



## **JULY 20, 2020 HUMAN RESOURCES COMMITTEE MEETING**

### **AGENDA**

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. APPROVAL OF AGENDA** **Approve**
- 4. APPROVAL OF JUNE 8, 2020 MINUTES**
  - A. June 8, 2020 Meeting Minutes **Approve** **Page 2**
- 5. HR METRICS**
  - A. HR Scorecard – June 2020 **Information** **Page 5**
- 6. QUARTERLY REPORTS** **Information**
  - A. Demographics **Page 7**
  - B. Performance Evaluations **Page 11**
  - C. W/C Safety **Page 12**
  - D. Employee Relations **Page 13**
  - E. Training **Page 14**
  - F. Legal
- 7. OTHER**
  - A. Compensation – Agency Philosophy **Information** **Page 16**
- 8. ANNOUNCEMENTS/ADJOURNMENT**

Next meeting scheduled for Monday, August 17, 2020 at 5:00 pm.

**HUMAN RESOURCES COMMITTEE MEETING**  
**Fresno EOC Board Room 310**  
**June 8, 2020**  
**5:00 PM**

**CALL TO ORDER**

Committee Chair, Barigye McCoy, called the meeting to order at 5:03 PM.

**ROLL CALL**

Roll was called and a quorum was established.

**Commissioners Present by phone:** Barigye McCoy, Jimi Rodgers, Lupe Jaime Mileham, Maiyer Vang

**Commissioners Absent:** Felipe De Jesus Perez

**Others Present by phone:** Amy Arambula, Annabelle Gamez, Connie Vang, Elizabeth Johnson, Emilia Reyes, Heather Brown, Karina Perez, Melissa Soto, Michael Garcia, Michelle Tutunjian, Vanessa Schneider, Kathleen Shivaprasad

**APPROVAL OF AGENDA**

*M/S/C – M. Vang/Rodgers to approve the agenda as presented. All in favor.*

**APPROVAL OF PREVIOUS MINUTES**

A. May 11th , 2020 Meeting Minutes – Page 2

*M/S/C –Rodgers/M. Vang to approve the May 11th, 2020 meeting minutes. All in favor.*

**Recruitment**

**A. Job Posting as of May 28, 2020 - Page 6**

Garcia went over the recruitment flyer. The open positions are Case Manager, Community Outreach Specialist, Loan Processing Analyst, Assistant Teacher/ Caregiver, Business Development Specialist, Teacher/ Caregiver, Credit Underwriter, Solar Installer III, and Driver in Training. Garcia added that there were recent hires, such as the Chief Financial Officer and an Accountant Manager.

**HR Metrics**

**A. Staff Report HR Metrics – May 2020 – Page 9**

Schneider noted that there has been an added measure onto the HR Scorecards in the Employee Relations & Engagement Section, which is a turn over tracker. An important benefit of keeping track of turn over in Fresno EOC is that it can be compared to the turnover rate in the nation. These data can be found on the monthly federal report called the Job Openings and Labor Turnover Survey (JOLTS). Schneider stated that as of today, the JOLTS released the data from March, and that the data for April would be released by tomorrow. As a result, the HR Scorecard of May compares the turnover rate of Fresno EOC in March of 2019 and 2020 to the JOLTS in March of 2019 and 2020. In 2019, Fresno EOC had a turnover rate of 1.21% versus the JOLTS at 2.90%. In 2020, Fresno EOC had a turnover rate of .78% versus the JOLTS at 6.90%. Schneider stated that the rates of turnover for Fresno EOC were substantially lower compared to other similar companies across the nation. Schneider added that in March 2020, these numbers were severely impacted by COVID-19. Regardless, Fresno EOC has been able to maintain employees through out the ordeal.

Schneider moved onto the Talent Section and stated that there had been an increase in the average days to hire. This was expected due to many positions becoming remote and processes changing. Even so, there were 5 new hires, and 1 of the 5 was a rehire. Schneider mentioned that the Talent Team felt it was beneficial to highlight the number of employees who return to the agency.

Schneider briefly went over the Training & Development Section. 7 training videos were created with a total of 402 views. In addition, there was a total of 23 Board Effect trainings.

Mileham and M. Vang positively reviewed the HR scorecard and thanked HR staff for creating the cards.

## **QUARTERLY REPORTS**

### **A. Legal- Page 10**

## **POLICY UPDATES**

### **A. Policy Update- Page 11**

Garcia stated that Policy 5100 and Policy 6030 were created and Policy 7060 was revised to address issues that may arise due to a pandemic or other unforeseen event.

### **B. 5100 Remote Work and Access Guidelines- Page 12**

Garcia announced that Policy 5100 is a new policy that establishes remote work and access guidelines. Garcia briefly mentioned that HR used the framework of the IT policy for remote work and access guidelines, and modernized the policy to fit for all employees who must work remotely. Garcia stated that Attorney Paul Bauer has reviewed this policy.

