

PLEASE POST

PERSONNEL BOARD FOR THE PINELLAS COUNTY
UNIFIED PERSONNEL SYSTEM
AGENDA

Date: February 5, 2015

Time: 6:30 p.m.

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

PLEDGE OF ALLEGIANCE

I. NEW BUSINESS

Personnel Board

1. Election of Chair and Vice Chair of the Unified Personnel Board
2. Presentation of Plaque

EAC

II. Employees' Advisory Council Representative

III. CONSENT AGENDA

Human Resources

1. Request Approval of the Minutes of the Regular Personnel Board Meeting held November 6, 2014
2. Request Approval of the Minutes of the Regular Personnel Board Meeting held December 4, 2014

IV. INFORMATIONAL ITEMS

Human Resources

1. Action Taken Under Authority Delegated by the Personnel Board
2. Other Informational Items

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.

Persons with a disability needing reasonable accommodation(s) to participate in this proceeding should contact the Office of Human Rights, 400 S. Fort Harrison Ave., 5th Floor, Clearwater, FL 33756 (727) 464-4062 (V/TDD) no later than 48 hours prior to the meeting.

Clearwater, Florida, November 6, 2014

The Unified Personnel Board (UPB) met in regular session 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; Keith C. Dekle; Angela Outten; Joan M. Vecchioli; and Ron Walker.

Not Present: Ricardo Davis, Vice-Chair; and Andrea S. Daggett.

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

AGENDA

PLEDGE OF ALLEGIANCE

EAC

I. Employees' Advisory Council Representative

Human Resources

II. CONSENT AGENDA

Request Approval to Increase Trainer's Pay for 9-1-1 Telecommunicators

Human Resources

III. INFORMATIONAL ITEMS

1. Action Taken Under Authority Delegated by the Personnel Board

2. Other Informational Items

Human Resources

IV. NEW BUSINESS

Update – FACE of Performance

Department of Environment
and Infrastructure

V. APPEAL OF TERMINATION

Alfonsa Riley – Appeal Withdrawn

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 indicated that the EAC recently met with the Appointing Authorities; that such meetings take place once or twice a year; and that they serve as a good communication tool between upper management and the Council, noting that positive outcomes have been achieved.

Mr. Toney announced that Board Member Angela Outten has agreed to serve for another two-year term as the EAC appointee, noting that the EAC appreciates her service. He stated that the EAC has elections coming soon, noting that about half of the seats are open each year; and that quite a few new employees have expressed an interest in participating; whereupon, in response to queries by Chair Andriso and Ms. Vecchioli, Mr. Toney indicated that the EAC has only added one more Employee Advocate this year, which is the result of a reduced workforce; and that managers and supervisors are allowing employees to be Advocates, but they are limited to three hours of advocacy work per week on County time. Ms. Rowe indicated that the need for Advocates was on the agenda at the Appointing Authority meeting, noting that there is a push for more Advocates and participation from the Appointing Authorities.

Mr. Toney stated that he met with Intergovernmental Liaison Mary Scott Hardwick recently and discussed concerns regarding possible changes to the Florida Retirement System; that he will try to attend the joint meeting of the Board of County Commissioners, the Pinellas County Legislative Delegation, and the Constitutional Officers in November; and that the Legislative Delegation will hold a public meeting with constituents in the near future.

CONSENT AGENDA – APPROVED

Ms. Vecchioli moved, seconded by Mr. Dekle, that the Consent Agenda, consisting of a request by Regional 911 Director Charles C. Freeman to increase the trainer's pay for 9-1-1 Telecommunicators, be approved.

In response to query by Chair Andriso, Ms. Rowe indicated that job turnover is an issue with all telecommunications agencies surveyed; and that the County's 9-1-1 telecommunicators have assumed additional functions which have significantly changed the training program and trainer's responsibilities, noting that the level of expertise and knowledge required now is much greater than before.

November 6, 2014

Following discussion and responding to query by Ms. Vecchioli, Ms. Rowe related that the minutes of the October 2, 2014 Personnel Board meeting were not available and will be presented at the next meeting.

Upon call for the vote, the motion carried unanimously.

INFORMATIONAL ITEMS

The document titled *Action Taken Under Authority Delegated by the Personnel Board* has been attached and made a part of the minutes.

OLD BUSINESS

Deviating from the agenda, Chair Andriso indicated that old business would be discussed at this time, and no objections were noted.

Chair Andriso referred to discussion at the October meeting with regard to a letter from Tina Koufsas-Eisenberger to the members of the Unified Personnel Board and indicated that a letter of response has been prepared and is ready for signature; whereupon, he read the letter into the record.

Ms. Vecchioli moved, seconded by Mr. Walker and carried unanimously, that the letter be accepted for signature by the Chair and mailed to the recipient.

APPEAL OF TERMINATION OF ALFONSA RILEY

Ms. Rowe noted for the record that the appeal of termination of Alfonsa Riley has been withdrawn, and brief discussion ensued.

NEW BUSINESS

FACE of Performance

Ms. Rowe introduced Human Resources Division Director Laura Berkowitz, noting that she would be giving an update on the FACE of Performance, a new system being implemented to evaluate the performance of employees; and that the County is moving away from the practice of rating employees' performance for an entire year to a system where supervisors will have ongoing conversations with employees throughout the year concerning their performance, with the focus on setting and achieving organizational and personal goals.

Ms. Berkowitz referred to a PowerPoint presentation titled *FACE Update to the UPS Board*, a copy of which has been filed and made a part of the record, and provided an overview of the initiative, indicating that last November, a survey of over 2,200 employees was taken; that for the most part the County received high marks; and that the lowest rating from the survey was how job performance was evaluated; whereupon, she provided statistical information regarding the survey.

