Human Resources
FY20 Budget

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Director of Human Resources
**FY20 Budget**

- Requested budget of $4,440,410 ($52,000 below the OMB target)
- Budget increase of approximately 3%
- No variances or decision packages
- 91% for personnel and 9% for operating expenses
Human Resources

- 35.5 FTEs
- Professional human resources support for the UPS
- Six Centers of Excellence:
  - Communications & Outreach
  - HR Information Systems & Records Administration
  - Organizational & Talent Development
  - Planning & Performance
  - Total Rewards
  - Workforce Strategy
Unified Personnel System Act

- Special Act of the Florida Legislature in 1975 created:
  - Pinellas County Unified Personnel System (UPS)
  - Unified Personnel Board
  - Personnel Department (now Human Resources)
- Promote efficiency and economy in public service
- Provide equal employment opportunities
- Eliminate discrepancies in hiring practices, benefits, discipline, pay scales, etc.
- Provide one centralized location for County job applicants
- Ensure that merit principles are followed for appointments, retention, pay, promotions, etc.
Unified Personnel System (UPS)

- 3,102 active employees
- 1,200 active volunteers and interns
- 10 Appointing Authorities:
  - Business Technology Services
  - Clerk of the Circuit Court and Comptroller
  - County Administrator
  - County Attorney
  - Forward Pinellas
  - Human Resources
  - Office of Human Rights
  - Property Appraiser
  - Supervisor of Elections
  - Tax Collector
HR Vision and Mission

PINELLAS COUNTY HUMAN RESOURCES

Vision
Position Pinellas County Government as a top-choice employer in the Tampa Bay region

Mission Statement
Cultivate a diverse, talented and engaged workforce prepared to effectively serve the citizens of Pinellas County
HR Values

Values

Earn a reputation as a trusted solution partner through every interaction by demonstrating:

- Credibility
  - Demonstrate integrity
  - Maintain confidentiality
  - Share expertise in HR laws, practices and industry trends
  - Own mistakes and make things right

- Fairness
  - Apply rules and policies fairly
  - Serve as an honest broker

- Respect
  - Serve with a professional approach
  - Communicate by listening first and responding with empathy

- Service
  - Keep commitments and meet deadlines
  - Respond in a timely manner
  - Work toward effective solutions
Strategic Focus Areas

1. Diverse Workforce: Diverse and Inclusive Culture
Foster a diverse and inclusive culture to attract and retain a quality workforce

2. Talented Workforce: Learning Culture; Innovation and Creativity
Cultivate a talented workforce equipped for and invested in making a difference in our community

3. Engaged Workforce: Positive and Engaging Work Environment
Build an environment of employee engagement, empowerment, and involvement where employees can innovate, do their best, and feel valued

4. Prepared to Effectively Serve: Service Excellence; Health and Wellness
Collaborate with our partners and customers to design responsive programs, provide progressive solutions, and deliver exceptional services
Focus Area: Diverse and Inclusive

Inclusive Workplace

- Policy Review Team (policies/practices)
- Education
- Forming a Diversity and Inclusion Steering Committee
- Benchmarking (biennial Employee Voice Survey)

Recruitment

- Developed advertising campaign to steer people to our careers web page whether they were active or passive job seekers
- Enhanced social media presence and worked with Marketing and Communications on a recruitment video

... the Workforce Strategy CoE recruited for and filled 494 positions in 2018
... received 21,000 applications
... attended 23 community events
Focus Area: Diverse and Inclusive

Workforce Connections

- Representatives from all Appointing Authorities collaborating to recruit and retain talented, engaged and diverse workers ready to serve the citizens

- Structured around the concepts of recruitment, retention, internship and partnership

- Increased presence at outreach events and career/intern fairs as unified representation

“The start of my career would not have been possible had it not been for staff members of the Workforce Strategy team taking the time to listen and provide guidance when I needed it the most.”

- Dustin Guinta, Office Specialist, Board of County Commissioners
Focus Area: Talented

Organizational & Talent Development

- Learning Paths – Launched a new structured framework to drive leadership growth

- Customized organizational development to promote positive work environments

  ... the Organizational and Talent Development CoE initiated 43 new instructor-led learning opportunities to sharpen employee skills, knowledge and abilities

  ... 2,160 employees were involved in professional development programs to help them build the right skills and competencies for success
Focus Area: Talented

- Tuition reimbursement participation increased by 28% resulting in a corresponding dollar increase of just under $24,000.
- Overall, $182,327 was spent in FY2018 on the program.
- Planning an educational campaign on tuition reimbursement to raise awareness and increase participation

“The Tuition Reimbursement Program is an awesome benefit and I feel very lucky to work for a company that provides such a thing for its employees. Having such a program made it easier for me to decide to go back and finish my degree.”

- Dontel Green, Transportation Systems Tech 2, Public Works
Focus Area: Engaged

- Employees’ Advisory Council
- Employee Newsletters
  - *The Pen* – over 4,000 views per issue
- Internship Coordinators
- Volunteer Site Coordinators
  - Over 40 site coordinators
- Wellness Champions
- Customer Satisfaction Survey
  - 95 percent satisfaction
- HR Business Partners
  - 95 percent satisfaction
Focus Area: Prepared

- Supervisory and Management Competencies Series (SMCS) SharePoint Platforms
  - With 75 enrolled, all SMCS classes were full in 2018

- Online learning
  - OTD rolled out ULearnIT’s new and effective self-paced delivery options for real (soft) skills with 24/7 access

- Emotional, physical, financial wellbeing
  - 2,200 employees and their spouses/domestic partners participated in the Wellness Incentive Program in 2018

- Enhanced communication
  - Employee Communications Survey
  - Customer Satisfaction Survey
Classification and Compensation Study

Purpose: Ensure that jobs are classified correctly and compensated competitively.

Three components:
- Classification Study – Job analysis
- Compensation Study – Market salary survey
- Pay Policy Review and Recommendations

New Classification Plans adopted September 2018
Classification and Compensation Study

➤ Phase I Implementation
  ◦ 43% or 1,031 classified employees received an increase in pay in September 2018
  ◦ 82% of classified employees moved to a pay grade with a higher midpoint than their current pay grade
  ◦ 523 employees requested a secondary review
    • 508 positions: 350 no changes, 158 reclassifications
    • 36 employee appeal meetings with HR

➤ Listening Tours held in January
  ◦ 5 listening sessions, over 100 employees

➤ Phase II will focus on exempt positions and is in progress
2019 Strategic Goals

➤ Advance a culture of customer service excellence in HR (Sterling benchmarks)
➤ Enhance engagement and trust with affected stakeholders
➤ Implement employee education campaign on the value of benefits and how various programs work
➤ Provide more robust dashboards for analytics and key performance indicators (KPIs)
2019 Strategic Goals

- Classification and Compensation Study Phase II implementation
- 2019 Employee Voice Survey
- Total Compensation Statements
- As solution partners to all Appointing Authorities, provide organizational effectiveness strategies for systemic improvement
2019 Strategic Goals

- Provide supervisor development programs on performance management to support pay-for-performance platform
- Evaluate vacancies for future needs and work with Appointing Authorities on hiring for needed competencies
- Work with leadership to cultivate diverse and inclusive work environments
- Taleo (Recruit/FACE) enhancements: Phase II
Thank You