### **C. 6030 Infection Disease Control- Page 16**

Garcia announced that Policy 6030 is a new policy that establishes guidelines and protocols during an infectious disease outbreak. Eight sections in this policy are as follows: 1) Preventing the spread of infectious diseases. 2) Personal Protective Equipment, 3) Limiting Travel, 4) Telecommuting, 5) Staying home when ill, 6) Requests for medical information and/or documentation, 7) Confidentiality of medical information, and 8) Social distancing guidelines for workplace infectious disease outbreaks.

### **D. 7050 Layoffs and Furloughs- Page 19**

Garcia noted that Policy 7060 establishes a fair and consistent procedure for determining and notifying employees of pending layoffs, and that this policy has been revised to include the term, "furloughs." Garcia stated that furloughed employees are essentially employees that have been downsized to the point where there are no hours scheduled; however they are not separated from the company. Garcia mentioned that benefits can be paid out to furloughed employees, and that their medical insurance to this point in time is still maintained. This allows them an avenue in which they can pay their monthly premiums.

Rodgers asked if employees would be checked for their temperature. Garcia responded that Fresno EOC has screening tools for employees before they integrate back into their physical worksite. Reyes added that all HS staff, parents, and children will be temperature checked before going back on site.

*M/S/C –M. Vang/Rodgers to approve the policies as presented. All in favor.*

## **COMPENSATION- DEFINING TOTAL COMPENSATION**

### **A. TOTAL Compensation – Page 21**

Gamez gave a presentation on defining total compensation. Gamez stated that total compensation looks at the base wage, benefits that contribute to work/life balance, and the entire health & wellness benefit package. Gamez emphasized that it is important for Fresno EOC to define total compensation because it can show how Fresno EOC values their employees, and can also be used as a retention tool for current employees and a recruitment tool for future prospective employees. Gamez noted that a complete benefit package may be valued up to 52% of an employee's pay. A goal of HR is to be able to communicate overall total compensation value to current and future staff through ADP. With ADP, there is the capability of having all of the data in one place to disseminate and create a total compensation statement.

Gamez stated that a survey will be sent to the HR Committee via email. The survey will be used to assist the development of a Compensation Strategy and Pay Philosophy for Fresno EOC. The goal is that by the next HR Committee Meeting, HR can present a sample draft that includes the feedback that was received in the survey.

Rodgers asked why some employees opt out of the benefits package. Gamez responded that when employees provide that information, the most common reason is that they have other coverage.

## **UNION NEGOTIATIONS UPDATE- L39 & ATU**

### **A. Union Negotiations- Page 22**

Garcia briefly went over L39 & ATU. Garcia mentioned that ATU has unionized and bargained for the Transit Systems yard in Fresno, and that several negotiation sessions have taken place with the expiration of the ATU contract at the end of April 2020. Language proposals from ATU are currently under consideration. While ATU has made an economic proposal calling for significantly higher wages during the next three years, ATU has agreed with Fresno EOC to delay further discussion about economic language until approximately November 2020. This delay has been due to COVID-19. A negotiation session focused on non-economic and day-to-day situations arising under COVID-19 is scheduled on June 12<sup>th</sup>, 2020.

Garcia stated that L39 has sought wage increases for a different term or time than the ATU contract. Fresno EOC has sought to maintain parity between the two contracts due to identical job positions and the harm of “leap frogging” between the two unions’ contracts on Fresno EOC. They are currently at a stand still. No negotiation sessions are currently scheduled since the ATU contract has expired and Fresno EOC is unable to converse upon economic language during COVID-19 and its effects on existing Fresno EOC service contracts. Negotiation session schedules are to be determined.

### **ANNOUNCEMENTS/ ADJORNMENT**

*Meeting was adjourned at 6:25 P.M. The next meeting is scheduled for Monday, July 20th, 2020 at 5:00 P.M.*

Respectfully submitted,  
Barigye McCoy  
Chair



## HUMAN RESOURCES COMMITTEE MEETING

<b>Date:</b> July 20, 2020	<b>Program:</b> Human Resources
<b>Agenda Item #:</b> 5	<b>Director:</b> N/A
<b>Subject:</b> HR Metrics	<b>Officer:</b> Michael Garcia

### Background

The following information is intended to provide the HR Committee a high-level snapshot of Human Resources monthly activity. The information is broken down into the six strategic goal areas that the program has identified:

- Talent
- Compensation & Benefits
- Safety & Worker's Compensation
- Systems & Data
- Employee Relations & Engagement
- Training & Development

This scorecard is meant to be a versatile tool that can adapt to present pertinent information to the HR Committee each month.

