



Employees' Advisory Council – Delegate Meeting Minutes

Extension Services, 12520 Ulmerton Road, Largo, Florida

Thursday, January 25, 2018, 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 Chair, Charles Toney.

EAC Updates

Charles highlighted the updates from the Personnel Board meeting held on January 4, 2018.

- Personnel Board reappointments of Louise Dolsay for the BOCC appointee and Rick Davis as the Personnel Board At-Large appointee. Both appointees have been serving on the Board.
- Special committee formed of EAC Representatives for review of leave accrual.
- Carole Sanzeri, Senior County Attorney, to review the Sunshine Law with the Council.
- An invitation was extended to the Personnel Board to attend the EAC meetings. Also requested a member of the Personnel Board to speak at an EAC Delegate meeting.
- Discussion on lack of merit pay.

The FRS may be increasing the amount of money the County pays in for the retirement program. The employee contribution is not going to increase. Currently the County pays in 7.92% and the required employee contribution is 3%.

Comments from Holly Schoenherr, Director of Human Resources

The Benefits Division is in the process of hiring a Total Rewards Manager to replace Carol Feskanin, who left the County for the private sector. Mary Flockerzi has been temporarily assigned as interim Human Resources Officer. Mary has been assigned as the “go to” contact with any questions or concerns regarding benefits.

The nomination forms for the 2018 Delegates will be sent out soon by Camille Evans to the EAC Representatives.

The Classification and Compensation Study is ahead of schedule to provide feedback and suggestions to Human Resources on their findings.

Topics brought up by Delegates:

- Are new healthcare cards being sent out by United Healthcare? Response: No one was issued new ID cards this year unless they switched plans or who they cover. You can log onto myUHC.com to order a new card and print a temporary card from their website.
- Can the 2 Personal Days (PD) be used together? There is nothing in the current rules that would prevent the use of the PDs together. PD use in conjunction with a recognized County holiday must have prior approval. [For more information, see [Personal Days](#)]
- Can more signage be placed at all County building detailing the designated smoking areas? Response: Human Resources will contact Real Estate Management about the concern.
- An employee mentioned the admin time which was granted to the BCC employees required to work during Hurricane Irma was appreciated. Response: The previous EAC Chair – Lisa Arispe - discussed the admin time off with Mark Woodard who was responsible for that benefit.
- Clerk employees who were required to work during Hurricane Irma were not granted admin time off. Response: Holly encouraged employees to check with their Appointing Authorities.

- Can more in-depth training be provided to new employees before they make the choice between the FRS pension plan and the investment plan? Response: Employees should contact the FRS with any questions they may have [visit myfrs.com]. There are unbiased financial planners available to assist when employees call the FRS. Retirement scenarios are available online detailing both plans. Also available are webinars. The phone number for the FRS is: 866-446-9377. During new employee orientation, this subject will be stressed more thoroughly.
- Concern was voiced with education taking precedence over experience in some promotional openings.
- Suggestion for the County to look into affordable housing for employees.
- FACE reviews are not being used in all departments. Response: Each Appointing Authority can decide how they want their employees to be reviewed. Anyone who is not receiving a timely review should contact their manager.

Guest Speaker – Joanie Read, Organizational and Talent Development Officer

Joanie shared a [PowerPoint presentation](#) outlining the new learning paths which will be rolling out in March 2018 from Human Resources. They will be offering different learning levels and micro-certifications for a multitude of areas throughout the County. There are literally thousands of online courses, videos, and digital books available for training. Some classes will be online while others will be instructor-led classes. Your manager must approve any and all learning and development activities and whether the time spent is considered hours worked and paid.

Adjourned

Peg Poole made a motion to adjourn the meeting at 10:30. Lisa Arispe seconded the motion.

| | | | | |
|--------------|------------------|----------------|-------------------|---------------|
| Lisa Arispe* | Richard Carvale* | Peg Poole* | Linda Cahill | Bill Gorman |
| Donna Beim* | Clare McGrane | Doris McHugh* | Alicia Parinello* | Randy Rose* |
| Mario Ruggia | Ashley Skubal* | Charles Toney* | Jackie Warr* | Marion Nuraj* |

*EAC Representatives in attendance at this meeting.



Employees' Advisory Council – Representative Meeting Minutes

County Office Annex, Room 429, Clearwater, FL

Wednesday, January 17, 2018, 2:30 p.m. – 4:30 p.m.

Call to Order

The EAC Representative meeting was called to order at 2:30 p.m. by Chair, Charles Toney.