Ms. Berkowitz related that Ms. Rowe commissioned a series of focus groups involving employees at various levels from all Appointing Authorities; that there were consistent recommendations concerning employees' need for regular feedback, noting that reviews once a year were not enough; and that the FACE philosophy was developed based on the input provided; whereupon, responding to query by Chair Andriso, Ms. Rowe stated that the FACE of Performance was developed by Human Resources staff.

Noting that that the FACE acronym stands for Feedback, Ask questions, Conversation, and Explore options, Ms. Berkowitz described the philosophy as being a continuous, ongoing process that:

- Aligns the employees' and supervisors' goals with the Appointing Authorities.
- Promotes ongoing dialogue between employees and supervisors.
- Increases employee and team engagement by creating a sense of personal ownership and accountability for success.
- Builds trust by using a system that is fair and transparent.

Ms. Berkowitz discussed the elements of the FACE of Performance model, as follows:

- Set expectations.
- Support growth and development.
- Observe and note performance.
- Summarize performance conversations.
- Provide ongoing feedback and coaching.

Thereupon, Ms. Berkowitz provided examples of topics to be covered during quarterly performance conversations and discussed the FACE rollouts to supervisors/managers and non-supervisory employees, and reviewed available support and resources, noting that a series of workshops for supervisors and managers will be held in December.

In response to queries by the members, Ms. Berkowitz stated that employees and supervisors will be able to look back at last year's performance; that going forward, performance evaluations will be done quarterly; and that the evaluation takes about 10 to 15 minutes four times a year, which is less onerous than the time required under the current system, which does not meet its objectives; whereupon, Ms. Vecchioli expressed concern that, although supervisors are asked to be positive and supportive, they must not shy away from documenting issues that need to be addressed, and discussion ensued.

During discussion and responding to comments and concerns expressed by Ms. Outten and Vecchioli, Ms. Berkowitz indicated that HR is planning 15 supervisor/manager training workshops to be held throughout the year; and Ms. Rowe related that professional development activities are optional, as not every employee plans to advance their career.

In response to query by Mr. Dekle, Ms. Berkowitz stated that HR has developed metrics to measure the success of the new program going forward; that managers and supervisors will be asked a series of questions concerning conversations with employees; and that there will be a 90-day implementation follow-up survey for the employees, and discussion ensued.

Ms. Rowe noted that the system contains an option that allows an employee to give feedback; and that HR will provide the tools, training, and support, but the Appointing Authority or director must hold supervisors and managers accountable for FACE to work; whereupon, in response to query by Ms. Outten, Ms. Berkowitz stated that another survey will be taken in November 2015 in an attempt to provide a benchmark of progress.

November 6, 2014

Ms. Vecchioli commented that it will take a long time to truly implement the FACE of Performance, and Mses. Rowe and Berkowitz concurred, noting that there will be immediate impacts, both in terms of positive reinforcement and the opportunity to correct negative behavior in a timely manner.

MISCELLANEOUS INFORMATION ITEMS RECEIVED

The following miscellaneous information items were received for filing:

1. Minutes of the EAC Representative meeting of September 17, 2014.
2. Minutes of the EAC Delegate meeting of September 25, 2014.
3. Management and Supervisory Notes for November 2014.

ADJOURNMENT

The meeting was adjourned at 7:17 P.M.

Chair

November 6, 2014



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 October 5, 2014 thru October 19, 2014.

ADDITIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
20044	Animal Services Representative	Administrative Support	Classified	CL8
18450	Clerk's Reporting Support Specialist	Administrative Support	Classified	CL11
21012	PAO Tax Roll Manager	Professionals	Exempt	150
01544	Special Assistant to County Administrator	Officials & Manager	Exempt	SM3a

RE-INSTATEMENT

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
15840	Risk Management Safety Supervisor	Professionals	Exempt	SM8

Clearwater, Florida, December 4, 2014

The Unified Personnel Board (UPB) met in regular session 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; Andrea S. Daggett; Keith C. Dekle; Angela Outten; Joan M. Vecchioli; and Ron Walker.

Also Present: Peggy Rowe, Director of Human Resources; Michelle A. Wallace, Senior Assistant County Attorney; Jenny Masinovsky, Board Reporter; and other interested individuals.

AGENDA

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|-----------------|--|
| EAC | <u>Item I. Employees' Advisory Council Representative</u> |
| Human Resources | <u>Item II. Consent Agenda</u> |
| | 1. Request Approval of the Minutes of the Regular Personnel Board Meeting held October 2, 2014 |
| Human Resources | <u>Item III. New Business</u> |
| | 1. Annual Performance Review of the Human Resources Director |
| | 2. Human Resources Restructure |
| Human Resources | <u>Item IV. Informational Items</u> |
| | 1. Action Taken Under Authority Delegated by the Personnel Board |
| | 2. Reappointment of the following Personnel Board Member:
Angela Outten, by the Employees' Advisory Council |
| | 3. Other Informational Items |

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.

December 4, 2014

EMPLOYEES' ADVISORY COUNCIL (EAC) REPRESENTATIVE

Recognizing Ms. Outten for her knowledge and expertise, EAC Chairman Charles E. Toney thanked her for continuing to serve on the Board for another term, and provided a brief update regarding EAC activities. He related that the EAC will be meeting with local legislators concerning possible changes to the Florida Retirement System; that the members are looking forward to receiving the information on reorganization of the Human Resources Department this evening and to the review of the revised Personnel Rules next year; that the EAC Representatives election is currently taking place; and that due to his work schedule, he will not be able to chair the EAC next year.

CONSENT AGENDA – APPROVED

Minutes of regular meeting held October 2, 2014, approved.