# Fresno EOC Human Resources Scorecard

June 2020

## What's Trending in HR?

Key

Exceeded Goal

Met Goal

Below Goal

### Talent

#### 6 Recruitment Hires

5 New Hires  
1 Promotion

Avg. Days to Fill <sup>1</sup>

Avg. Days to Hire <sup>2</sup>



126



92

#### 9 Separations

3 Accept Another Job  
2 Moved out of Town  
2 Personal Reasons  
2 Retirement

Net Gain/Loss

- 3 staff

### Systems & Data

#### ADP Module Implementation

Recruitment—100% Complete  
-Electronic requisitions

LOA— 90% Complete  
-Electronic LOA tracking

Talent—10% Complete  
-Electronic Performance Management

### Compensation & Benefits



78.3% of Benefit Eligible Staff  
have enrolled in Medical  
benefits



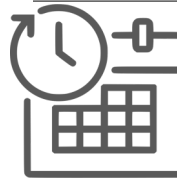
79.9% of Benefit Eligible Staff  
have enrolled in Dental benefits

National enrollment average of benefit

eligible employees is 78%

#### # May Enrollments

3 New Enrollees  
2 Waivers



97 staff members used  
FMLA/CFRA

43 Extended Absence  
54 Intermittent Absence

### Employee Relations & Engagement



2 staff terminated within first  
year of employment

Turnover Tracker - April		
Year	Fresno EOC	JOLTS <sup>3</sup>
2019	0.60%	2.80%
2020	0.60%	6.50%

### Safety & Worker's Compensation



1 Injury requiring medical treatment  
Eye injury  
Unpreventable



Dirt flew into eye



12 on-site COVID-19 safety  
compliance inspections completed

### Training & Development



5 Training videos created  
169 total views  
33 average views



Most Viewed:  
Family Health & Fitness Day

5 BoardEffect trainings

<sup>1</sup> Time to fill—posting date to hire date

<sup>2</sup> Time to hire—date applied to hire date

<sup>3</sup> Job Openings and Labor Turnover, seasonally adjusted (Table A) from BLS—Category Education and Health Services (includes Social Assistance)



## HUMAN RESOURCES COMMITTEE MEETING

<b>Date:</b> July 20, 2020	<b>Program:</b> Human Resources
<b>Agenda Item #:</b> 6	<b>Director:</b> N/A
<b>Subject:</b> Quarterly Reports	<b>Officer:</b> Michael Garcia

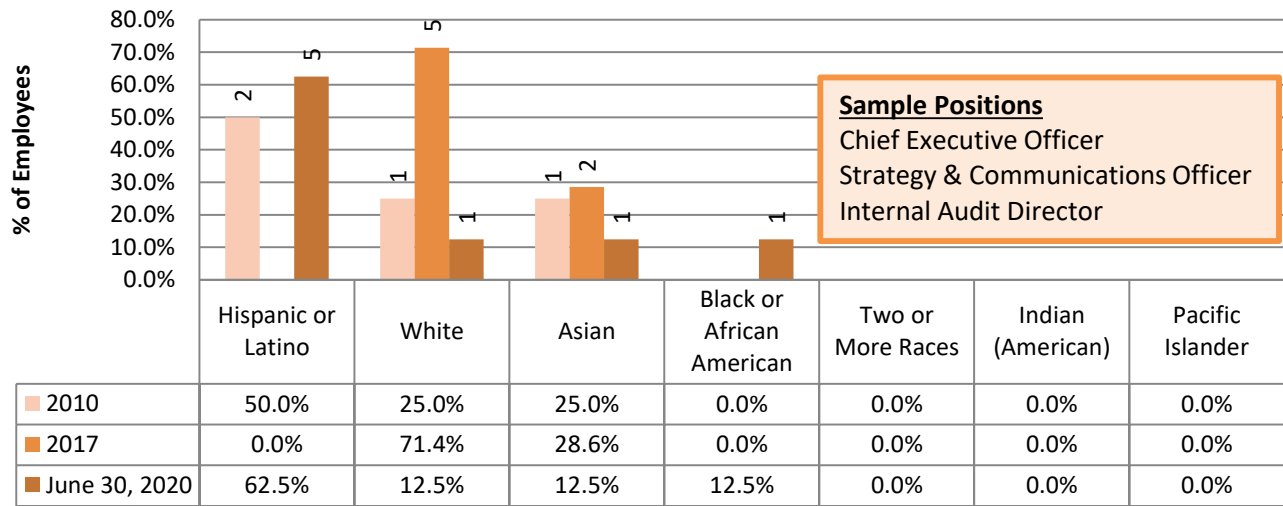
### Background

The following information is presented to the HR Committee at the end of each quarter. The reports and information are as follows:

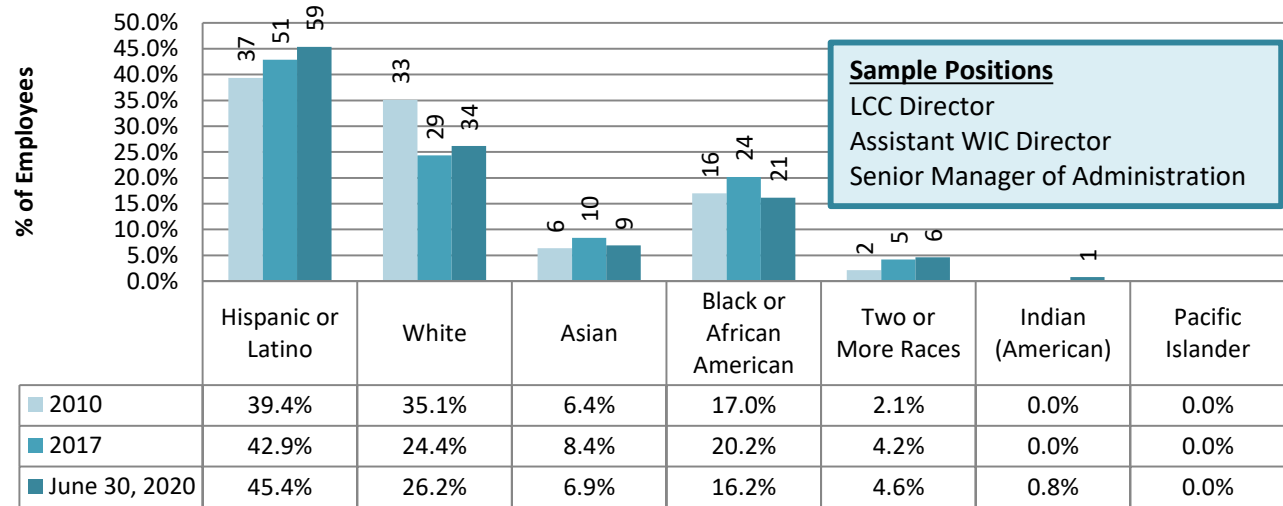
- A. Demographics** – Graphical representation of the ethnic make-up of Fresno EOC staff. For comparison purposes, the data is compared in the following years, 2010, 2017, and current. The information is divided into EEO-1 categories that are reported to the Federal Government each year.
- B. Performance Evaluations** – A table showing the number of evaluations past due by 90 days or greater by program.
- C. W/C Safety** – A quarterly overview of worker's compensation claims and injuries.
- D. Employee Relations** – A summarized report of employee complaints that have been presented to Human Resources.
- E. Training** – A monthly listing of the trainings arranged and/or presented by Human Resources to Fresno EOC staff.
- F. Legal** – A confidential report handed out to the HR Committee for review that summarizes any outstanding legal claims that Human Resources is handling. These claims may employment or worker's compensation related.

**Fresno EOC Quarterly Update - Agency Demographics**  
**EEO-1 Annual Report Comparisons**

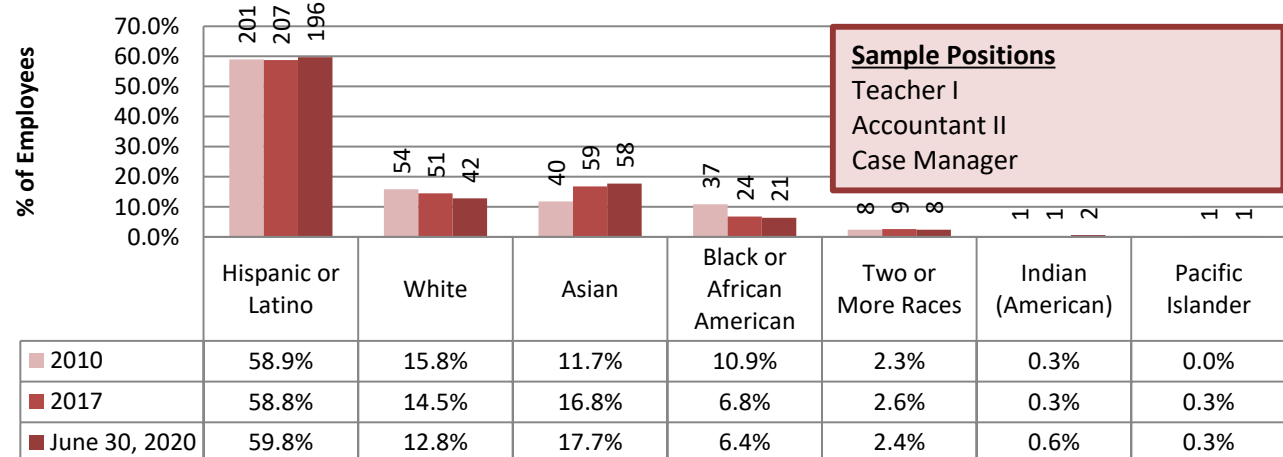
### Executive/Senior Level Officials and Managers