Approval of Minutes

Marion Nuraj motioned to approve the EAC Representative minutes for December 20, 2017 with amendments. Donna Beim seconded the motion. Minutes were approved.

Personnel Board Meeting – Updates from January 4, 2018

Charles represented the EAC at the Personnel Board meeting and provided them with updates. Some of the updates included: 1) elections of new EAC Council Officers, 2) Carole Sanzeri - County Attorney's Office - will be reviewing the Sunshine Law for the Council at the January meeting, 3) Leave Accrual Committee – will meet with the Airport Firefighters regarding their leave accrual, 4) Joanie Read will be the guest speaker at the January Delegate meeting talking about training programs which will be rolling out in March, 5) Lack of merit increases continues to be a key item of discussion with employees and at the EAC meetings, 6) Requested to have a member of the Personnel Board be a guest speaker at an upcoming Delegate meeting this year and extended an invitation to the Personnel Board members to attend any of the EAC Rep and Delegate meetings.

Comments from Holly Schoenherr, Director of Human Resources

The Human Resources Department will be sending out a Benefits Satisfaction Survey to all County employees. Holly provided a draft to the Council and asked for suggestions/changes to the survey before it is distributed on 1/18/2018.

Holly mentioned that the County Administrator is still working on leave programs. She shared aggregate information on Paid Time Off (PTO) Benchmarking for leave accruals for other areas along with leave accruals for the UPS.

The position for a Total Rewards Manager has been posted. The closing date is 1/28/2018. She asked that an EAC Representative be involved with the interviews. Lisa Arispe requested and was delegated to be involved with the interviews as she has been involved with the last few Human Resources interviews.

Guest Speaker – Carole Sanzeri, Senior Assistant County Attorney

Carole discussed the importance of following the Sunshine Law and how it relates to the EAC. She showed a PowerPoint presentation and reviewed the law and details on what the Council is required to follow with regard to meetings, emails and conversations. The Sunshine Law applies to the EAC Representatives because the Council is an advisory group to the Personnel Board.

Committee Reports

Advocate – There is an active case which will be brought before the Personnel Board at the March meeting. Currently there are 6 advocates. Lisa will be scheduling another recruitment meeting in an effort to obtain more advocates. A suggestion was made to have an advocate be the guest speaker at a Delegate meeting.

Legislative – Due to lower projected Florida Retirement System (FRS) interest earnings, the County will have additional costs to pay in the next fiscal year which begins in July. Pinellas County currently contributes 7.92% to the FRS in addition to the 3% from the employee requirement. Charles will provide additional information as it becomes available.

Leave Accrual – A meeting to discuss potential leave accrual changes will be scheduled with the Firefighters at the St. Pete / Clearwater Airport. The committee will meet one hour before the next Representative meeting in February.

Rewards – Nothing to report.

Old Business

Donna requested an update on dispatchers being upgraded to special risk in the FRS.

FACE – Holly was questioned on the use of FACE with all Appointing Authorities. The Appointing Authorities are committed to providing performance reviews. They are not required to use FACE. It is up to each Appointing Authority to decide how to review their employees.

Classification and Compensation Study - Evergreen Solutions is ahead of schedule to provide feedback and suggestions to Human Resources on their findings. Currently the completion date for the study is March 2018.

Performance Review of Human Resources Director – The Personnel Board has requested the EAC provide input on Holly's review. Holly had provided her Performance Standards to the Council in February 2017. Terri Wallace suggested that the Council be provided a copy of the "Appointing Authority Feedback – Human Resources Director Annual Performance" as a guideline. The Representatives are to be prepared to discuss Holly's performance at the February meeting. Holly will provide the documents to Charles for distribution.

New Business

Jackie Warr asked how the driving awards are chosen. Holly shared that Risk Management provides the Appointing Authorities with a list of employees who hold a County drivers' license along with their driving record. Each Appointing Authority can select if and how safe driver awards are recognized.

Marion Nuraj asked why the Credit Union on Roosevelt Blvd. closed. The Roosevelt Branch was apparently closed due to lack of customers. Peg noted that the Credit Union is open to any citizen and is not a part of the County government.

Joanie Read, Organization and Talent Development Officer with Human Resources, will be the guest speaker at the January Delegate meeting. She will provide updates on the new learning paths which will be rolled out in March. They will be offering different levels for a multitude of areas throughout the County.