Motion	-	Mr. Davis
Second	-	Ms. Vecchioli
Vote	-	7 – 0

NEW BUSINESS

Human Resources (HR) Restructure

Deviating from the agenda, Chair Andriso indicated that Item III.2 would be addressed at this time.

Referring to her memorandum dated December 1, 2014, a copy of which has been filed and made a part of the record, Ms. Rowe reminded the members that the restructuring of the HR Department requires the Board's approval. Ms. Rowe provided a brief overview of the objectives of the restructuring initiative, indicating that a new organizational approach that is collaborative and systematic would improve service and support the goals of the Appointing Authorities, as well as advance employee relations.

Referring to the proposed organizational chart, Ms. Rowe discussed the three major HR divisions, summarizing their main functions, as follows:

December 4, 2014

- HR Services: the on-boarding process, including benefits, compensation, pay and classification, service awards, and related tasks.
- Performance and Development: organizational development, training, performance management, employee relations, and related tasks.
- Research and Special Projects: exit interview analysis, executive recruitments, employee surveys, workforce planning, and other major projects.

In response to queries by the members, Ms. Rowe clarified some of the functions and responsibilities of various positions under the major divisions, noting that the organization is ever evolving and the structure will be revised as necessary to meet the needs of employees and the Appointing Authorities, and discussion ensued.

Following discussion and in response to queries by Mr. Davis regarding the benefits of reorganization, Ms. Rowe explained that the new structure will advance the department by promoting collaboration and knowledge sharing within the department, resulting in more efficient, proactive, and well-rounded HR professionals; whereupon, she noted that having professionals with a more well-rounded understanding of HR principles would in turn help prepare the department for the anticipated retirement of several senior employees. Responding to queries by Ms. Vecchioli, Ms. Rowe related that there will be additional internal group meetings to encourage and ensure communication among staff in each division; and that she meets weekly with all the division directors.

Emphasizing that the restructure would not impact the budget and would not involve hiring, Ms. Rowe and HR Manager Beverly Waldron briefly discussed changes in salaries, typically involved in restructuring, the total budget, and current savings due to retirements.

In regards to queries pertaining to the effect of restructuring on the Appointing Authorities and County departments, Ms. Rowe responded that the alignment of HR with those entities will be strengthened by the establishment of a liaison system, wherein each entity would have its own HR point of contact, as well as by having more well-rounded professionals in general; whereupon, responding to query by Chairman Andriso, Ms. Rowe related that the Appointing Authorities will be notified of the restructure upon the Board's approval.

Thereupon, Mr. Dekle moved, seconded by Ms. Vecchioli, that the HR restructure be approved. Upon call for the vote, the motion carried unanimously.

Annual Performance Review of the Human Resources Director

Noting that the “Standard Performance Salary Review” form was used this year by the evaluators of Ms. Rowe’s performance, Chairman Andriso related that the reviews were filled with positive comments by the Appointing Authorities and Board members; and that the entire evaluations folder will be provided to Ms. Rowe for further review; whereupon, he read a sample of general comments under the areas of *Strengths* and *Suggested Areas of Improvement*. Noting that this year’s system did not have an overall employee rating, Chairman Andriso indicated that it was obvious from the comments of the Appointing Authorities participating in the appraisal that Ms. Rowe should be rated as “exceeds expectations”; and that she should receive the maximum amount of any allotted increase in salary. He congratulated Ms. Rowe on her positive performance appraisal; whereupon, she thanked the Chairman, the Board members, and the Appointing Authorities for their support and expressed appreciation of her staff.

Recognizing that Ms. Rowe has declined compensation increases in the past, the members inquired about this year’s budgetary provisions. Ms. Rowe expressed her gratitude for the evaluation and, noting that employees received an across-the-board increase this year, indicated that she would not be eligible for a performance-based increase until next year; whereupon, she discussed plans for the “pay-for-performance” program to be implemented next year for all employees.

Mr. Davis expressed concern about the current evaluation process for Ms. Rowe, noting that some of the same concerns have been raised in the past, and that without a discussion of the Board, the process has reverted to the former method; whereupon, Ms. Rowe suggested that in the future, the Appointing Authorities’ comments be collected and distributed to the members in advance of their evaluation.

Discussion ensued wherein Mr. Davis noted that it is difficult for the Board to evaluate Ms. Rowe’s performance, as they do not deal with her on a daily basis; that having the Appointing Authorities’ feedback in advance would be helpful in forming the basis for the evaluation; and that areas identified as needing focus should be incorporated into strategies or goals to be evaluated in the subsequent year; whereupon, Ms. Vecchioli noted that previous suggestions of a 360-degree review and self-evaluation were not implemented; and that contrary to last year’s agreement to send individual comments to the County Attorney, they were sent to the Board Chair; whereupon, Attorney Wallace provided clarification on lawful information exchange among the members, the Chairman, and the Appointing Authorities.

December 4, 2014

Thereupon, Ms. Daggett provided general comments on the importance of HR in supporting the goals of an organization, sharing priorities with its executives, and keeping a public record of plans and projects.

INFORMATIONAL ITEMS

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

MISCELLANEOUS INFORMATION ITEMS RECEIVED

The following miscellaneous information items were received for filing:

1. Minutes of the EAC Representative meeting of October 15, 2014.
2. Management and Supervisory Notes for December 2014.
3. Training Schedule for December 2014.

ADJOURNMENT

The meeting was adjourned at 7:31 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 November 16, 2014 thru November 29, 2014.

