional Committees and Teams

Met with representatives of all Appointing Authorities to collaborate on updating orientation for new hires. The New Employee Orientation sessions will be held in person each week starting in March 2024.

The Appointing Authorities Cross Functional Team meets regularly to discuss opportunities and changes.

Evolve and Leverage Technology



Focus on innovative technology improvements and streamline processes to enhance data accuracy and user experience.

Efficiency Building Through Technology Application

Implemented a new automated workflow and form for temporary labor requests through SharePoint. This has allowed for automated tracking and manager updates as contracts near the 6-month mark.

Partnered with County Administrator's Workforce Relations to re-institute position audits in departments through an automated SharePoint process. This streamlined the approval workflow and created a more convenient, standardized process for managers to request position reviews from Human Resources.

The Benefits team implemented Bookings to schedule retirement meetings — over **300** appointments scheduled for pension retirements, investment retirements, DROP appointments, and pre-retirement meetings. Benefits also implemented an internal SharePoint site to facilitate enhanced collaboration, and track and manage multiple projects.

EBS (OPUS) Site Migration

Participated in the EBS (OPUS) Intranet/SharePoint Site Migration Committee with members of other Appointing Authorities to update the information. We also created and updated support documents used by employees and managers.

Utilizing Technology for Robust Metrics

Implemented a new tool called CompAnalyst to support our position audit process by providing enhanced market data that allows for more in-depth comparison. This will further support leadership in making data driven decisions to strategically allocate positions as appropriate for the business and market conditions.

80% open rate for Countywide emails sent by HR Communications

HR Communications implemented the Contact Monkey email system that provides robust metrics for email opening rates, click-through percentage, and click heat maps, allowing Communications to more effectively tailor messaging based on utilization and interest.

Multiple members of the HR team participated in User Acceptance Testing of Splash BI reports. The testing is utilized to ensure that information available in the new reporting and dashboard system contains all the necessary data to provide robust metrics.

HR Business Partners collaborated with County Administrator's Workforce Relations to align their exit interviews to improve data compilation and analysis.

Improved Inactivation Process

HR Business Partners completed updates of approximately **1,500** OPUS records to align with the Rule 6 Discipline changes regarding inactivations. In addition, we worked with a technology team to develop and implement an automated discipline inactivation process.

1,500 OPUS records updated for Rule 6 changes

Learning Technology

Learning & Development added new search features in the learning catalog based on user feedback. These features included the ability to search by competency, learning path, and alphabetical order.

A *Let's Learn* feature was added to the *MyPinellas* SharePoint home page featuring a short video on how to find and register for classes and navigate the Learning & Development SharePoint site.

Tech4U is a new streaming channel that houses short videos on a variety of technology-based tools including Microsoft Forms, SharePoint, and Teams. We created videos about how and when to use the different tools.

I just watched the Tech4U video on Microsoft Forms – it was excellent. Well presented, well-paced, and the delivery was engaging. Thank you for this and I look forward to the next one! More Tech4U videos please! They're a great snapshot into the tools we have available to us without requiring the attendance in a class. — Catherine Eichner, Solid Waste

The team implemented the use of QR codes for class evaluations and Microsoft forms to submit post work assignments for Boot Camp: Leadership Essentials.

We continue to use Teams channels for collaboration, connection, and community for both Boot Camp and Learning Hero programs.

Performance Management System

We continue to work on developing performance review templates in Taleo.

Customer Focused Metrics

Implemented the Automatic Call Distribution HR Group to report on statistics, problem solve, and provide feedback to deliver the best customer service possible to our employees and citizens.

Onboarding Enhancement

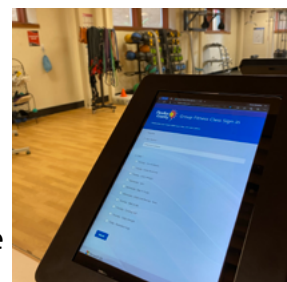
Increased efficiency while personalizing the new hire process. Onboarding is currently working with Business Technology Services (BTS) to implement a new badging machine to improve the quality and efficiency of new hire badges.

