



Employees' Advisory Council – Delegate Meeting Minutes

Extension Services, 12520 Ulmerton Road, Largo, FL

Thursday, July 25, 2019, 8:00 a.m. – 10:00 a.m.

Prepared by Leena Delli Paoli

Call to Order

The EAC Delegate meeting was called to order at 8:10 a.m. by Chair Lisa Arispe.

Guest Speaker – Ken Burke, Clerk of the Circuit Court and Comptroller

- 2019 Employee Voice Survey – Ask that all employees participate so that we can see where there is a need for improvement and work on making changes to improve them.
- Ken spoke about Lisa Arispe, Charles Toney, and Randy Rose for their long-term commitment to the EAC and the employees of Pinellas County. He remarked on the years of commitment to Pinellas County employees and thanked them. He commented that the EAC is crucial. They bring issues in a professional manner to make positive changes. I.e. EAC committees initiated by Charles on subjects as the Bullying Policy and Merit Pay.
- Merit Pay – Needs to be fair and equitable. Can be frustrating, but it is very important and it needs to be done right.
- Ken was very impressed, when he became Clerk, on the extensive amount of knowledge the clerk employees have. He feels that it goes unrecognized. There is no way that he as Clerk could know everything; this is why we rely greatly on Subject Matter Experts.
 - He appreciates that the same is true under all Appointing Authorities. Employees make Pinellas County a better place to live and work.
- In the Clerk's office they receive about 98% positive feedback from citizens through comment cards, phone calls, and emails. We reach out to those citizens who express that they received unsatisfactory service to find out what happened and address it when necessary.
- Ken addressed the room: What can we do to make this a more pleasant place to work, aside from money or benefits? How do we make working relationships better?
 - Responses from various Delegates and Representatives:
 - More communication regarding changes. Listen to employees more. When change happens it is not told to all employees.
 - Did you know? for positions: Similar to how the clerk sends out the *Did you know?* for various topics, this would be about the different positions. It would let others know what each section/area does. This would help not only customers but also employees. Other Appointing Authorities could implement this for their employees as well.
 - People will never be happy with everything. We need to do better at explaining the why. Why are there changes? Why did this happen? Why did that happen?
 - Favoritism needs to be addressed.
 - Total Quality Management – Was a previous program that took employees from all levels of the organization to look at change collectively because sometimes those on top don't know what the bottom is doing or what they need. Could we bring back this type of approach?

- Negativity – How you address it makes a difference. Come with more than just the problem... bring a solution. You get what you give. If you are positive about your suggestion you are more likely to see a positive response.
 - Negativity is like a cancer. One negative person can turn a group of five positive people into six negative people. We have to stop the negativity.
- Passports – Currently there is a five to six week wait time for passports. For an additional fee this can be expedited. Passport fees: Adult - \$110, Child (15 and under) - \$80, Picture - \$15.
 - You need a passport to travel outside of the country. Some cruise lines will say that you do not need a passport to go to certain locations, which may be true, however if you get sick, injured, or have an emergency you cannot be flown back into the country.
 - Pinellas County Employees only can have the fee for their picture waived.

Guest Speaker – Canaan McCaslin, Special Assistant to the County Administrator

- Voice Survey – We cannot fix what we do not know. Everyone should take the 2019 Employee Voice Survey.
- Lunch Pals – Lunch Pals is a County Administrator initiative to get employees involved with the mentoring of young children. Lunch Pals will allow an employee to meet with a child for 30 minutes a week during their lunch.
 - 1 hour training session for those who want to participate.
 - County Administrator employees will be given 90 minutes of leave to accommodate the visit; 30 minutes – travel, 30 minutes – mentor, 30 minutes – travel.
 - Not all employees will be able to participate due to work area requirements.
 - Check with your appointing authority to see if you may participate.

Guest Speaker – Robert Allan, HCP Rep

- Voice Survey – A PowerPoint presentation was provided by Mr. Allan. A condensed version of the PowerPoint was sent out as part of a two-minute Tuesday.
 - Who: You – Important for all employees to take the survey
 - What: Biennial Employee Voice Survey
 - Who will you be rating: Your Supervisor, your department, your Executive Leadership, and your work group (people who report to the same supervisor as you).
 - When: August 12th – August 26th
 - Where: Online* – email comes directly from HCP not HR. Can take the survey on a phone or tablet.
 - Paper survey can be requested by emailing research@HCPAssociates.com
 - Why: Your feedback matters to help shape a great workplace for all employees
 - Results From 2017: Results from 2017 were collected and distributed to Appointing Authorities. The various Appointing Authorities used the 2017 results to develop action plans, study and implement competitive compensation structures, establish new and improved policies, establish staff retreats and team building exercises, enhance learning opportunities, ongoing recognition initiatives, and leadership planning for merit pay process.
 - How Long: Less than 10 minutes
 - Recommend taking it in one session
 - Is It Confidential: Yes, the survey is 100% confidential. HCP serves as the third-party gatekeeper for all response data. Individual responses are not given to the County staff.
 - Confidentiality in Participation: Supervisors will not know if you have or have not taken the survey. Appointing Authorities are given a summary which looks at trends and protects individual responses. For small departments, additional steps are taken to ensure anonymity; grouped together with other sections.

