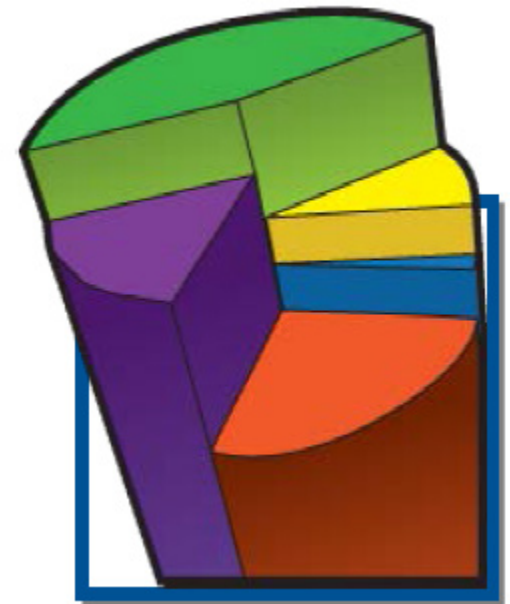


# Human Resources FY19 Budget

Holly J. Schoenherr, Ph.D.  
Director of Human Resources  
May 10, 2018

# FY19 Budget

- Requested target of \$4,301,150
- No variances or decision packages
- Expend no more than 99% of FY18 budget

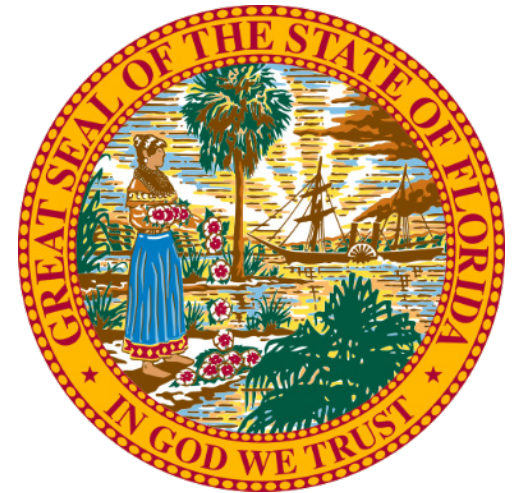


# Human Resources

- 38.0 FTEs
- Professional human resources support for the UPS
- Six Centers of Excellence:
  - Communications & Outreach
  - Human Resources 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)



# Unified Personnel System Act

- Provide equal employment opportunities to qualified applicants
- Promote efficiency and economy in public service
- 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)

- 11 Appointing Authorities
  - 3,053 employees
- 
- Business Technology Services
  - Clerk of the Circuit Court
  - Construction Licensing Board
  - County Administrator
  - County Attorney
  - Forward Pinellas
  - Human Resources
  - Office of Human Rights
  - Property Appraiser
  - Supervisor of Elections
  - Tax Collector

# HR Mission

- *Cultivate a diverse, talented and engaged workforce prepared to effectively serve the citizens of Pinellas County*
- *Aligns with the Board of County Commissioners' strategic goal to Create a Quality Workforce in a Positive, Supportive Organization*

# Recognizing Success

- Work with partners to deliver the highest standards of service
- Partners include employees, volunteers, interns, the Personnel Board, the Employees' Advisory Council (EAC), and the Appointing Authorities



# 2017 Key Accomplishments

## ➤ Adopted the Respectful Workplace Behavior/ Anti-Bullying Policy



### EMPLOYEE POLICIES & PROCEDURES

#### UNIFIED PERSONNEL BOARD POLICY #13 Respectful Workplace Behavior / Anti-Bullying Policy

##### A. Objective

The purpose of this policy is to communicate to employees at all levels that respectful behavior shall be the standard for Pinellas County and that the County will not tolerate and will promptly address bullying behavior towards employees, applicants for employment, and others in the workplace environment, including contractors and members of the public. Employees found in violation of this policy may face disciplinary action, up to and including termination.