I am impressed with how smoothly HR has automated the onboarding process. The documentation is extensive so that I have no need to take up HR staff time from other matters.
— **Customer Satisfaction Survey participant**

Wellness Technology

The Wellness team implemented a digital kiosk in the Wellness Center to track fitness class participation and streamline data collection. The team also implemented the use of mobile tablets which are used for participant sign-in at onsite events. These replace the use of paper sign-in sheets, reducing administrative burden and errors.

Implemented expanded Office 365 apps, including Forms, Lists, and Teams to streamline wellness program operations with automation and an improved customer experience.



Serve and Support Customers



Use creative communication strategies to keep our customers informed and continue to effectively measure our customer interactions.

5,743 calls to HR main line

4,777 calls to Benefits/Retirement/
Wellness line

The ability for customers to reach a qualified HR employee and get assistance was our main priority. Throughout 2023, a structure was in place to measure our customer interactions.

The Benefits team member was very prompt to return my call and was very helpful over the phone. I also appreciated the follow up email she sent to help clarify our conversation and how I can move forward.

— **Customer Satisfaction Survey participant**

Effective and Timely Communication

We ensured that initiatives were well-coordinated and communicated accurately, effectively, and in a timely fashion by utilizing cascading messaging and appropriate change management practices.

- » Over **230** email blasts sent to employees and supervisors to help them stay up to date and to provide guidance and links to needed resources.
- » Over **80,000** views of the Human Resources homepage.
- » Over **47,000** views of the Human Resources A to Z Index.
- » Over **189,000** views of the Human Resources careers page.
- » Conducted the Employee Communications survey to analyze how employees would like to receive important information from HR. Received close to **1,000** responses and used the feedback to guide decisions on communication methods and content.

- » In partnership with BTS, launched *MyPinellas* SharePoint site, which is the new intranet site for Pinellas County employees. HR provides daily news items on many topics including important reminders, daily employee spotlights, and weekly features on pet adoptions, parks, events, and consumer tips. For the majority of employees, this is the default page when opening the Edge browser. On average, MyPinellas is visited **2,800** times daily.



First off, the new My Pinellas Intranet looks awesome! Everyone seems to be enjoying looking through everything and the ease of it all. It's like Christmas over here and everyone got a new toy.

— **Anonymous**

- » In collaboration with the Appointing Authorities and using a vendor to protect the anonymity of the survey, we conducted the Employee Voice Survey with a participation rate of **68%**. Worked with third party vendor Polco to refine the survey results, which provided division-specific feedback while protecting the anonymity of the participants.
- » Migrated the *Pen* newsletter to SharePoint, with **35,000** views since September's issue. The move to SharePoint allows employees to access individualized stories, search topics and share links. Due to additional feedback, a printed version is made available for all employees.
- » Introduced the *Retiree Pen Connection* newsletter which is specifically tailored for retirees and sent monthly.

Classification and Compensation

The Classification and Compensation team fulfilled the following customer requests:

- » **241** position maintenance requests with an average response time of one business day.
- » **70** requests to modify existing or create new classification specifications.
- » Participated in **6** major salary benchmark surveys, covering **3,679** benchmark classification and **36,456** survey data points.
- » **126** compensation analysis requests with an average response time of one business day.
- » **51** temporary labor requests with an average response time of one business day.

To better support our customers, Classification and Compensation was moved under Workforce Strategy. This change assisted the HR team in cross-training and enhanced customer support. The Workforce Strategy team now consists of recruitment, onboarding, HRMS & Reporting, and Classification and Compensation.

Streamlined Customer-Focused Service

The Workforce team offered **3** financial process training sessions internally to HR staff to ensure continuity and streamlined processing.

Many team members are notaries and are available to assist employees as needed to complete required documents.

Transparent Financial Processing

Through internal controls surrounding our budget and financial analysis, lapse funds that were retained in the General Fund at the close of FY2023 amounted to \$226,000.