- Engagement: 2015 – 58% participation; 2017 – 74% participation; 2019 – 75% participation goal.
- FAQs: If you do not receive a survey link email research@HCPAssociates.com. Once you submit your answers you cannot change them. Questions are similar to the questions asked in 2017. Survey has both multiple choice and open-ended questions. Employees may use the same device as other employees to take the survey, but they must use their personal invitation link. Links are unique to prevent duplicate entries.
- 2019 Results: HCP will report results to each of the Appointing Authorities, and they will be responsible for relaying the results to their employees.
 - Human Resources will reveal the UPS-wide results in the November issue of The Pen and post them to the website: www.pinellascounty.org/hr/employeevoice/
- Questions: Contact HCP Associates at research@HCPAssociates.com
- Question and Answers Portion:
 - If someone enters a specific response is it sent to their supervisor? Answer: No, if the response that is given would be identifying it will not be sent verbatim. There are times were we may send an exact phrase i.e. There are complaints about “supervisors being rude during meetings” instead of “Supervisor ... was rude during the meeting held at ... time on ... date”.
 - What is the character limit for the open-ended questions? Answer: Not sure of the exact number, however it is a generous character limit.

Comments from Terri Wallace, Human Resources Planning and Performance Manager

- Communication – Do you want tough feedback? Employees want to be able to give tough feedback, but it needs to be reciprocal. Everyone must be open to feedback so that they can learn and grow.
 - Ethical Dilemmas – There are times where information is known by certain individuals in the county, however they are not able to share the information with employees until a later date.
 - Mutual Trust – Requires cooperation from both parties.
 - Gossip/Judgment – Gossip among employees and the Pre-Judgment of a situation can destroy trust. Just because a situation looks a certain way doesn’t mean that is and we shouldn’t make judgment without facts. Do you make assumptions when someone doesn’t agree with you?
 - We all have to do our part to make things better. Everyone has to come to the table ready to work and make improvements.
 - The biggest challenge that we face is interpersonal communication.
- Merit Pay – Appointing Authorities discussed the need to make sure that employees’ view on Merit Increase is a realistic view.
 - Tough decisions – The BCC makes the final decision on Merit Pay. One of the things that has to be considered is what happens if they say “yes, you can have merit pay, but you can still only have the same 3% for both cost of living and merit.” Now what? Do we do a 2% cost of living for all and up to 1% for only the top 30% of employees who qualify for merit? What do we decide? What would you decide?
 - We don’t know what will happen in the end, but it is important to be realistic and look at some/all of the possible outcomes.
- Question: Can training be given to supervisors to help them with reviews? Answer: We have trainings but they have to be embraced. You can have all the training in the world, but everyone must be on board, and it needs to be consistent. For example, if a supervisor goes to a training and starts having difficult conversations with employees, giving them feedback for growth, and the rest of the supervisors are just telling their employees that they are great and no one ever does anything wrong, then you run into a situation where people are now

complaining that the supervisor who is following the training is rude or picking on people. Everyone must be willing to follow the trainings.

- Must be Inclusive – Include everyone – work together to get the best outcome – be open to the opinions of others. You don't have to like everyone, but you do have to include them.
- Solutions – Don't just sit around and complain about the things that you don't like or that aren't working. Bring forward solutions to the problem. Present it in the form of "this is what I see is the problem, and this is what I think could solve the problem."
- Question: Why is the 3% increase given at the midpoint and not at the actual pay? Answer: the most equitable pay is at the midpoint.
- Irena Karolak, HR Officer – We received all ten Appointing Authorities updates on the 2017 Employee Voice Survey results and their plans for improvements, and it will be listed on the Pen.
 - The *Two Minute Tuesday* will include the HCP Presentation on the 2019 Employee Voice Survey
 - Flyers given to Representatives and Delegates to post in their areas

Adjourned

Meeting adjourned at 10:10 a.m., so that Representatives could meet with delegates from their sections.

Lisa Arispe*	Donna Beim*	Linda Cahill	Richard Carvale	Kevin Connelly*
Leena Delli Paoli*	Henry Gomez*	Bill Gorman	Clare McGrane	Doris McHugh*
Marion Nuraj	Randy Rose*	Christian Steiermann*	Ashley Skubal*	Charles Toney*

*EAC Representatives in attendance at this meeting.