### First/Mid-Level Officials and Managers



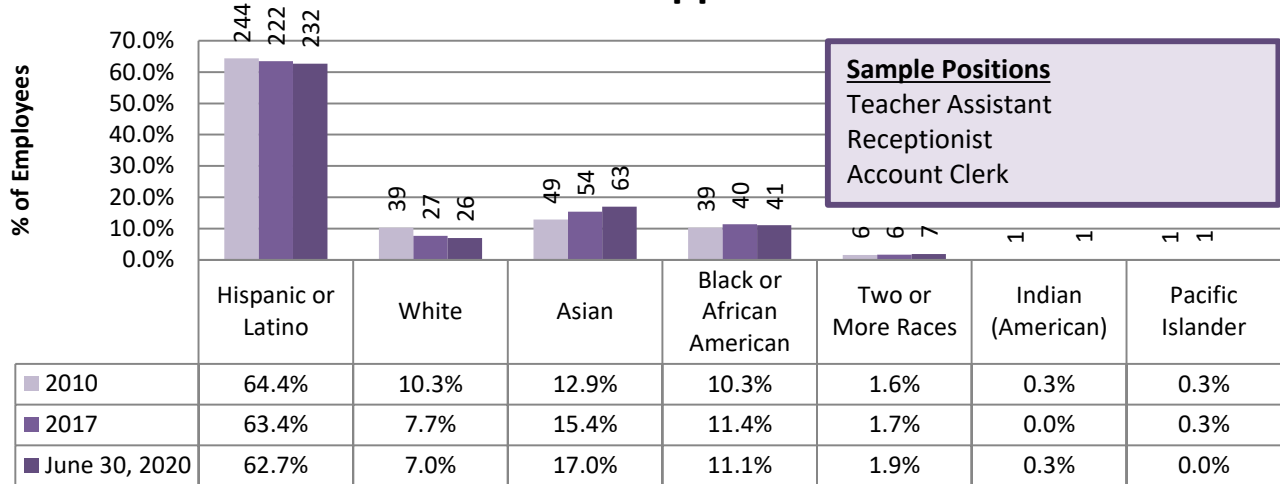
### Professionals



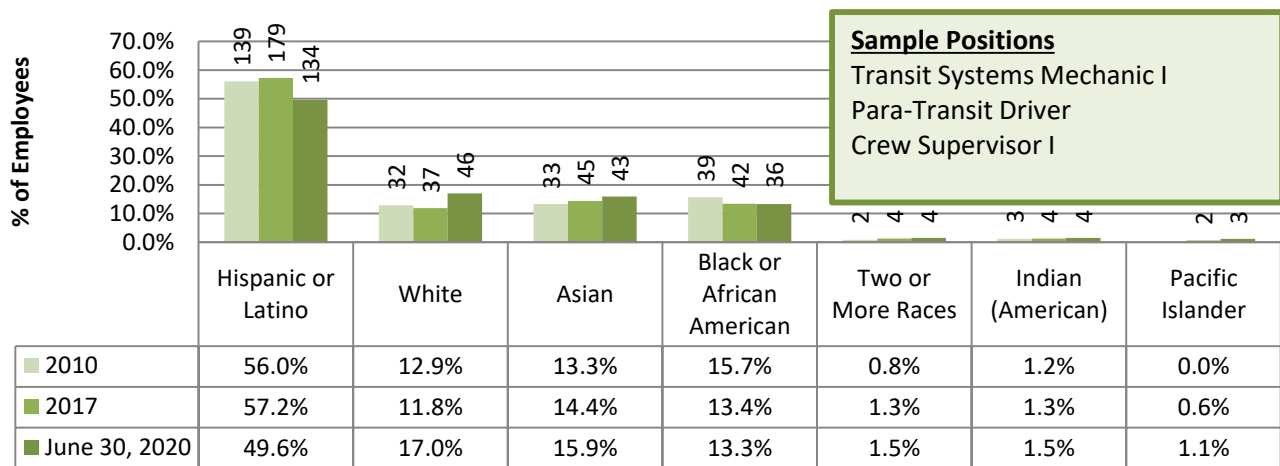


Fresno EOC Quarterly Update - Agency Demographics  
EEO-1 Annual Report Comparisons