Pinellas County expects all who enter our workplace to be treated with dignity and respect. It is the policy of Pinellas County to address repetitive behavior or persistent conduct a reasonable party would find threatening, intimidating, abusive, coercive, humiliating, and/or malicious. This policy prohibits such conduct whether in the workplace or elsewhere if it impacts the workplace. This policy is intended to address such "workplace bullying" whether group bullying, peer-to-peer bullying, supervisor to subordinate bullying, subordinate to supervisor bullying, or bullying of visitors to our workplace.

Examples of prohibited conduct include, but are not limited to repetitive or persistent:

- **Verbal bullying:** Ridiculing or maligning a person or his or her family, hurtful or humiliating name calling, persistent or constant public criticism, abusive, or offensive remarks;
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping; threatening physical contact or damage to a person's work area or property;
- **Gesture bullying:** Nonverbal threatening or obscene gestures, or threatening looks;
- **Power bullying (could also be labeled favoritism):** Applying made up or arbitrary rules to an individual, selectively enforcing workplace rules, threatening or intimidating individuals, preventing access to necessary information, consultation, training, resources, or other opportunities;
- **Exclusion bullying:** Socially or physically excluding or disregarding a person from work-related activities, such as appropriate meetings and team events.

This list is not all-inclusive. Individuals determined to have engaged in these and other similar behaviors that are determined to be bullying may face disciplinary action regardless of their intent.

Supervisors or Team Leads holding employees accountable for meeting performance expectations, goals, and deadlines, or for following policies and procedures, or who perform any other reasonable action in the course of their normal supervisory responsibilities shall not be considered to have engaged in bullying behavior.

- **Retaliation** toward employees who make a report or participate in an investigation hereunder is strictly prohibited and may lead to disciplinary action, up to and including termination.

##### B. Reporting

Employees who believe they are the target of bullying or who witness others being bullied in the workplace are encouraged to report workplace bullying. They have the option of either reporting it to their direct supervisor, another supervisor at a higher level in their chain of command or

# 2017 Key Accomplishments

- Hurricane Irma: Two-thirds of the HR team completed an emergency assignment



# 2017 Key Accomplishments

- Created the Workforce Connections Committee
  - High schools and universities
  - Internships
  - Job fairs
  - Social media



# 2017 Key Accomplishments

- Launched a Classification and Compensation Study
- Achieved 91% completion rate of the Job Assessment Tool (JAT)



