The Unified Personnel Board (UPB) met in regular session at 6:30 P.M. on this date in the County Commission Assembly Room, Fifth Floor, Pinellas County Courthouse, 315 Court Street, Clearwater, Florida, with the following members present: Ron Walker, Vice-Chair; Jeffrey Kronschnabl; Kenneth Peluso; Paul Rogers; and William A. Schulz II.

Not Present: Ricardo Davis, Chair; and Joan Vecchioli.

Also Present: Holly J. Schoenherr, Director of Human Resources; Carl E. Brody, Senior Assistant County Attorney; Chris Bartlett, Board Reporter, Deputy Clerk; and other interested individuals.

AGENDA

PLEDGE OF ALLEGIANCE

I. Citizens to be Heard

EAC

II. Employees’ Advisory Council Representative

Personnel Board

III. CONSENT AGENDA
   1. Request Approval of the Minutes of the Regular Personnel Board Meeting held April 4, 2019

Human Resources

IV. INFORMATIONAL ITEMS
   1. Action Taken Under Authority Delegated by the Personnel Board
   2. Fiscal Year 2020 Budget Presentation
   3. Progress on 2019 Goals
   4. Classification and Compensation Study Update
   5. Other Informational Items

Human Resources

V. HR HIGHLIGHTS
   1. Workforce Connections Committee

All documents and handouts provided to the Clerk’s Office have been made a part of the record.

CALL TO ORDER

Vice-Chair Walker called the meeting to order at 6:30 P.M.; whereupon, he led the Pledge of Allegiance.
CITIZENS TO BE HEARD

No one appeared in response to the Vice-Chair’s call for citizens wishing to be heard.

EMPLOYEES’ ADVISORY COUNCIL REPRESENTATIVE

EAC Representative Charles Toney introduced EAC Vice-Chair Marion Nuraj, noting that he currently works in the Clerk’s Office and has been involved with EAC since 2016.

Mr. Nuraj welcomed new Board member Paul Rogers, noting that the EAC voted unanimously to approve his appointment as its representative to the UPB, and provided the following updates:

- The EAC seeks to change certain language in the Drug-Free Workplace policy to better reflect the protections afforded to classified employees under the Unified Personnel Rules.

- A proposed change to EAC bylaws to prevent a classified employee working for the Human Resources Department from joining the EAC is being discussed with the County Attorney’s Office. He reported that several members support the proposal, while other members oppose the change.

- The semi-annual meeting with the Appointing Authorities will be held on May 14, and the topic of establishing a merit pay plan will be discussed, among other matters.

CONSENT AGENDA – APPROVED

Upon motion by Mr. Peluso, seconded by Mr. Kronschnabl and carried unanimously, the minutes of the regular meeting held April 4, 2019 were approved.

INFORMATIONAL ITEMS

Action Taken Under Authority Delegated by the Personnel Board

The document titled *Action Taken Under Authority Delegated by the Unified Personnel Board* has been made a part of the record.
Fiscal Year 2020 Budget Presentation

Ms. Schoenherr provided an overview of the proposed Fiscal Year 2020 budget and stated that she will present it at a future County Commission meeting for final approval. She noted that the amount requested in the budget is $4.4 million; that an additional amount of approximately $50,000 will be set aside for services provided by Risk Management and Business Technology Services; and that the total budget amount remains under the target set by the Office of Management and Budget. She indicated that Human Resources will not be requesting any decision packages this year.

Ms. Schoenherr provided background information on the department’s structure, and statistics on the number of employees within the department and throughout County Government. She discussed Human Resources’ mission, vision, and values, and reviewed the four strategic focus areas of the department, highlighting a few of the HR programs available to each employee and reviewing the results of the recent Classification and Compensation Study.

Ms. Schoenherr discussed the department’s 2019 Strategic Goals, relating that Human Resources will be adopting the customer service benchmark principles as defined by Florida Sterling Council to help its employees enhance their level of customer service.

Ms. Schoenherr noted that performance management is a critical component of implementing a merit pay program for employees; and that Human Resources plans to provide training programs to help supervisors provide meaningful and honest performance reviews.

Responding to queries by the members, Ms. Schoenherr stated that the criteria for a merit pay program has not yet been developed; and that a suggestion rewards program is currently in place; whereupon, discussion ensued regarding the current performance management system.