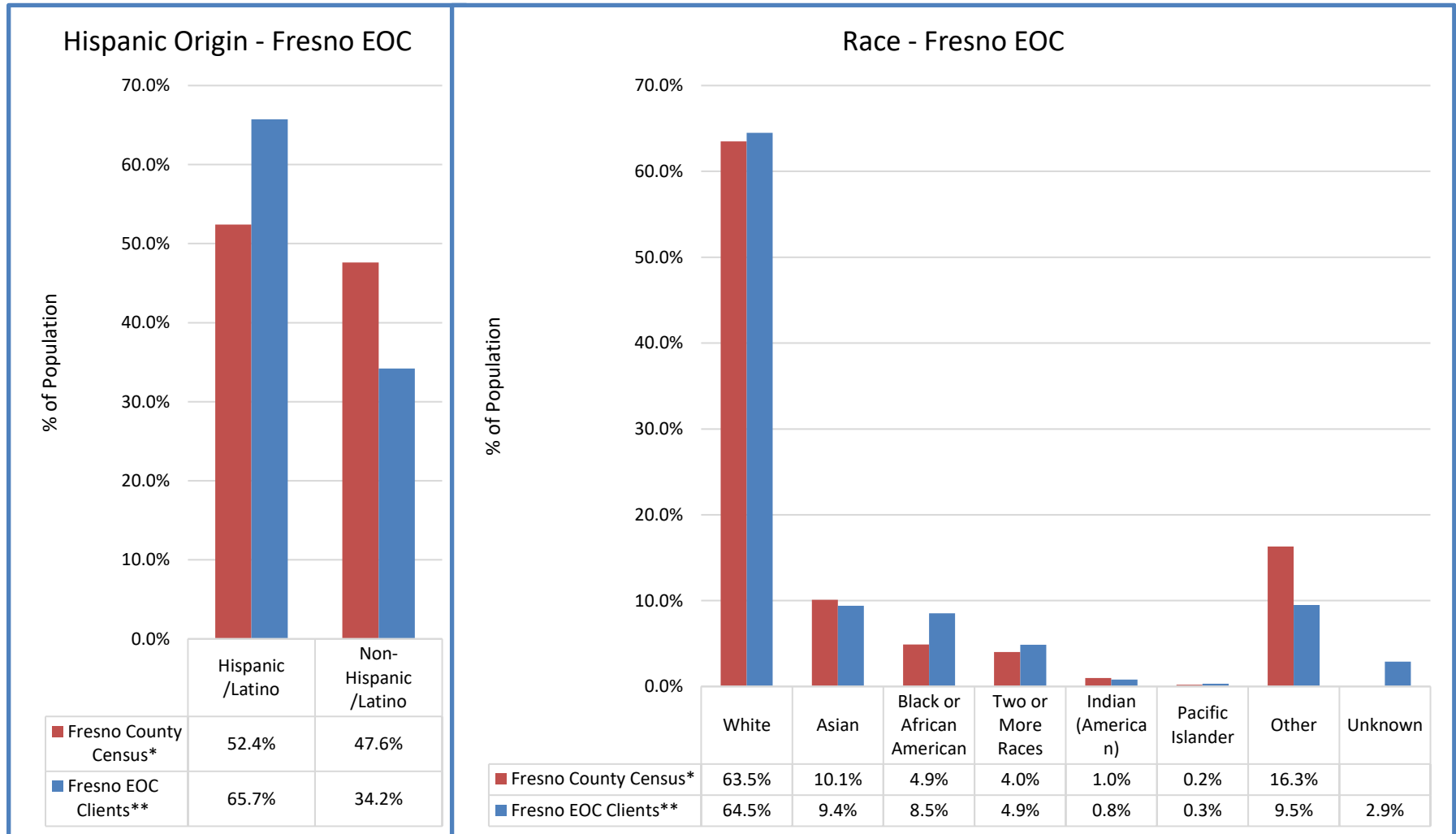
### Administrative Support Workers



### Craft Workers/Operatives/Laborers & Helpers/Service Workers



**Quarterly Update**  
**Fresno County & Fresno EOC Program Client Data Comparisons**



\*2013 - 2017 American Community Survey 5-Year Estimates - <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

\*\*2018 CSBG/Agency Stats

The federal government considers race and Hispanic origin to be two separate and distinct concepts. Hispanics and Latinos may be of any race.

**Fresno EOC Performance Evaluation Report**  
**2nd Quarter 2020**

Program	2nd Quarter 2020			1st Quarter 2020		
	Evaluations More than 90 Days Past Due	Total Employees in Program	Percentage of Past Due Evaluations	Evaluations More than 90 Days Past Due	Total Employees in Program	Percentage of Past Due Evaluations
Access Plus Capital	7	13	53.85%	6	13	46.15%
Community Services Programs	7	21	33.33%	1	22	4.55%
Early Head Start	22	62	35.48%	16	64	25.00%
Employment and Training, VAC	1	23	4.35%	1	18	5.56%
Energy Services	4	18	22.22%	1	18	5.56%
Executive Office	3	17	17.65%	2	15	13.33%
Finance, Facilities, IT	10	30	33.33%	6	29	20.69%
Food Services	6	79	7.59%	3	78	3.85%
Fresno Street Saints	3	7	42.86%	5	8	62.50%
Head Start	151	550	27.45%	131	555	23.60%
Health and Dental Services, AFLP	16	41	39.02%	6	42	14.29%
Human Resources	0	11	0.00%	0	13	0.00%
Internal Audit	1	2	50.00%	0	2	0.00%
Local Conservation Corps	12	23	52.17%	6	25	24.00%
Sanctuary and Support Services	4	38	10.53%	0	36	0.00%
SACC, SOUL	3	31	9.68%	0	31	0.00%
Transit	19	112	16.96%	22	117	18.80%
Women, Infants and Children	1	74	1.35%	4	75	5.33%
<b>Total</b>	<b>270</b>	<b>1152</b>	<b>23.44%</b>	<b>210</b>	<b>1161</b>	<b>18.09%</b>