## JAT Sections:

Basic Information

Essential Functions

Job Factors

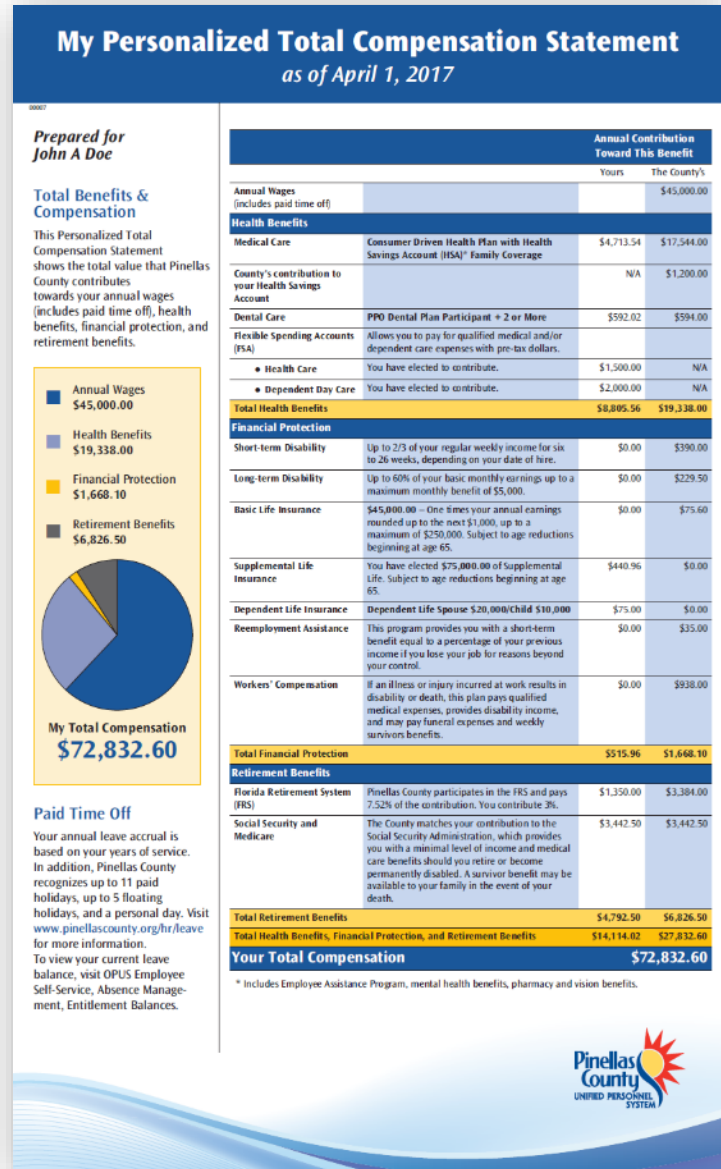
Equipment and Machinery

Physical Abilities



# 2017 Key Accomplishments

- Provided a Total Compensation Statement to each employee



# Employee Voice Survey

- Planned, implemented, and reported the 2017 Employee Voice Survey

## Employee Voice 2017 Pinellas County Employee Survey

UPS Employee Responses - Response Rate: 74%

The following tables contain the complete set of responses including "don't know" responses.  
Green highlight indicates items new in 2017, yellow indicates a wording modification from 2015, and red indicates an item rated using a different scale in 2017 than in the 2015 Employee Voice Survey.

How likely or unlikely are you to recommend working for Pinellas County to someone who asks?	Positive Rating 2017 %	Positive Rating 2015 %	Positive Rating 2013 %
1 Level of recommendation	89%	85%	
Please rate the extent to which you agree or disagree with the following statements about your job working for PINELLAS COUNTY.			
2 Overall, I am satisfied with my job	83%	85%	83%
3 Overall, I feel positive about working for PINELLAS COUNTY	87%	86%	84%
5 I plan on working for this organization a year from now	89%	87%	88%
6 I feel positively challenged in my current job	78%	80%	
7 I have good friends at work	86%	85%	84%
8 I know what is expected of me at work	90%	90%	
9 I have the opportunity to do what I do best every day at work	80%	79%	77%
10 My values match or fit with the values of this organization	85%	83%	86%
26 I receive competitive benefits overall (vacation, sick leave, health care, retirement plan, etc.)	87%	81%	
27 There is a connection between compensation and performance	35%	34%	
11 I have received recognition or praise for doing good work in the last quarter	75%	61%	
12 In the last quarter, someone at work has talked to me about my progress	70%	72%	
Please rate the quality of each of the following aspects of working for your DEPARTMENT.			
14 The working relationships in my department overall	70%	68%	
64 Fostering a culture of inclusion	60%		
15 Communication among all members of my department	56%	55%	
16 The work being done at my department overall	82%	81%	
17 Overall staff morale	53%	49%	
18 A respectful atmosphere	70%	63%	
19 Communicating standards of ethical behavior	72%	67%	59%
20 Modeling standards of ethical behavior	71%	65%	57%
21 Maintaining a work environment that is free of violence	91%	81%	77%
21 Maintaining a work environment that is free of harassment	78%	81%	77%
22 Maintaining a work environment that is free of drug or alcohol abuse	92%	92%	87%
23 Clarity of staff roles and responsibilities	66%	65%	
25 Compensation (salary and benefits) compared with similar opportunities	46%	47%	
30 Defining department performance objectives	67%	49%	50%
32 Supporting continual learning and development	72%	65%	65%
35 Opportunities to develop a career path	52%	50%	
36 Work schedule flexibility (e.g., flex-time, alternative work schedule, etc.)	71%	66%	66%
37 Availability of necessary materials, resources and equipment to do the job effectively	77%	74%	75%
39 Providing individual and group work spaces to do the job effectively	76%	73%	79%