Results of Audit

UPWARD RECLASSIFICATIONS

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
Encumbered BCC/C23	Bldg Plans Examiner	CL18	Building Division Chief	CL21
Encumbered BCC/C1050	Land Survey Tech 2	CL12	Eng Tech	CL14 (Pub Wks)

TITLE CHANGES

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>
Encumbered BCC/C21	Chf Bldg Insp	CL21	Bldg Div Chf
Encumbered BCC/C40	Chf Bldg Insp	CL21	Bldg Div Chf

*Present Classification deleted

TITLE CHANGES

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
13564	Lead Spray Technician	Spray Technician, Lead	CL10
06104	Lead Planning Technician	Planning Technician, Lead	CL12
23078	Lead Tax Specialist	Tax Specialist, Lead	CL12
13722	Lead Electrician	Electrician, Lead	CL14
14136	Lead Network Technician	Network Technician, Lead	CL20
14442	Lead Programmer/Analyst	Programmer/Analyst, Lead	CL23
11140	Executive Assistant	County Commissioner Assistant	P4

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 **November 30, 2014 thru January 23, 2015.**

Result of Audits

UPWARD RECLASSIFICATIONS

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
Encumbered BCC/C747	Crew Chief 1	CL9	Crew Chief 2	CL11 (PCR)
Encumbered BCC/C2057	Crew Chief 1	CL 9	Crew Chief 2	CL11 (PCR)
Encumbered BCC/C694	Field Operation Supv	CL16	DEI Operation Mgr Asst	CL19 (Pub Wks)

ADDITIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
23066	Customer Services Technician 1	Administrative Support	Classified	CL9
23068	Customer Services Technician 2	Administrative Support	Classified	CL10
20108	Human Resources Assistant	Technicians	Classified	CL11
20112	Human Resources Associates	Technicians	Classified	CL13
20114	Human Resources Associates, Senior	Professionals	Classified	CL15
20156	Human Resources Business Partner	Professionals	Exempt	P1
20278	Human Resources Division Director	Officials & Managers	Exempt	SM3a
20274	Human Resources Officer	Professionals	Exempt	SM5b
10936	Ambulance Billing Manager	Professionals	Exempt	SM6

Pay Grade Change

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>Pay Grade</u>	<u>RECOMMENDED Pay Grade</u>
06050	Zoning Manager	SM7	SM5a

TITLE CHANGES

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
18144	Health & Human Services Eligibility Spec	Human Services Eligibility Specialist	CL10
13698	DEI Operations Maintenance Mechanic	Operations Maintenance Mechanic	CL13
18146	Health & Human Services Case Mgr 1	Human Services Case Manager 1	CL13
20648	Exemptions Investigator	Exemptions Auditor	CL15
18148	Health & Human Services Case Mgr 2	Human Services Case Manager 2	CL15
17175	DEI Maintenance Supervisor	Maintenance Supervisor	CL17
18120	Health & Human Services Program Analyst	Human Services Program Analyst	CL17
18152	Health & Human Services Team Leader	Human Services Team Leader	CL18
13652	DEI Operations Manager	Operations Manager Assistant	CL19
18110	Health & Human Services Program Manager	Human Services Program Manager	CL20
13654	DEI Operations Manager	Operations Manager	CL22

Human Resources Director**Action Taken Under Authority Delegated by the Unified Personnel Board**

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TITLE CHANGES (continued)

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
14678	Information Technology Specialist, SME	Information Technology Analyst, Senior	P1
14676	Information Technology Specialist, Senior	Information Technology Analyst	P2
18199	Bureau Director, Health & Human Services	Director, Human Services	SM1
18154	Health & Human Services Program Admin	Human Services Program Administrator	SM4b
17581	DEI Maintenance Section Manager	Maintenance Section Manager	SM5a
14646	Information Technology Team Leader	Information Technology Subject Matter Expert	SM6

REVISIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
20140	Human Resources Analyst	CL18
19148	Assistant Director, Inspector General Audit Division	150
19149	Inspector General/Chief Audit Executive	150
19136	Inspector General Auditor 1	150
19138	Inspector General Auditor 2	150
19139	Inspector General Auditor 3	150
19140	Inspector General Auditor, Senior	150
19146	Manager, Inspector General Audit Division	150
19150	Chief Deputy Director, Inspector General Audit Division	150

DELETIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
23072	Tax Assistant	CL6
23074	Tax Assistant, Senior	CL8
23020	Tax Specialist	CL9
20110	Human Resources Aide	CL10
20120	Human Resources Technician	CL13
20130	Human Resources Specialist	CL16
20152	Human Resources Coordinator	P1
20272	Human Resources Manager	SM3b

RE-INSTATED

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
14172	BTS Technologist 1	Technician	Classified	CL11

ESTABLISHING CAREER LADDER TAX COLLECTOR'S OFFICE

Customer Service Technician 1 CL9 Customer Service Technician 2 CL10

EXTENSION OF TEMPORARY EMPLOYMENT

<u>POSITION</u>	<u>CLASSIFICATION</u>	<u>PG</u>	<u>EXTENDED</u>	<u>DEPARTMENT</u>
CCC/T176	Special Project Assistant A	CL55	6 months	Clk Cir Ct



Employees' Advisory Council – Representative Meeting Minutes

County Office Annex, Room 429, Clearwater, FL

Wednesday, November 12, 2014, 2:30 p.m. – 4:30 p.m.

Call to Order

The EAC Representative meeting was called to order at 2:34 p.m. by Chairman, Charles Toney.

Approval of Minutes

Lisa Wombles motioned to approve the EAC Representative Minutes for October 15, 2014 after a correction is made to the question about adjusting the Delegates' meeting date in September. The motion was seconded by Clare McGrane. The minutes were approved.