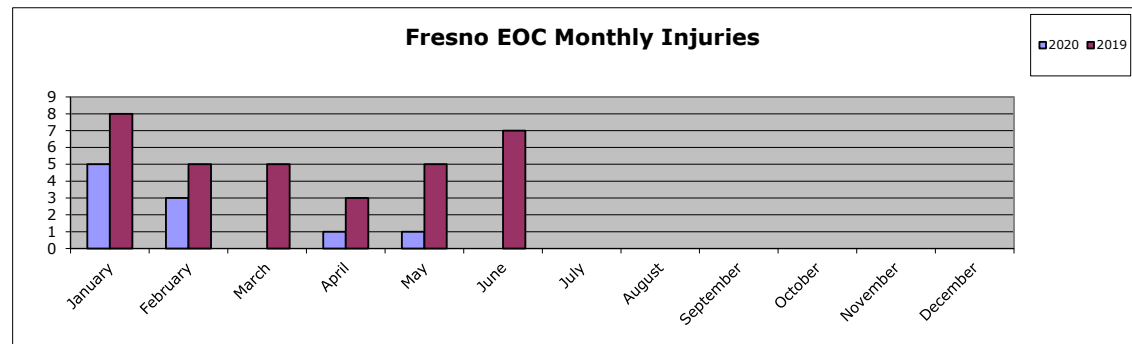
# Fresno Economic Opportunities Commission

## Workers' Compensation Analysis

### Reportable Injuries by Month

Through 2nd Quarter 2020

Reportable Injuries			Reportable Injuries			
			Med Only		Med Lost Time	
	2020	2019	2020	2019	2020	2019
January	5	8	5	6	0	2
February	3	5	3	4	0	1
March	0	5	0	3	0	2
April	1	3	1	3	0	0
May	1	5	0	5	1	0
June	0	7	0	5	0	2
July						
August						
September						
October						
November						
December						
<b>Annual Total</b>	<b>10</b>	<b>33</b>	<b>9</b>	<b>26</b>	<b>1</b>	<b>7</b>
<b>Monthly Average</b>	<b>1.67</b>	<b>5.50</b>	<b>1.50</b>	<b>4.33</b>	<b>0.17</b>	<b>1.17</b>



## **Fresno EOC Employee Relations Activities 2<sup>nd</sup> Quarter 201**

### **Internal Complaints:**

Data collected for period beginning April 1, 2020 June 30, 2020

- Total number of complaints investigated during this period: 0
- Investigation distribution:  
  
Melissa Soto, Employee Relations Manager - 0  
Michael Garcia, HR Officer – 0  
Melissa Soto, ER Manager - 0  
Jennifer Tierce, HR Generalist – Heather Brown, HR Officer - 0
- Total Number of complaints closed: 0
- Total number of complaints withdrawn by complainant: 0
- Total number of complaints still open/pending: 0
- Average number of calendar days from acknowledgement to completion: 0
- Average number of calendar days from acknowledgement to completion factoring out for leaves of absences: 0

### **Open Communications Sessions/Visits to External Sites:**

No open communications session this quarter	---	---
HR Team participated in food distribution in Orange Cove	05/19/2020	MG, VS