# Employee Voice Survey

- Participation rate of 74%
- Nine in ten (89%) employees would recommend working for Pinellas County

## PARTICIPANTS:

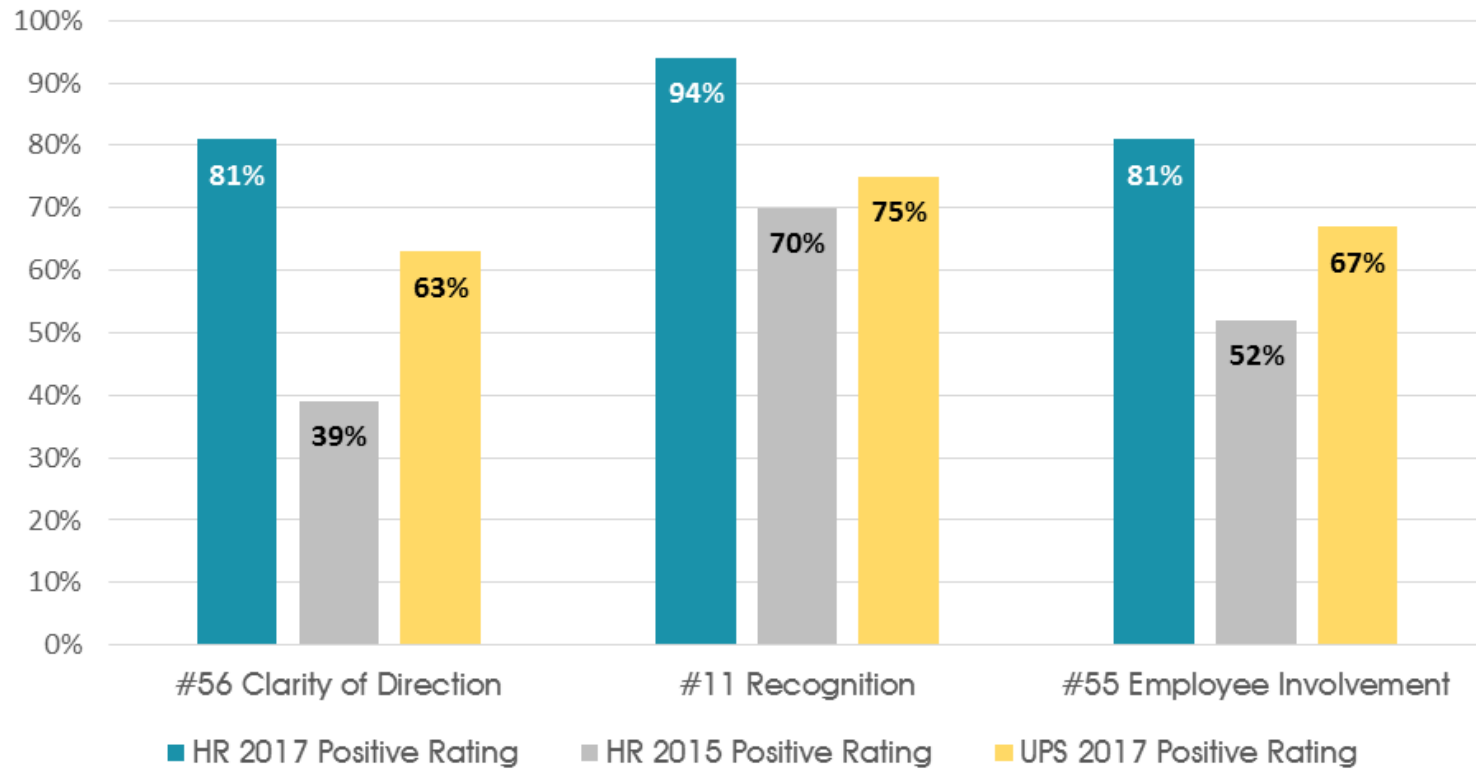