Round Table Comments

- WageWorks – IRS regulates what has to have receipts and what the money can be used for.
- Classification and Compensation Study – on track to be completed in March.
- Floating Holidays and Personal Days – Can the Personal Day be used in two hour increments? Current policy states the Personal Day may be used in four hour increments.
- Parental leave – To be discussed at the Appointing Authority meeting.
- Why do employees have to use Walgreen for prescriptions? In some cases the Smart90 program is costing employees more for their prescriptions.
- Representatives donate \$1 at the monthly meetings to help cover the costs for refreshments provided at Delegate meetings – thank you.
- Goal of EAC Chair - Groom replacements for leading the EAC.
- Thank you for electing EAC Officers: Chair – Charles Toney, Vice Chair – Richard Carvale, and Secretary – Peg Poole.
- Charles requested that all Representatives attend at least one Personnel Board meeting throughout the year and sent around a sign-up sheet.

Adjourned

Ashley Skubal made a motion to adjourn at 4:30. Mario Ruggia seconded the motion.

| | | | | |
|---------------|------------------|----------------|-------------------|---------------|
| Lisa Arispe* | Richard Carvale* | Peg Poole* | Linda Cahill* | Bill Gorman* |
| Donna Beim* | Clare McGrane | Doris McHugh* | Alicia Parinello* | Randy Rose* |
| Mario Ruggia* | Ashley Skubal* | Charles Toney* | Jackie Warr* | Marion Nuraj* |

*EAC Representatives in attendance at this meeting.

Facing Performance Head On



What is it about performance evaluations that cause people to get nervous? Why do many managers and supervisors have angst about delivering “real” information? How is it that those around an individual often know more about that person’s impact

than they do themselves? We all have blind spots, and much like the ones in an automobile, they can be hazardous and lead to accidents and unpredictable outcomes.

If we only have conversations with someone once in a while, we are less comfortable. We fill in the gaps with assumptions about what body language means or what we think of the other person’s perspective. However, if we build the relationship to understand how we each process information and get used to each other’s style, then we understand each other better. Or at least, we give each other the benefit of the doubt, and ask for clarification.

The greater the ambiguity in a supervisory relationship, the greater the confusion about expectations and outcomes in the workgroup. This begins to have a trickle-down effect — leading to ambiguity of priorities, use of resources, customer service expectations, employee engagement ... on and on. Many times, “people don’t leave jobs, they leave supervisors.”

How do we best address this?

- There is no short cut ... get to know your direct reports. What are their motivations? What is their communication style? Develop a plan on how to check in on performance; not just quarterly or annually. This is an ongoing conversation.
- As a supervisor or manager, do employees see you around when things are going well in addition to when things are a problem?

Does it feel OK to make a mistake and learn from it? Is the responsibility shared or is blame placed?

- Work hard on building an atmosphere of shared feedback. Do you ask your direct reports, peers, and your manager for feedback on how you can improve your own performance? Do you really want this feedback? If you take feedback well, this will become contagious.
- Instead of dreading the tough conversations, do you work on being able to have trusted conversations designed to fit each employee’s unique needs for development? If it is deemed as the norm for everyone to have positive aspects of performance, as well as areas of needed improvement, then it will become easier to discuss the whole picture. One of the ways to encourage this is to have debriefing conversations on projects where the group talks about what went well and what needs to improve. If managers and supervisors openly own their part in areas that did not go as well, this becomes a bridge to others admitting their own part in outcomes.

True leadership involves vulnerability, humility, confidence, ownership, attention, service, and curiosity — which runs contrary to some of the traditional models of “all knowing, dictatorial, top down, and tough to approach” personas that leave people confused and wary of discussion.

We reap on the outside what we sow on the inside of organizations. The impact of true leadership is transformative of people and outcomes. Building bridges for meaningful conversations is not easy, yet needed for everyone to do their best.

Learning Opportunity

February 2018

Pinellas County
Human Resources
Helping U Succeed
www.pinellascounty.org/hr/training

