2019 Human Resources Director Goals

November 7, 2019 Progress Report

Strategic Plan

- Ensure the accomplishment of 2019 action plans related to the 2018-2020 Human Resources Strategic Plan

Stakeholder Service and Relationships

- Advance a culture of customer service excellence for the Human Resources (HR) Department
  - Develop and communicate service standards to stakeholders
  - Provide development opportunities and ensure clear service expectations for HR staff
  - Assess customer satisfaction across the department
    - Achieved an 82% satisfaction rate on the Human Resources Customer Satisfaction Survey to date (see attached)
  - Reward and recognize staff for demonstrating excellent customer service
    - Achieved a 94% positive rating from HR staff on the Employee Voice survey for #11 “I have received recognition or praise for doing good work in the last quarter
  - Learn and apply Florida Sterling Council Criteria for Performance Excellence

- Enhance engagement and trust with affected stakeholders, with particular attention to clarifying roles, managing expectations, and managing change
  - Confirm expectations of stakeholders, particularly Appointing Authorities, Employees’ Advisory Council, and Personnel Board; manage competing interests through the formal adoption and communication of priorities for HR resources
  - Enhance stakeholder engagement and communication by providing regular opportunities for feedback and dialogue
  - Apply best practices for change management and ensure appropriate vetting with stakeholders when implementing new programs or changes to current programs
  - Attend at least 75% of EAC Representative and Delegate Meetings to cultivate effective communication and trust between employees and HR
  - Meet individually with each Appointing Authority at least twice annually to foster effective working relationships, understand service needs, and solicit feedback
  - Meet individually with each Personnel Board member at least twice annually to provide updates and receive guidance

Communication and Outreach

- Solicit perspectives from employees regarding effective communication strategies; implement communication approach aligned with employee feedback
- Grow paid and unpaid internship opportunities – Limit to interested Appointing Authorities

HRIS and Records Administration

- Implement further Taleo upgrades and enhancements for FACE and Recruitment modules
  - Introduce onboarding module
  - Implement single sign-on and optimized applicant and employee experience
  - Implement FACE enhancements, including customizable review templates
o Enhance decision support services for Appointing Authorities through more robust dashboards, key performance indicators (KPI’s) and other workforce reports from Human Resources

Organizational and Talent Development
• Work with UPS leadership to cultivate diverse and inclusive work environments
• Provide development programs for managers focused on facilitating welcoming and inclusive work environments

Planning and Performance
• Prepare UPS for possible FY20 merit pay program implementation, including development of process and tools
  o Work with Appointing Authorities and the EAC on the development of an Employee Value Proposition (EVP) for the Unified Personnel System, with specific focus on cash compensation, benefits and rewards
  o Performance management – Expand supervisor development in conducting meaningful performance assessments that align with organizational strategic goals
• Complete 2019 Employee Voice Survey – Goal of 75% participation rate
  *Share the Unified Personnel System (UPS) results in the upcoming November Pen newsletter*

Total Rewards
• Implement Phase II of the Classification and Compensation Study
  o Work with Appointing Authorities and Personnel Board to establish new Exempt classifications
  o Work with affected stakeholders to update the BCC Exempt pay plan
  o Implement method for awarding in-range pay adjustments to recognize employee career growth and development
• Design and implement employee education campaign around the value/competitiveness of benefits and how various programs work
  -Annual Enrollment: No premium increase, wide-ranging communication campaign including website, emails, posters, meetings, webinars and newsletter articles (see attached)
  -Present Wellness Strategy presentation at the November 7 Personnel Board meeting
• Provide each employee with a customized Total Compensation Statement

Workforce Strategy
• Further implement strategies to attract applicants from underrepresented populations
  *Update branding (see attached)*
• Continue to enhance the hiring process to evaluate vacancies across the organization for current and future needs, and identify competencies needed for the positions

November 7, 2019 Attachments:
A. Human Resources Customer Satisfaction Survey Report
B. 2020 Annual Enrollment Communication Timeline and Meetings & Webinars flyer
C. Branding Update: Workforce Strategy
Human Resources Customer Satisfaction Survey Report
January 1 through September 30, 2019

PURPOSE
Human Resources launched a Customer Satisfaction survey to provide customers with the opportunity to give feedback on the services we offer. The survey is available in print format to any visitor to the Annex building in:

- the HR Lobby areas
- employee work areas
- the Wellness Center

An invitation to the online survey is available via a link which is included on:

- every HR employee’s email signature
- every HR web page (navigation bar)
- the email signatures of each HR Outlook mailbox
- in every issue of The Pen (monthly)

The survey is confidential unless a respondent provides his/her name voluntarily.