## WORKING FOR PINELLAS:

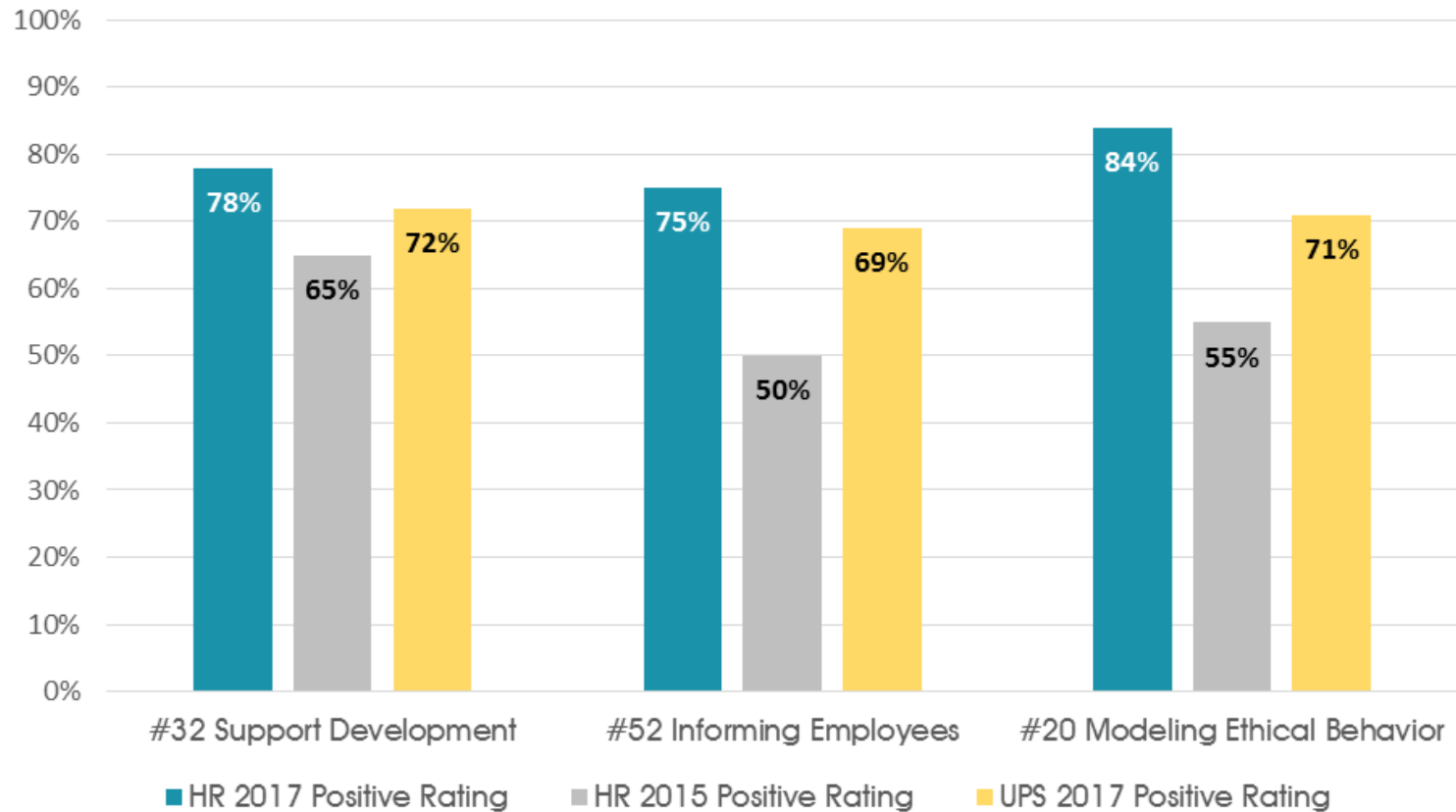


89% of Pinellas County employees would recommend working for the County, significantly up from 85% in 2015.

