

Monterey County

*Board of Supervisor HR Committee
168 W. Alisal St., 2nd Floor, Monterey Rm.
Salinas, CA 93901*



Action Minutes - Draft

Wednesday, October 16, 2019

11:30 AM

Special Meeting

Monterey Room

Board of Supervisors Human Resources Committee

Call to Order

The meeting was called to order at 11:32 am.

Additions and Corrections

Public Comment Period

Irma Ramirez-Bough introduced Anne Brereton, representing County Counsel. Anne in turn introduced newly appointed Marina Pantchenko, Deputy County Counsel, and Katherine Hansen, Deputy County Counsel.

Approval of Action Minutes

1. Approve the Special Board of Supervisors Human Resource Committee Meeting Minutes from July 19, 2019.

The minutes were approved by consensus.

Regular Agenda

2. Receive a presentation on the Employee Engagement Survey from Irma Ramirez-Bough, Director of Human Resources and Wendell Sells, Management Analyst III.

Irma Ramirez-Bough announced that the 2nd annual Employee Engagement Survey will launch on Monday, October 21, 2019. She introduced Wendell Sells, Management Analyst III, and spoke to his instrumental work on creating and analyzing the first Employee Engagement Survey in 2018. She went on to update the committee as to the hiring of the Board-approved, newly created position of Employee Engagement Manager. Interviews were conducted October 11th and reference checks are in progress on an identified applicant.

Wendell explained that the new survey has been refined and will provide additional tools for 2019. This year's survey is being issued in October instead of May, due to the end of fiscal year's potential influence on employee's answers and other factors. The questions have also been refined to better meet the unique structure and needs of the County's different departments. Accessibility is also being addressed with paper surveys provided to departments for any employees who do not have online access. Departments such as Clinic Services with internal systems such as Epic, will have the survey available on their platforms in order to maximum accessibility.

Irma added that with the goal of increasing participation, additional measures are being taken including a letter from the CAO to all employees encouraging participation, articles in employee newsletters, as well as communication with departments with reminders and important dates.

Supervisor Parker inquired as to whether testimonials from staff regarding their experience with action and follow through are being incorporated in communications. Wendell confirmed that testimonials will continue to be communicated. Irma added that the 2019 survey included open-ended questions to elicit even more feedback.

Supervisor Parker asked if there is an ongoing mechanism in place for tracking follow up. Irma explained that Smart Goals were collaborated on and created at the department level with direct input from employees, employee supervisors and department heads.

Supervisor Parker asked if consideration had been given to more time between surveys due to the risk of participation fatigue. She suggested exploring the possibility of conducting the survey every 18 months. She also noted that previous feedback from employees expressed feelings that there were no vehicles for sharing concerns. Irma will check with other HR directors from her professional association to ask about survey fatigue. The Monterey Employee Engagement Program is modeled after Kings and San Mateo Counties and she will follow up with them as well. Wendell told the committee that quarterly check-ins will be a focus for the new Employee Engagement Manager and that should help increase interest and tracking.

Supervisor Alejo commended everyone involved in making the Employee Engagement Program happen and acknowledged that everyone at the county would like to make sure that the experience is meaningful.

Supervisor Parker agreed with Supervisor Alejo and went on to say that even with the repurposing of positions in the human resources department, the efforts from the HR Team to follow up on this directive from the Board of Supervisors has been exemplary.

Supervisor Alejo requested the Irma make an announcement about the survey at the Tuesday Board of Supervisors Meeting.

3. Receive a demonstration on the new Learning Management System (LMS) from Idalia Ow, Management Analyst III.

Irma Ramirez-Bough introduced Idalia Ow, Management Analyst III. Idalia has been instrumental in working with the Information Technology Department (ITD) to launch the new Learning Management System (LMS), which went live on Sept. 9th, 2019. The rollout initially included mandatory trainings only, with more developmental trainings coming on line progressively. Idalia thanked Wendell Sells for his work in preparing and refining the system as well.

Idalia provided a live demonstration of the new system and showed the interactivity capabilities for employees and also their supervisors. Idalia noted the detailed and at-a-glance tracking capabilities for supervisors and departmental heads. She noted that in addition, departments such as health, who have large numbers of employees who must maintain licenses and certifications, will be able to track status and receive reminders when an employee is approaching their deadlines.