Comments from Director of Human Resources – Peggy Rowe

David Blasewitz - FACE of Performance was rolled out over the last two months. Training for supervisors and employees was done, and the FACE software program has been loaded for all departments except DEI and Tax Collector. HR has received support for FACE by most managers and supervisors (97-98%). The 360 degree review is available but not all Appointing Authorities are planning on using it at this time. (Chairman Charles Toney said that the EAC recommends use of the 360 degree review to help identify supervisors and managers that may need additional training to be effective in their roles.) The Appointing Authorities have indicated they will hold their supervisors and managers accountable for implementing the FACE program. The FACE of Performance system is based on regular conversations between supervisors and employees. It is a better way to address performance management. When merit increases are offered, FACE will be one component in identifying exemplary performance. Annual enrollment just ended for employees and retirees. The Healthcare Flexible Spending Account increased from \$2,500 to \$2,550.

Question:

- During the first FACE of Performance conversations with employees, will the supervisor or manager talk about the employee's tasks, duties, what's expected or acknowledge what has been done? The conversations will be open. Individual Appointing Authorities are allowed to determine the topics they are going to talk about. More trainings will be scheduled about how to conduct the conversations.
- Will supervisors and managers be able to attend more training if they have problems with FACE of Performance and the conversations? Yes - Additional training workshops will be offered including a new series on performance reviews offered in December for supervisors.
- Did Human Resources have a reorganization? Yes - Human Resources is in the process of being restructured. The objective is to be more responsive to customer needs. The restructuring will be taken to the Personnel Board in December. An overview will be given at the next EAC Rep meeting.
- What happened to Succession Management? A team is looking at how to restructure Succession Management including how to integrate it into workforce development.
- Has anyone seen the documentary *Fed Up* dealing with what's in your food including nutritional labeling? Some Representatives had seen the documentary. Wellness Coordinator Beth Woodbury offers wellness programs on topics including nutrition.
- What is the status of the employee health clinic? Human Resources staff hopes to take the contract to the Personnel Board in January. The EAC will be invited to a future open house.



- What is the update on paying for copies of emails for an ex-employee? A formal request needs to be prepared by the EAC. The Chairman will reword the request and send it out for review.

Personnel Board

At the Personnel Board meeting on November 6, 2014, the termination appeal was withdrawn by the employee's attorney. There was discussion on County attorneys providing both legal counsel to the Appointing Authority and the Personnel Board in cases where the employee has outside legal counsel. The next Personnel Board meeting will be December 4, 2014. There are no appeals scheduled at this meeting.

Committee Reports

- Legislative – FRS issues - Some of the new legislators want to change the FRS Pension Plan from a defined benefit plan to an investment only plan for all new employees. We need to continue to educate our legislators on the negative impact this change would have on the FRS. Chairman will provide a draft letter.
- Personnel Rules Review – The next meeting is November 13. The discussion will include the Discipline Rules. EAC will have the opportunity to look at and comment on the proposed changes to the Discipline Rules.
- Advocates' Program – Employees who are seeking an advocate should go through Employee Relations. Also Employee Relations offers mediation for both sides.
- Suggestion Awards – Dawn Grasso volunteered to work with Mike Powell on the Suggestion Award Committee.
- EAC Representative Election Process – There are two EAC Groups where six employees for each group are running for an EAC Representative position. The EAC Elections Committee decided not to hold a primary election. There are two EAC seats that are not being contested - BCC Group IV and BCC Group VI. In January, an EAC Representative will be selected for the At-Large seat. The EAC ballots will be distributed by managers November 21st, and the results will be tabulated on December 9th by the EAC Elections Committee.

Old Business

The joint EAC and Appointing Authority meeting was a good meeting. The County Administrator sponsored picnic is November 19 from noon to 5 pm.

New Business

- The Council presented their grateful thanks and a gift card to Elaine Billey, EAC Rep for Other Appointing Authorities, who will be retiring November 21.
- EAC Officers will be selected at the December 17th meeting. The Council was advised to think about the officer positions for the next two years: Chairman, Vice-Chairman, and Secretary. The current Chairman will not be able to run next year due to workload and if reelected, the current Secretary will not be able to accept the position due to workload.
- The EAC Council will get the Delegates' opinion about whether or not the September Delegates' meeting date should be adjusted due to the workload at the end of the fiscal year.
- Angela Outten, Employees' Advisory Council Appointee to the Personnel Board, agreed to stay on the board for the next two years.



Employees' Advisory Council



to continually improve the Pinellas County classified employees' quality of work life

APPROVED BY THE EAC

- The EAC Delegates' meeting is November 20 and the EAC Rep meeting is December 17. The Personnel Board meeting is December 4, 2014.

Adjourned

Elaine Billey made a motion that the meeting be adjourned at 4:00 pm, and it was seconded by Clare McGrane.

*Charles Toney	*Randy Rose	*Clare McGrane	*Jenifer Gundel	*Chuck Mangio
*Richard Carvale	*Lisa Wombles	*Steve Yeatman	John Cloud	*Mercedes Pearson
*Hazel Lane	Mike Powell	*Elaine Billey	*Dawn Grasso	*Peggy Poole

*EAC Representatives in attendance at this meeting.



Employees' Advisory Council



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Employee Advisory Council – Delegate Meeting Minutes

Extension Services, 12520 Ulmerton Road, Largo, FL

Thursday, November 20, 2014, 8:00 a.m. – 10:00 a.m.

Call to Order

The EAC Delegate meeting was called to order at 8:05 a.m. by Chairman, Charles Toney.

Guest Introduction

The chairman introduced David Scott, Assistant County Administrator, who joined the meeting.