## Engagement Indicators from Employee Voice Survey



## Engagement Indicators from Employee Voice Survey



# 2018 Priorities

- Classification and Compensation Study
- Workforce pipeline
- 2017 Employee Voice Survey findings
- Learning paths and training courses





# 2018 Priorities

- Health, wellness and financial education
- Assessing benefits and wellness programs

**The road to Wellness is rewarding!**

**2018 Wellness Incentive Program**  
Participate in healthy activities to achieve your wellness goals, and earn up to 50,000 reward points or \$200 cash.

✓ **Employees:** Permanent employees enrolled in the Pinellas County health plan are eligible for all of the activities listed below.  
 ✓ **Opt Out:** Employees who opt out of health coverage are eligible for the activities listed below except the programs requiring enrollment in our United Healthcare plan (indicated with an asterisk).  
 ✓ **Spouses/Partners:** The activities and rewards listed below are available to eligible spouses/partners enrolled in the County's health plan, except Weight Watchers and the Wellness Learning Series.  
 ✓ **Total Available:** Employees may select a variety of activities to earn 100% on the Rally site which equals 50,000 reward points or \$200 cash.  
 ✓ **Reward Points:** Points will be deposited into your Pinellas County Rewards Program account on a quarterly basis for redemption, or points may be carried over.  
 ✓ **Cash:** Employees may elect to have cash payments in their paycheck in lieu of reward points.

Health Actions	Description	Rally %	Reward Points	Cash
3 Rally Missions	Activities based on your health survey results	15%	7,500	\$30
Annual Physical	Once-a-year preventive medical exam	15%	7,500	\$30
Preventive Screening	Colonoscopy OR pap test OR mammogram	25%	12,500	\$50
Fruit & Veggie Challenge	6 weeks of eating fruits and vegetables	25%	12,500	\$50
Nutrition Challenge	6 weeks of food tracking and portion guidance	25%	12,500	\$50
Wellness Coaching*	Choose online classes, phone coaching, or a combo	35%	17,500	\$70
Get Fit	8 weeks of physical activity commitment	50%	25,000	\$100
Weight Watchers** OR Wellness Learning Series*	12 weeks to help you achieve your desired weight	50%	25,000	up to \$100
Chronic Condition Management*	Support to manage a chronic diagnosis such as asthma or diabetes	up to 50%	up to 25,000	up to \$100
Maternity Support*	Resources for pregnant women including access to nurses and educational materials			

\* These incentive programs offered by United Healthcare are not available to opt-out employees.  
 \*\* Wellness incentives are awarded for one series of classes only. You may participate in any Learning Series or Weight Watchers classes, but you will receive rewards for only one series (maximum of 25,000 points or \$100).

Tobacco cessation classes do not qualify for Wellness Incentive rewards in 2018. Tobacco users who successfully complete a Tobacco Cessation Program will avoid the \$600 annual tobacco premium so an additional incentive will not be provided.

[www.pinellascounty.org/hr/incentive](http://www.pinellascounty.org/hr/incentive)

**WELLNESS for life**

**Human Resources**  
Helping U Succeed  
1/2018

**2018 Benefits Handbook**  
Pinellas County Employee Benefits Summary

[www.pinellascounty.org/hr/benefits](http://www.pinellascounty.org/hr/benefits)

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1/2018

# 2018 Priorities

- Promoting diversity and inclusion



New Employee Orientation



# Thank you