BY THE NUMBERS
HR Customer Satisfaction Survey Results January through September 2019

Number of responses January – September - 200

Overall satisfaction – 82%

SUMMARY
Customers contacted us most often for matters related to:

1. Employment
2. Benefits
3. Classification & Compensation
4. Learning

- Respondents most often contacted us by email and next most often in person.
- When asked if they found information they need easily, 71% on average said yes, they did.
- Human Resources employees are professional and courteous. We have had an over 90% satisfaction rate every month in 2019.
- Human Resources employees are also rated as helpful 92% of the time.
- Respondents were satisfied or very satisfied with the timeliness of services provided by Human Resources an average of 83% of the time.
## Annual Enrollment for 2020 Communication Timeline

**Employee Annual Enrollment:** November 1 to 14, 2019  
**Retiree Annual Enrollment:** November 1 to November 22, 2019

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<thead>
<tr>
<th>Date</th>
<th>Product</th>
<th>Audience</th>
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<tbody>
<tr>
<td><strong>September</strong></td>
<td>Distribute <em>Retiree Connection</em> newsletter to retiree subscribers by email with Annual Enrollment article; launch retiree website</td>
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<td>Launch employee website</td>
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<td>Send email to all employees about no increase in premiums</td>
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<td>Provide presentation to EAC Delegates about no increase in premiums</td>
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<td><strong>October</strong></td>
<td>Distribute <em>To Your Health</em> newsletter to all employees by email with Annual Enrollment information</td>
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<td>Distribute <em>Pen</em> newsletter to all employees by email with Annual Enrollment information</td>
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<td>Distribute Annual Enrollment posters to County worksites</td>
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<td>Send email to all supervisors providing a “toolkit” for informing their employees (especially field workers) about Annual Enrollment</td>
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<td>Send home mailer to all employees about Annual Enrollment</td>
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<td>Send home mailer to employees with previously indicated domestic partners including the 2020 affidavit and certificate to be completed</td>
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<td>Send home mailer to employees who “opt out” of health plan coverage including the 2020 affidavit to be completed</td>
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<td>Partner with other communications staff to distribute Annual Enrollment information to employees in their department newsletters and blogs</td>
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<td>Provide Annual Enrollment information to retirees at a REPCO meeting</td>
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<td>Send home mailers and emails to retirees</td>
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<td><strong>10/23/19 to 11/17/19</strong></td>
<td>Host employee meetings and webinars (17 total); promoted through email to all employees, <em>Pen</em> newsletter, and poster distribution</td>
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<td><strong>Annual Enrollment Period:</strong> Nov. 1 to 14, 2019</td>
<td>Send email to all employees: Annual Enrollment is Open (including link to a video “2020 Annual Enrollment: What You Need to Know”)</td>
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<td>Send email to all employees: Annual Enrollment Reminder</td>
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<td>Distribute <em>To Your Health</em> newsletter to all employees by email with Annual Enrollment reminder</td>
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<tr>
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<td>Distribute <em>Retiree Connection</em> newsletter to retiree subscribers by email with Annual Enrollment reminder</td>
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<td>Send email to all employees: Last day to enroll is November 14 at 11:59 p.m.</td>
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Annual Enrollment 2020
Meetings & Webinars

No premium increase in 2020!
All employees must enroll in OPUS between November 1 to 14, 2019 for 2020 benefits.

Attend a 1-hour meeting or webinar to review 2020 benefits, learn about cost saving options, and get answers to your questions. Spouses or domestic partners are welcome to attend.

Day Meetings continued

Annex
400 S Ft Harrison Ave, Room 429, Clearwater
Thursday, Oct. 31, 12:00 noon
Monday, Nov. 4, 12:00 noon

EpiCenter
13805 58th St N, Room 2-304, Clearwater
Friday, Nov. 1, 11:00 am

Webinars
Join via computer, tablet or smartphone.
Visit the Annual Enrollment website for instructions.
Tuesday, Oct. 29, 12:00 noon (day)
Wednesday, Nov. 6, 1:00 pm (day)
Wednesday, Nov. 6, 6:00 pm (evening)

Evening Meetings
St. Petersburg College - Clearwater
2465 Drew St, Room ES-104, Clearwater
Monday, Nov. 4, 6:00 pm

Lealman Exchange
5175 45th St N, St. Petersburg
Thursday, Nov. 7, 6:00 pm

No registration needed — just show up or log in!

www.pinellascounty.org/hr/annual-enrollment
Branding Update:
Workforce Strategy

Unified Personnel Board Meeting
November 7, 2019
Developed job recruitment postcards
- English, Spanish and Vietnamese
Branding

- Banners
- Consistency at job fairs
Branding

- Giveaways
- Targeted outreach
Follow us on social media:

Facebook: [www.facebook.com/PCGovCareers](http://www.facebook.com/PCGovCareers)
Twitter: [www.twitter.com/PCGovCareers](http://www.twitter.com/PCGovCareers)
LinkedIn: [www.linkedin.com/company/pinellascounty](http://www.linkedin.com/company/pinellascounty)
Instagram: [www.instagram.com/PinellasGovCareers](http://www.instagram.com/PinellasGovCareers)