Hurricane Idalia Response

The HR team was activated in the Emergency Operations Center (EOC) from August 29-30 in various roles including ESF-15 (Volunteers and Donations), Policy Group, Employee Emergency Information Line, and Communication Liaison.

The team was also able to support the EOC team as needed. To help employees prepare, we emailed preparedness tips, set up a website, and opened the Employee Emergency Information Line. We offered information on the Employee Assistance Program (EAP), as well as assisted staff at the EOC and 9-1-1 Regional Center by providing counseling services through our onsite EAP counselor.

Customized Opportunities

HR Business Partners continue to provide customized opportunities across County departments including a special *In-Service Team Building* training for the Office of Management and Budget and courses that helped employees meet requirements to move through their career paths.

By engaging with the HR Business Partner early in the situation, the guidance provided proved valuable in mitigating an issue that could have escalated quickly; therefore, I was able to take action to ensure both the employee in question and the County's interest was considered in an equitable way forward.

— **Employee Relations Survey Participant**

91% of survey respondents positively viewed Employee Relations' response and handling of the situation

Employee Data

All data shown is as of December 31, 2023.

Visit [Employee Data](#) for additional demographic information.

Job Category

Job Category	Percentage
Professionals	23.2%
Technicians	21.2%
Administrative support (including clerical and sales)	15.5%
Officials and administrators	11.7%
Paraprofessionals	11.4%
Skilled craft workers	9.2%
Protective service workers	4.3%
Service/maintenance	3.5%

The information is based on U.S. Equal Employment Opportunity Commission (EEOC) defined job categories.

Age and Gender

Age Group	Male	Female	Total
Under 30	179	170	349
30 - 39	372	288	660
40 - 49	362	331	693
50 - 59	483	435	918
60 & Over	296	261	557
Totals	1,692	1,485	3,177
Average Age	47	47	47

Total Positions

Appointing Authority	Encumbered (Filled) Positions
Business Technology Services	167
Clerk of the Circuit Court	500
County Administrator	1,964
County Attorney	33
County Commissioners	15
Forward Pinellas	18
Human Resources	36
Office of Human Rights	10
Property Appraiser	122
Supervisor of Elections	49
Tax Collector	263
Total	3,177

The list is in alphabetical order by Appointing Authority name. The data does not include elected officials, casual workers, and contingent staff.

Race/Ethnicity

Race/Ethnicity	UPS 2023	UPS 2022	Pinellas County Census 2023
White (Not Hispanic or Latino)	71.4%	71.2%	72.8%
Black or African American (Not Hispanic or Latino)	14.7%	14.6%	11%
Hispanic or Latino	6.7%	6.4%	10.9%
Asian (Not Hispanic or Latino)	2.2%	2.0%	3.7%
American Indian or Alaska Native (Not Hispanic or Latino)	0.6%	0.3%	0.4%
Hawaiian or Other Pacific Islander (Not Hispanic or Latino)	0.1%	0.1%	0.1%
Two or More Races (Not Hispanic or Latino)	1.1%	1.4%	2.5%
Not specified	5.2%	3.9%	Not provided

Pinellas County UPS data based on employee's self-identification. Census data from the [U.S. Census Bureau](#).

UPS Staff Turnover

Year	UPS-wide Turnover Percentage
2023	15.3%
2022	17.9%
2021	16.3%
2020	11.7%
2019	13.4%
2018	9.3%
2017	10.5%
2016	11.7%

The data includes resignations, terminations, and retirements.

Quick Summary

- » The total number of employees was **3,177**.
- » The average age is **47**.
- » The average employee has more than **8.6** years of service.
- » The majority of jobs are in the professional and technician categories.
- » The 2023 turnover rate was **15.3%**.