Comments from EAC Chairman – Charles Toney

- The chairman welcomed new delegates.
- The Employees' Advisory Council Appointee, Angela Outten, has agreed to stay on for the next two years.
- The EAC Representative election is in progress. There were a couple of areas where multiple employees applied for an EAC Representative position.
- Several Appointing Authorities have signed up to speak at the delegate meetings next year.
- Mary Scott Hardwick is the new Intergovernmental Liaison for the County working out the County Administrator's Office. She will maintain contact with the Pinellas County Legislative Delegation and other state and local representatives in matters concerning Pinellas County. The chairman has already met with her, and we anticipate her input on Florida State Retirement (FRS) issues.
- Elaine Billey, EAC Representative for Other Appointing Authorities, is retiring November 21, 2014.
- The chairman asked the delegates for their suggestions about moving the September EAC Delegate meeting back by one week because some delegates could not attend the meeting in September due to their end of fiscal year work load. There were no responses. The EAC Representatives will discuss at their next meeting.

Comments from Director of Human Resources – Peggy Rowe

Peggy wished everyone a Happy Thanksgiving holiday season. Most employees have received the FACE of Performance icon on their desk top so they can log into FACE. FACE gives employees more engagement in their performance with their supervisor. It also engages employees in career development. There will be a lot more training on managing performance.

Questions:

- When will the FACE of Performance be fully functioning? Managers and supervisors should be having conversations with their employees now. For DEI, it will be functioning by December 13, 2014. There will be several training workshops coming up. The FACE website at www.pinellascounty.org/hr/face has a great deal of information including FAQs. Employees can send questions to Laura Berkowitz at lberkowitz@pinellascounty.org or 464-4835.
- When will pay for performance be associated with performance? Any increase is based on performance irrespective of FACE. Will receive more information on the rewarding of merit increases prior to the start in FY 2016. At this time, managers and supervisors are setting goals and performance expectations.



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- If an employee did not sign up for the WageWorks Flexible Spending Account for next year, will they lose their money? Employees will need to use this year's money by March 15, 2015. These are any expenses occurring this year through December 31, 2014.
- If an employee did not participate in all four wellness incentive series classes, are there makeup classes? Yes, if an employee missed one of the classes and did not receive an email with instructions, contact the Wellness staff at 464-3768 to find out how to make up the class.
- Will there be any communication to employees who did not complete the biometric screening? Postcards and letters were sent out. Additional communication will be sent out to those who have not completed the screening.
- How many hours a month does an Advocate work on a case? The maximum time allowed on the clock is three hours a week. Some Advocates spend more of their own time working on a case.
- What is the process to become an Advocate? The application is on the Human Resources website at www.pinellascounty.org/hr/eac/advocate.htm. The form is submitted to Lisa Wombles who is the EAC Advocates Committee Chair.
- Will it be possible to cash in more leave time? There will always be a maximum for the leave exchange which is 160 hours at this time. Will review the maximum leave exchange for next year. Also, employees should look at the maximum amount of leave they can cash in if they are considering retiring or leaving the County.
- Will the Personnel Rule be reviewed regarding the maximum amount an employee can donate to the Friend In Need program? Will look at making changes in the Rule.

Health and Wellness Update – Dave Blasewitz

Everyone was asked to remind coworkers to complete their biometric screening and the health assessment. The deadline is December 31, 2014. If not completed, employees face a \$500 higher health care premium next year. (For information on how to complete the biometric screening and health assessment before December 31st, including a list of pharmacies that provide screenings and a Help Guide to the United Healthcare website, [click here](#)).

Annual enrollment is done. WageWorks is sending out emails to employees who are enrolled in the Flexible Spending Account for health care. This is not related to the Flexible Spending Account for dependent care. The rollover amount for the Flexible Spending Account for next year is \$500.

Committee Reports

- Legislative / FRS – The Florida Retirement System is one of the largest retirement systems in the Country. In recent years there has been some proposed legislation to change the FRS to an investment plan only for all new hires. The chairman has a draft letter explaining our concerns to use when corresponding with our legislators. Employees can use the letter as is or make changes. The chairman will check to see if the letter can be sent to the delegates via email. It is important that we educate our legislative representatives on the concerns we have with the recently proposed changes to the FRS.
- Advocates – We have six Advocates at this time. We need more volunteers. We are getting support at the Appointing Authority level for Advocates. The Advocates make sure facts are presented at the Personnel Board. The Personnel Board members also make sure that the facts are brought out. Employees are encouraged to participate. There will be some Advocate training work sessions in the near future.
- Personnel Rules Review – The Personnel Rules are in the process of a comprehensive review. The Discipline Rule is close to being ready to go to the Personnel Board for review.



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The Personnel Rules have been worked on for the past two years. Employees can go online and look at the Personnel Rules at <http://www.pinellascounty.org/hr/pdf/Personnel-Rules.pdf>. You can send your questions or concerns to your EAC Representative.

- Suggestion Awards – Two suggestion awards were approved – one in Real Estate Management and one in Utilities Water and Sewer. The total disbursement is \$3,000. Details will be in the next issue of The Pen. Dawn Grasso is now working with Mike Powell on this committee.

Open Discussion

EAC election ballots will go out November 21, 2014 to all classified employees. The ballots must be returned in the envelope provided via interoffice mail by December 5, 2014. The ballots will be counted on December 9, 2014. The chairman advised that he will remain on the council for the next two years but due to current work load, he will not be able to serve as chairman. The secretary also indicated, if reelected, she will not be able to serve as secretary.

Upcoming Meetings

The Personnel Board Meeting is December 4, 2014. The EAC Representative Meeting is December 17, 2014 and the EAC Delegate Meeting is January 22, 2015.

Adjourned

With no guest speaker scheduled at this meeting - the meeting was adjourned at 9:00 a.m., allowing time for the delegates to meet with their representatives.

*Charles Toney	*Randy Rose	Clare McGrane	Jenifer Gundel	Chuck Mangio
*Richard Carvale	*Lisa Wombles	*Steve Yeatman	John Cloud	Mercedes Pearson
*Hazel Lane	Mike Powell	*Elaine Billey	Dawn Grasso	*Peggy Poole

*EAC Representatives in attendance at this meeting.