Idalia will be meeting with program developers quarterly, as this is a relatively new module launch for the contracted company, NeoGov. The County of Monterey is among pilot clients for the LMS module and the developer is actively requesting feedback for refinements and is incorporating many of the suggestions as they come in.

The Benefits Department is hosting a Retirement Workshop in the near future and the new LMS will allow employees to self-enroll, which is a helpful and time-saving new tool.

Supervisor Parker asked about the status of a new Employee Evaluation System. Irma responded that NeoGov has a module for an evaluation system and Human Resources is in a good position to begin negotiations on ordering additional products. The next step in that process will be to speak with the ITD Department Head, Eric Chatham.

Supervisor Parker added that she is glad that Human Resources has found another provider and looks forward to updates.

Supervisor Alejo asked for a round of applause for Idalia and Wendell for so much progress and helping to make Human Resources "shine!"

4. Receive updates on the HRM System from Idalia Ow, Management Analyst III.

Idalia Ow first thanked the Human Resources Benefits Team - Paulette Clark, Program Manager, Sunny Haight and Melissa Zamora, Associate Benefits Analysts, for their diligent work during open enrollment. The County is also about to open the Vacation Buy Back period.

5. Receive a demonstration on the new Human Resources Recruitment Tracking System from Irma Ramirez-Bough, Director of Human Resources, Dr. Yvonne Walker, Human Resources Manager, and LynnRose Alig, Associate Personnel Analyst.

Irma Ramirez-Bough introduced Gerardo Perez, IT Manager, Sakthi Palaniappan, Software Programmer III, and Ricardo Garcia, Software Programmer II from ITD. They have been working with HRD and LynnRose Alig, Associate Personnel Analyst, among other recruitment team members, on the new Recruitment Tracking Program for the last four months. The project began as a discussion at last year's Department Head Retreat and is now preparing to be piloted in select departments. It will be rolled out countywide shortly thereafter.

LynnRose demonstrated the program dashboard, which will allow the user to see departmental-specific information on their recruitments. The automated program will streamline the recruitment process and provide a new level of transparency, reporting exactly where a given recruitment is in the process, whom the next step sits with at any given time, and how long they have had control of the recruitment.

The program will also have the ability to pull fields from Outlook and confirm

the status of vacant positions in real time from Advantage. Dr. Yvonne Walker, Recruitment and Exam Program Manager, has expressed her department's gratitude to ITD and their internal programmers -whose positions were sourced out at one time - for their expert design, which would not have been cost effective through consultants. She also thanked the ITD for bringing those positions back.

Gerardo walked through individual features of the new system and various useful queues and role-based customization options. He also demonstrated the real-time interaction capabilities with NeoGov.

Supervisor Alejo thanked the team for their presentation. Supervisor Parker was impressed with the improvement in the recruitment process as a result of the new program.

Supervisor Alejo also noted that he never realized exactly how many steps there were to the recruitment process and asked for a round of applause for all involved in making the system a reality.

6. Receive an update on the Salinas Valley Promise mentorship program from Dr. Yvonne Walker, Human Resources Program Manager and Cynthia Juarez, Personnel Analyst.

Cynthia Juarez, Personnel Analyst, announced that the Salinas Valley Promise Program was rolled out on September 19, 2019 to the entire County. Irma Ramirez-Bough sent an email to all employees introducing the program and asking for mentorship volunteers and the program was also announced in the CAO weekly newsletter. As of the date of this meeting, 48 county employees have expressed interest in serving as mentors.

The group of county volunteers is expected to complete training and begin serving by the end of the week next week (Oct. 25th). Cynthia is actively following up with any interested employees.

Supervisor Alejo would like for the Board of Supervisors to recognize mentors once a year. He went on to say that with the new Recruitment Tracking System, the new Salinas Valley Promise Program mentorship and LMS, Human Resources has a lot to be proud of and these examples inspire others.

Supervisor Parker remarked that she is continually impressed with the way county employees, who are already in public service, continue to step up in new ways.

Adjournment

The meeting was adjourned at 12:57 p.m.

- Copies of staff reports or other written documentation relating to items referenced on this agenda and/or submitted after distribution of the agenda packet are on file and available for public inspection at the County Human Resources (HR) Office, Monterey County Government Center, 168 West Alisal Street, 3rd Floor, Salinas.
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