Unified Personnel Board and Appointing Authorities

Unified Personnel Board



Joan M. Vecchioli
Chair
Elected Officials
Appointee



Dr. Ricardo Davis
Vice Chair
Personnel Board
Appointee



Jeffery Kronschnabl
Board of County
Commissioners
Appointee



Peggy O'Shea
Elected Officials
Appointee



Kenneth Peluso
Board of County
Commissioners
Appointee



Ralph O. Reid IV
Employees' Advisory
Council Appointee



William A. Schulz II
Employees' Advisory
Council Appointee

Appointing Authorities



Jeff Rohrs
Chief Information Officer
Business Technology
Services



Ken Burke
Clerk of the Circuit Court
and Comptroller



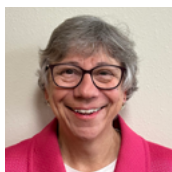
Barry A. Burton
County Administrator



Jewel White
County Attorney



Whit Blanton
Executive Director
Forward Pinellas



Peggy Rowe
Interim Director
Human Resources



Jeffrey Lorick
Director
Human Rights



Mike Twitty
Property Appraiser



Julie Marcus
Supervisor of
Elections



**Charles W.
Thomas**
Tax Collector

Pinellas County's Unified Personnel System (UPS) was established in 1975 by a special act of the Florida Legislature. The Unified Personnel Board includes two members appointed by the Board of County Commissioners, two members appointed by the Constitutional Officers of the County, two members appointed by the Employees' Advisory Council (EAC), and one appointed by the other Personnel Board members. The UPS is composed of 10 different members or "Appointing Authorities."

As of December 31, 2023.

The Unified Personnel Board listing shows officers (Chair and Vice Chair) first and then members in alphabetical order. The Appointing Authorities are in alphabetical order by organization name.

Meet the HR Team

Administration

- **Peggy Rowe**, Interim Director
- **Maria Ciro**, Assistant Director
- **Ashley Jackson**, Executive Assistant
- **Danielle Holland**, Department Administrative Manager
- **Bryant Jasper - Williams**, Contracts Administration Coordinator
- **Kelli Hamilton**, Business Support Specialist 2

Benefits/Retirement/Wellness

- **Kelly Faircloth**, HR Officer
- **Jane Grannis**, Senior HR Consultant
- **Karla Cook**, HR Consultant
- **Natalie Ingham**, HR Analyst
- **Christine Gauger**, HR Technician
- **Sydney Szczesniakowski**, HR Technician
- **Ashley Wesley-Loyd**, HR Technician

Communications and Outreach

Communications, Volunteer Services, Recognition & Awards

- **Irena Karolak**, HR Officer
- **Camille Evans**, HR Specialist
- **Cantrece Harmon**, HR Specialist
- **Breanne O'Leary**, HR Specialist

Learning & Development

Leadership Development, Learning Opportunities, Organizational Culture

- **Audrey Savas**, HR Officer
- **Katie Sawyer**, HR Consultant
- **Jim Valliere**, HR Consultant
- **Kevin Connelly**, HR Analyst
- **Violet Wike**, HR Technician

Planning & Performance

Employee Relations, HR Business Partners, Strategic Planning, Performance Management

- **Missy Kracher**, HR Consultant
- **Michelle Musser**, HR Consultant
- **Maria Roberts**, HR Consultant

Workforce Strategy

Employment, Workforce Connections, Employee Onboarding, Employee Records, HR Analytics, Classification and Compensation

- **Brennan Atwood**, HR Officer

Recruitment

- **Bertha Battle**, HR Consultant
- **Rebecca Geiger**, HR Consultant
- **Noemy Pita**, HR Consultant

Human Resource Management Systems (HRMS) & Onboarding

- **Gene Fields**, HR Analyst
- **Lauren Bollinger**, HR Specialist
- **Judy Breadon**, HR Specialist
- **Evelyn Centeno**, HR Technician

Classification and Compensation

- **Tywanna McGee**, HR Consultant
- **Jim Beaty**, HR Consultant
- **Jake Nicholas**, HR Technician

As of February 28, 2024.

For more information, visit [About Us](#).

Pinellas County Human Resources

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