Quarterly Training Calendar

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|---|---|--|--|---|
| Jan 29 | 30 | 31 | Feb 1 | 2 2:00pm Training Lab Open Hours (138) - Master Training Calendar. |
| 5 9:00am Training Lab Open Hours (138) - Master Training Calendar. | 6 8:30am Supervisory & Management Competencies Series (Studio B) | 7 8:30am Email Etiquette (Studio B) - Master Training Calendar. 1:00pm Miscellaneous Template Training (Util AutoCad) 2:00pm The Happiness Advantage Snack and Learn | 8 8:30am Microsoft Excel 2013 Advanced Essentials (Annex 138) - Training Rm – Annex HR – 138 9:00am Hyperion Budget Training - Beginner (Utilities Rm #401) | 9 1:30pm Hyperion Budget Training - Refresher (Utilities Rm #401) 1:30pm Training Lab Open Hours (138) - Master Training Calendar. |
| 12 8:30am Setting Sail - New Employee Orientation (Annex 429) 8:30am Training Lab Open Hours (138) - Master Training Calendar. 1:30pm Hyperion Budget Training - 2:00pm Training Lab Open Hours | 13 8:00am Getting Ready for Retirement (EpiCenter 1-451 & 8:30am Supervisory & Management Competencies Series (Studio B) 1:30pm Hyperion Budget Training - Refresher (Utilities Rm #401) | 14 8:30am Department Accounts Payable (AP) Processing (Utilities Rm #401) 8:30am Microsoft 2013 Word Core Essentials (Annex 138) - Training Rm – Annex HR – 138 | 15 8:30am OMB Projects Accounting (Training Rm – Annex HR – 138) 8:30am Time Management (Studio 8:30am Records Mgt 2.0 (swisher 8:30am True Colors (429) - Master 9:00am Hyperion Budget Training - | 16 9:00am Hyperion Budget Training - Refresher (Utilities Rm #401) 1:30pm Training Lab Open Hours (138) - Master Training Calendar. |
| 19 8:00am In-Service Day | 20 8:30am Supervisory & Management Competencies Series (Studio B) 8:30am Muster Drill - Safety Orientation (Magnolia Room) 1:00pm iExpense Travel Training (Util AutoCad) | 21 12:00pm Who Put A Lizard in My Lasagna? (Sheriff's Office Room 180A) - Master Training Calendar. | 22 1:00pm iExpense P-Card Training (Util AutoCad) | 23 1:30pm Training Lab Open Hours (138) - Master Training Calendar. |
| 26 8:30am Setting Sail - New Employee Orientation (Annex 429) 1:30pm Training Lab Open Hours (138) - Master Training Calendar. | 27 8:30am Supervisory & Management Competencies Series (Studio B) 8:30am Strategic Performance Management 101: Destination Success (Annex 429) - Master Training Calendar. | 28 8:30am Effective Delegation (Annex 429) - Master Training Calendar. 8:30am Microsoft Excel 2013 Core Essentials (Annex 138) - Training 8:30am What To Do When Conflict Happens (Studio B) - Master | Mar 1 | 2 |

Request enrollment for classes in OPUS. Users without OPUS access may register through their training coordinator. Class dates and times are subject to change. Not all classes are open to non-County Consortium members. Contact Training & Development at 464-3796 or email training@pinellascounty.org.

Learning Opportunity

March 2018

Pinellas County
Human Resources
Helping U Succeed
www.pinellascounty.org/hr/training