Employees' Advisory Council



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Employee Advisory Council – Representative Meeting Minutes

County Office Annex, Room 429, Clearwater, FL
Wednesday, December 17, 2014 2:30 p.m. – 4:30 p.m.

Call to Order

The EAC Representative meeting was called to order at 2:35 p.m. by Chairman, Charles Toney.

Approval of Minutes

Clare McGrane motioned to approve the Representative minutes for November 12, 2014 and the Delegates minutes for November 20, 2014. The motion was seconded by Lisa Wombles. The minutes were approved.

Welcome

Richard Castle was welcomed as the new EAC Representative for BCC Group V11. Richard replaced John Cloud.

Comments from Director of Human Resources – Peggy Rowe

Peggy Rowe gave an update on the restructuring of Human Resources. The update was done to create a proactive environment – more synergy. There are three divisions:

- Employee Relations, Organizational Development, Training, Performance Management, and people that do a little of everything
- Benefits, Compensation, Volunteer Services, Recruitment are under Human Resources Services
- Executive Recruitment, Special Projects, Workforce Planning are under the umbrella of Research and Special Projects

The FACE of Performance website (www.pinellascounty.org/hr/face) continues to be updated. Human Resources passed out new materials, [Tips for Supervisors](#) and an [Employee Guide](#). The purpose of FACE of Performance is to involve employees and supervisors/managers in ongoing conversations. Employees are encouraged to call BTS at 453-4357 for technical problems. (HR note: See [Login and Password Tips](#) if you are getting locked out of FACE or unable to login.)

The BCC appointed a new Personnel Board member, James Dates, who replaced Daniel Andriso.

Questions:

- In the reorganization, is it business as usual? Yes.
- Is free parking still being considered for County employees? It was recommended that Steve Yeatman write a proposal stating why free parking is needed and forward to the County Administrator.
- What is the status of the online notification process for people who apply for positions but are denied because they did not meet the requirements for the job? Peggy Rowe will follow up.



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- It was discovered by one of the EAC Representatives that an oral surgeon has Sunday hours. Can personal experiences regarding medical services be shared with employees? The experiences can be shared in the Blog or put together as an "Ask Peggy" question.
- What is the progress on Succession Management revision and how will employees find out about the program? A team is working on revising Succession Management. Finalization should be done by April 2015. Employee notification will be determined.
- Will there be satellite Wellness Centers including weekend hours? A couple of centers are already in the process of being opened. Will look at requests for additional centers and where feasible consider opening them.
- Is the \$500 penalty legal? It is legal.
- What is the update on the Medical Clinic? The Medical Clinic is still being worked on including the negotiation process.
- Is the FRS Retirement Plan out of money? The FRS is in very good shape, as reported regularly in their annual reports.

Personnel Board

There were good reviews about Peggy Rowe at the December 4, 2014 Personnel Board meeting. Charles Toney mentioned during that meeting he will no longer be Chairman of the EAC.

Committee Report

- Legislative / FRS Issues - The chairman spoke at a Legislative Delegation meeting about some of the FRS changes in the past years. A wish list was given to the Legislative Delegation. Some legislators still wants to promote the investment option only. Overall, it was a good meeting. The next meeting is in January 2015. The Chairman is still working on revising the letter to be sent to the Legislative Delegation. The Legislative Delegation members are listed on the website at <http://www.pinellascounty.org/delegation>.
- Personnel Rules Review – No update at this time.
- Advocates Program – We received interest from several employees about the Advocates Program. Lisa Wombles will make contact with each employee.
- Suggestion Awards – The suggestion awards meetings are every six months.
- EAC Representative Election Process/Results – The following employees were elected as EAC Representatives for the next two years: Steve Yeatman, BCC Group III; Charles Toney, BCC Group IV; Hazel Lane, BCC Group V; Richard Castle, BCC Group VII; Peg Poole, Clerk South; Mercedes Pearson, Other Appointing Authorities; and Richard Carvale, Tax Collector. Charles Toney and Lisa Wombles were unopposed. Lisa Wombles, BCC Group VI, will be required to run again next year as stated in the EAC Bylaws.

Old Business

The Delegates had no interest in changing the September Delegate Meeting date. The meeting date will stay the same as scheduled.



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New Business

- ❖ The Selection of Officers (Chair, Vice Chair, and Secretary) for 2015 are as follows:
 - ✓ Lisa Wombles was nominated by Clare McGrane for Chairperson and seconded by Richard Carvale. Richard Carvale was also nominated by Dawn Grasso for the Chairperson position but he declined. Lisa Wombles is the new Chairperson.
 - ✓ Richard Carvale was nominated for the Vice Chairperson position by Mike Powell and seconded by Steve Yeatman. There were no other nominations. Richard Carvale will be the Vice Chairperson for a second term.
 - ✓ Clare McGrane was nominated as Secretary by Hazel Lane and seconded by Richard Carvale and Jennifer Gundel. Dawn Grasso was also nominated but she declined. Clare McGrane is the new Secretary. Other Representatives will back up Clare McGrane as needed.
- ❖ Selection of the At Large Representative – Joshua Chance was nominated as the At Large Representative by Dawn Grasso and seconded by Hazel Lane. There were no other nominations. Joshua Chance will be the At Large Representative. The Chairman will send a letter to Joshua Chance. The Chairman proposed to change the At Large Representative position to an annual position. The EAC will consider at the next EAC Council meeting.
- ❖ The following guests have signed up to speak at the 2015 EAC Delegate meetings: Pam Dubov, January 22; Ken Burke, March 26; Martin Rose, May 28; Rod Fisher, July 23; and Mark Woodard, September 24. Other potential guest speakers will be invited to include a representative from the Pinellas County Legislative Delegation and the FRS.