Progress on 2019 Goals

Ms. Schoenherr provided a progress update and stated that she will provide a similar update as part of the Board’s monthly meetings. She highlighted several goals, stating that 75 percent of employees who were surveyed indicated their overall positive satisfaction with Human Resources; that 92 percent stated they were treated courteously and professionally by the department; and that 83 percent found Human Resources staff to be helpful. In response to query by Mr. Kronschnabl, she noted that of the responses indicating that an employee was dissatisfied, many were related to the recent changes in the Classification and Compensation Plan.
Ms. Schoenherr related that she has asked to visit each of the EAC representatives at their workplace; that the visits offer her a way to learn more about their responsibilities and to meet many of their colleagues; and that she has completed several visits already this year.

Ms. Schoenherr discussed an Employee Communication survey, conducted in the spring, and indicated that the goal was to understand where employees are receiving information and how Human Resources can communicate more effectively. She related that many employees rely on *The Pen* and *To Your Health* newsletters; that several respondents asked for group meetings; and that some employees rely on their co-workers for information, and discussion ensued regarding the need for supervisors to communicate information directly to their employees.

Ms. Schoenherr related that the department is considering the use of mobile applications as a way to enhance employee communications, such as during open enrollment periods for benefits; and that the Oracle application, Taleo, will be upgraded in order to enhance recruitment, outreach, and the performance management system; whereupon, she reported that a business case for Taleo Business Edition Optimization was unanimously supported by the Oracle Business Applications Executive Committee.

**Classification and Compensation Study Update**

Ms. Schoenherr provided an update regarding the Classification and Compensation Study, stating that all 36 requests for appeal have been addressed by Human Resources; and that staff has notified approximately 20 appellants with the result of their case. She noted that staff continues to review the remaining open cases in order to make a final recommendation on each appeal; and that there are no requests at this time for further appeal to the Unified Personnel Board.

**Other Informational Items**

The following miscellaneous information items were received for filing:

1. Minutes of the EAC Delegate meeting of March 21, 2019
2. Leadership Notes for April 2019
HR HIGHLIGHTS

Workforce Connections Committee

Ms. Schoenherr introduced Workforce Strategy HR Officer Meagan Decker and Communications and Outreach HR Officer Irena Karolak as Co-Chairs of the Workforce Connections Committee.

Mses. Decker and Karolak conducted a PowerPoint presentation, providing an overview of the committee. Ms. Decker related that it includes two representatives from the Board of County Commissioners (BCC) and one from each of the Appointing Authorities; and that the goal is to increase short-term and long-term talent acquisition for the County.

Ms. Karolak discussed branding and digital/social media, stating that the Committee developed the tagline Work. Grow. Matter. to help showcase what it means to join the Pinellas County team; and that a consistent design was created to be used in all digital and print media. She noted that the Committee worked with the Hispanic Outreach Center and the Asian Community Neighborhood Center to create recruitment postcards in Spanish, Vietnamese, and English, and discussed working with schools, newspapers, and other groups, and how social media is being developed to help showcase the County and recruit job seekers; whereupon, she showed a 30-second recruitment video that highlights the County as a top-choice employer.

Ms. Decker related that County staff attended over 20 job and career fairs last year; that attendees find a large variety of jobs available in County Government; and that there is a good chance an applicant will find a County job that matches their interest and skill sets. She described how postcards are used to enhance the applicant experience and the need for staff to make a good first impression, stating that both active and passive candidates are targeted for recruitment; and that upgrades to the Taleo software will provide improved mobile access to Pinellas County’s Career Center.

Ms. Decker stated that after applicants are hired, the County must work hard to retain them by enhancing the onboarding experience, maintaining a high level of total rewards, such as health benefits, and providing growth opportunities to help develop employees who remain engaged in their careers.

Ms. Karolak discussed other recruitment programs, such as internships and the summer career program, and noted that St. Petersburg College intern Tyler McMillan has been instrumental in developing the needed framework and resources used by various programs. Responding to queries
by Mr. Peluso, she related that the County partners with the Pinellas County School Board and others to provide internships for high school students.

In response to query by Mr. Schulz, Ms. Decker indicated that once a job is posted, it can take approximately four weeks to hire someone to fill the position; that the turnaround time can be longer in some situations; and that Human Resources works with other departments to encourage quicker turnaround times and better communication with each applicant. Ms. Schoenherr stated that when the hiring process is delayed, Human Resources staff now reach out to supervisors to help identify ways to move forward.

Responding to query by Mr. Peluso, Ms. Decker indicated that certain trade and Information Technology positions are commonly hard to fill; and that entry-level positions are easier, often receiving upwards of 300 applicants for one position.

**ADJOURNMENT**

There being no further business, Vice-Chair Walker adjourned the meeting at 7:41 P.M.