Quarterly Training Calendar

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|--|--|--|--|--|
| Feb 26 | 27 | 28 | Mar 1 | 2 |
| | | | 8:00am It's Not Just Customer Service (Studio B) - Master Training Calendar. | 1:30pm Training Lab Open Hours (138) - Master Training Calendar. |
| 5 | 6 | 7 | 8 | 9 |
| 8:00am Freestyle Cruising (Magnolia Room) - Master Training Calendar. | 8:30am Supervisory & Management Competencies Series (Studio B) | 8:30am Microsoft Excel 2013 Advanced Essentials (Annex 138) | 8:30am OMB Projects Accounting (Utilities Rm #401) | |
| 1:30pm Training Lab Open Hours (138) - Master Training Calendar. | 8:30am Dealing with Difficult People | 8:30am Career Development Forum | 8:30am Problem Solving/Decision Making (Swisher 211) - Master | |
| | 8:30am Dept Fixed Assets | 10:30am Scam Detection Starts with | 1:30pm Scam Detection Starts with Consumer Protection (Studio B) | |
| | 8:30am Drive for Results (Utilities) | 1:00pm Budget 101 (Studio B) - | | |
| | 1:00pm OMB Projects Accounting | 2:00pm The Happiness Advantage | | |
| 12 | 13 | 14 | 15 | 16 |
| 8:30am Setting Sail - New Employee Orientation (Annex 429) | 8:30am Supervisory & Management Competencies Series (Studio B) | 8:30am Goal Setting Works (Annex 429) - Master Training Calendar. | 8:30am Leading with Persuasion (Studio B) - Master Training | 1:30pm Training Lab Open Hours (138) - Master Training Calendar. |
| 8:30am Training Lab Open Hours (138) - Master Training Calendar. | 8:30am Microsoft Outlook 2013 Core Essentials (Annex 138) - Training Rm - Annex HR - 138 | 8:30am Myers-Briggs Type Indicator (Studio B) - Master Training | 8:30am Managing Electronic | |
| | | 12:00pm When Change Happens, Adjust Your Sail (Sheriff's Office) | 8:30am The Changing Environment | |
| | | | 1:00pm Give 'Em The Pickle (Studio) | |
| | | | 1:00pm Clerk's Purchasing: OPUS | |
| 19 | 20 | 21 | 22 | 23 |
| 8:30am Muster Drill - New Employee Orientation Class 2 (Extension) | 8:30am Supervisory & Management Competencies Series (Studio B) | 8:30am Team Building (Studio B) - Master Training Calendar. | 8:30am Intro to Supervision for Non-Supervisors (Studio B) | 1:30pm Training Lab Open Hours (138) - Master Training Calendar. |
| 8:30am Training Lab Open Hours (138) - Master Training Calendar. | 8:30am Microsoft Excel 2013 Core Essentials (Annex 138) - Training Rm - Annex HR - 138 | 12:00pm Principles of Professionalism: Is Yours On Display (Sheriff's Office Room 183) - Master Training Calendar. | 8:30am Communicate This! (PCSO) | |
| | | | 8:30am Customer Focus (Annex 429) | |
| | | | 9:00am OPUS Project Management | |
| | | | 1:00pm iExpense P-card training | |
| 26 | 27 | 28 | 29 | 30 |
| 8:30am Setting Sail - New Employee Orientation Day 1 (Annex 429) - Master Training Calendar. | | 1:00pm Miscellaneous Template Training (Util AutoCad) | 8:30am Managing Relationships (Studio B) - Master Training Calendar. | 1:30pm Training Lab Open Hours (138) - Master Training Calendar. |
| 8:30am Training Lab Open Hours (138) - Master Training Calendar. | | | | |

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Learning Opportunity

April 2018

Pinellas County
Human Resources
Helping U Succeed
www.pinellascounty.org/hr/training

Quarterly Training Calendar

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|--|---|--|---|--------|
| Apr 2 | 3 8:30am Supervisory & Management Competencies Series (Studio B) 1:00pm iExpense Travel Training (Util AutoCad) | 4 8:30am Microsoft Word 2013 Advanced Essentials (Annex 138) - Training Rm – Annex HR – 138 12:00pm Happiness Advantage (Sheriff's Office Room 180A) - Master Training Calendar. | 5 8:30am Dealing with Ambiguity (Annex 429) - Master Training Calendar. 8:30am Harassment, Violence & Bullying Class (Studio B) - Master Training Calendar. | 6 |
| 9 8:30am Setting Sail - New Employee Orientation (Annex 429) | 10 8:30am Five Questions Every Leader Must Ask (Studio B) - Master 8:30am Innovation Management (Annex 429) - Master Training 8:30am Microsoft Excel 2013 Core 8:30am Annual Physical Inventory | 11 8:00am Getting Ready for Retirement (Training Rm - UTL - 8:30am Career Development Forum - 2 of 5 (Studio B) - Master 2:00pm The Happiness Advantage Snack and Learn | 12 8:30am Creativity (Studio B) - Master Training Calendar. 8:30am Microsoft Outlook 2013 Core Essentials - Training Rm – Annex HR – 138 | 13 |
| 16 8:30am Muster Drill - New Employee Orientation Class 2 (Extension) | 17 | 18 8:30am Accountability That Works (Studio B) - Master Training Calendar, 8:30am Meeting Management (Annex 429) - Master Training Calendar, | 19 8:30am Anti-Harassment Class (Studio B) - Master Training 9:00am Records Mgmt Training - Training Rm – Annex HR – 138 2:30pm OBIEE Project Management Reports (Utilities Rm #401) | 20 |
| 23 8:30am Setting Sail - New Employee Orientation (Annex 429) | 24 | 25 8:30am Managing Through Systems (Studio B) - Master Training Calendar, | 26 8:30am Managing Change (Studio B) - Master Training Calendar, 8:30am SS & Medicare (Magnolia Room) - Master Training 1:00pm iExpense P-card training (Util AutoCad) | 27 |
| 30 | May 1 | 2 | 3 | 4 |

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