Upcoming Meetings

The Personnel Board Meeting is January 8, 2015. The EAC Representative Meeting is January 21, 2015 and the EAC Delegate Meeting is January 22, 2015.

Adjourned

Mike Powell made a motion that the meeting be adjourned; it was seconded by Lisa Wombles.

Charles Toney	Randy Rose	Clare McGrane	Jennifer Gundel	Chuck Mangio
Richard Carvale	Lisa Wombles	Steve Yeatman	John Cloud	Mercedes Pearson
Hazel Lane	Mike Powell	Elaine Billey	Dawn Grasso	Peggy Poole



Management & Supervisory NOTES

Human Resources
Helping U Succeed

JAN 2015

Classification Options: Special Projects Assistant

The past three issues explored some options available to managers and supervisors ([Classification Options](#), [Career Ladder](#), and [Trainee Under-Fill](#)) that can be utilized in order to achieve the best possible working environment. You will need to look at your positions and decide what is best for your departmental needs. The option of utilizing the Career Ladder, Trainee Under-Fill classifications or the Special Projects Assistant classifications will depend on weighing and balancing a number of factors.

Special Projects Assistant

The Special Projects Assistant classification was created to provide assistance to managers working on a specific project for a specific amount of time within the department. The Special Projects Assistant is considered a temporary position and does not need to be advertised. When the Special Projects Assistant classification is utilized, the employee is informed of the beginning date and the anticipated end date of the project. A person is appointed to this position by the Appointing Authority and the Director of Human Resources. If the appointment needs to be extended, it must be approved by the Appointing Authority in concurrence with the Director of Human Resources. Because employees in this class are considered temporary, employment does not have to be extended by the Personnel Board.

The rate of pay for a Special Projects Assistant is established by the Appointing Authority in concurrence with the Director of Human Resources. A Special Projects

Assistant position is administratively assigned to pay grade CL55. Depending on the project, the pay scale is usually comparable to like positions already working on the project. If the Special Projects Assistant position fits within an existing class specification, then that class specification would serve as an underpinning to help establish the appropriate rate of pay for the Special Projects Assistant position. The Appointing Authority may require specific training, education, experience, or other credentials in order to perform the tasks relating to the specific project. In order to get that project completed, the Special Projects Assistant position may be the perfect solution for that special project within your department!

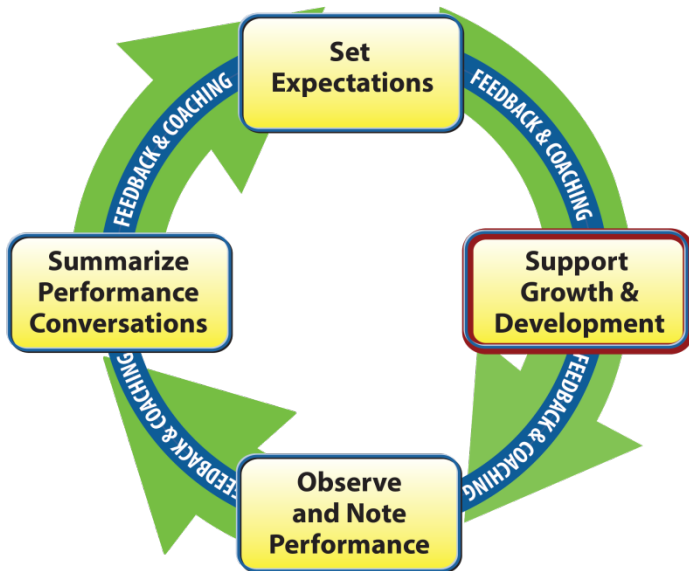
Utilizing the Career Ladder, the Trainee Under-Fill classifications, or the Special Projects Assistant classifications may prove to be a very positive employment option for your department. The classification system in the UPS is flexible and is easy to work with, and the staff in the Pay and Classification Section of Human Resources is happy to work with you on your classification needs.

For more information about the various classification choices, please contact Human Resources for assistance:

- Jack Loring,
jloring@pinellascounty.org
- Joni Valliere,
jonivalliere@pinellascounty.org
- Mary Flockerzi,
mflockerzi@pinellascounty.org

Supporting Growth & Development: Learning Roadmap

One component of the FACE of Performance model is *Support Growth and Development*. The focus of this component is on employee learning and professional development.



As supervisors engage in face-to-face conversations with their employees, it is important to include some time discussing an employee's learning. The growth and development in this area may be driven by a business need or the employee's own interest.

In order to help facilitate the conversation about growth and development, employees and supervisors have access to a new tool, [Learning Roadmap](#). This tool will help make an assessment of "where you are" and "where you would like to be in the future," as well as providing a roadmap for your career journey.

The Roadmap is provided in two easy-to-use formats: (1) a [printable form](#) to print and complete by hand, and (2) a [fillable form](#) that allows answers to be typed into a PDF form.

The Learning Roadmap tool provides a way for employees to:

- Build an accurate picture of current skills, knowledge and abilities.
- Examine professional and career plans.
- Identify learning needs.
- Develop a plan to fill the gap between existing strengths and those needed to reach career goals.

Supervisors can encourage their employees to complete the **Learning Roadmap** tool independently or the supervisor and employee can complete it together. Once completed, the employee and supervisor can review the information and see what learning should take place. Keep in mind that classroom learning will help an employee develop 10% or less. The bulk of employee learning—approximately 70%—takes place through new experiences on-the-job.

Supervisors play a key role in employee development. As a supervisor, you provide new learning opportunities for your employees, offer feedback about their performance and help them achieve career goals.

This month, take some time to talk to your employees about their growth and development using the **Learning Roadmap**.