## 2020 Human Resources Training Schedule 2nd Quarter 2020

#	Date	Program(s)	Training Event	Location	Time	Primary Speaker	Secondary Speaker	Anticipated/Actual Attendance
<b>April 2020</b>								
1	1	4/1/2020	All Programs	Ergonomics	Training Video	Email	Antonio Aguilar	
1	2	4/2/2020	All Programs	Changing your 'ADP Password	Training Video	Email	Antonio Aguilar	
1	3	4/3/2020	All Programs	Office 365	Training Video	Email	Antonio Aguilar	
1	4	4/6/2020	All Programs	Zoom Overview	Training Video	Email	Antonio Aguilar	
1	5	4/7/2020	All Programs	PPE (Gloves)	Training Video	Email	Antonio Aguilar	
1	6	4/8/2020	All Programs	PPE (Masks)	Training Video	Email	Antonio Aguilar	
1	7	4/9/2020	All Programs	Halcyon EAP	Training Video	Email	Antonio Aguilar	
1	8	4/12/2020	All Programs	New Hire Orientation	Zoom	9:30 am - 11:30 am	Antonio Aguilar	1
1	9	4/14/2020	All Programs	Time Management	Training Video	Email	Antonio Aguilar	
1	10	4/15/2020	All Programs	Wellness & Self-Care	Training Video	Email	Antonio Aguilar	
1	11	4/16/2020	All Programs	Finding a medical provider	Training Video	Email	Antonio Aguilar	
1	12	4/22/2020	All Programs	Scheduling in Outlook	Training Video	Email	Antonio Aguilar	
1	13	4/23/2020	All Programs	ER vs. Urgent Care	Training Video	Email	Antonio Aguilar	
1	14	4/24/2020	All Programs	De-Stressing Tips	Training Video	Email	Antonio Aguilar	
1	15	4/27/2020	All Programs	New Hire Orientation	Zoom	9:30 am - 11:30 am	Antonio Aguilar	1
1	16	4/28/2020	All Programs	Email Etiquette	Training Video	Email	Antonio Aguilar	
1	17	4/30/2020	All Programs	Prescriptino Coverage	Training Video	Email	Antonio Aguilar	
<b>May 2020</b>								
1	1	5/1/2020	All Programs	Updating Contact in ADP	Training Video	Email	Antonio Aguilar	
1	2	5/11/2020	All Programs	New Hire Orientation	Zoom	9:30 am - 11:30 am	Antonio Aguilar	2
1	3	5/12/2020	All Programs	Organizing Emails in Outlook	Training Video	Email	Antonio Aguilar	
1	4	5/14/2020	All Programs	Spring Cleaning Your Finances	Training Video	Email	Antonio Aguilar	
1	5	5/21/2020	All Programs	Dental Benefits Overview	Training Video	Email	Antonio Aguilar	
1	6	5/22/2020	All Programs	Tips for returning to work	Training Video	Email	Antonio Aguilar	
1	7	5/26/2020	All Programs	New Hire Orientation	Zoom	9:30 am - 11:30 am	Antonio Aguilar	3
1	8	5/28/2019	All Programs	Leadership Forum	Training Video	Email	Antonio Aguilar	37
1	9	5/29/2020	LIHEAP	Zoom Training	Zoom	2:30 - 3:30	Antonio Aguilar	20
1	10	5/1 - 5/31	EOC Board Member	1:1 Board Effect Training	Zoom	Zoom	Antonio Aguilar	22
<b>June 2020</b>								
1	1	6/1 - 6/11	Program Directors	1:1 Board Effect Training	Zoom	Zoom	Antonio Aguilar	5
1	2	6/5/2020	All Programs	Naitonal Trails Day	Training Video	Email	Antonio Aguilar	
1	3	6/8/2020	All Programs	New Hire Orientation	Zoom	9:30 am - 11:30 am	Antonio Aguilar	4
1	4	6/9/2020	All Programs	Family Health & Fitness Day	Training Video	Email	Antonio Aguilar	
1	5	6/10/2020	All Programs	Vision Benefits Overview	Training Video	Email	Antonio Aguilar	
1	6	6/17/2020	All Programs	Men's Health Month	Training Video	Email	Antonio Aguilar	
1	7	6/22/2020	All Programs	New Hire Orientation	Zoom	9:30 am - 11:30 am	Antonio Aguilar	2
1	8	6/24/2020	All Programs	Migraine Awareness	Training Video	Email	Antonio Aguilar	
<b>July 2020</b>								

**2020 Human Resources Training Schedule**  
**2nd Quarter 2020**

	#	Date	Program(s)	Training Event	Location	Time	Primary Speaker	Secondary Speaker	Anticipated/Actual Attendance
1	1	7/6/2020	All Programs	New Hire Orientation	Zoom	9:30 am - 11:30 am	Antonio Aguilar		3
1	2	7/8/2020	All Programs	Sun Safety Tips	Training Video	Email	Antonio Aguilar		
1	3	7/10/2020	All Programs	5 Activities for Online Meetings	Zoom	10:00 am - 11:00 am	Antonio Aguilar		18



## HUMAN RESOURCES COMMITTEE MEETING

<b>Date:</b> July 20, 2020	<b>Program:</b> Human Resources
<b>Agenda Item #:</b> 7	<b>Director:</b> N/A
<b>Subject:</b> Compensation – Agency Philosophy	<b>Officer:</b> Michael Garcia

### Background

In 2020, HR introduced an on-going monthly informational compensation series which is intended to better equip the HR Committee to assist in making future compensation decisions for the Agency.

The intent of the informational series is to obtain HR Committee members feedback in the process of creating a compensation policy to be implemented across the agency by 2021.

On February 18, 2020 HR staff presented on Minimum Wage through 2022 and the Impact of Compression.

On May 11, 2020, HR staff presented on Defining a Compensation Strategy an overview on how an organization can direct its base pay and how pay philosophy should reflect what pay considerations are important to the agency.

On June 8, 2020, HR staff presented on Defining Total Compensation an overview of how this can be a beneficial tool to communicate to employees and prospective employees, the total dollar value of all benefits that an employer pays on behalf of their employees. In June, a survey was emailed to HR Committee members to gather feedback.

This month, we will briefly review agency values that should be incorporated into the agency Compensation Strategy/Philosophy.