Human Resources Committee Meeting

February 16, 2021 at 5:00 p.m.

Zoom Link: https://fresnoeoc.zoom.us/j/85676072654

Meeting ID: 856 7607 2654

1-669-900-6833
HUMAN RESOURCES COMMITTEE MEETING AGENDA

February 16, 2021 at 5:00 p.m.

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF NOVEMBER 16, 2020 MINUTES
   A. November 16, 2020 Meeting Minutes

4. HR METRICS
   A. 2020 Human Resources Annual Report

5. COMPENSATION PHILOSOPHY GOALS
   A. Compensation Philosophy Goals

6. 2020 LEGAL SUMMARY
   A. 2020 Legal Summary

7. OTHER BUSINESS
   • Next scheduled meeting Monday, May 16, 2021

8. PUBLIC COMMENTS
   (This portion of the meeting is reserved for persons wishing to address the Committee on items within jurisdiction but not on the agenda. Comments are limited to three minutes).

9. ADJOURNMENT
I. CALL TO ORDER
Jimi Rodgers called the meeting to order at 5:06 PM.

II. ROLL CALL
Roll was called and a quorum was established.
Commissioners Present: Jimi Rodgers, Lupe Jaime Mileham, Felipe De Jesus Perez, Maiyer Vang, Barigye McCoy
Commissioners Absent:
Others Present: Emilia Reyes, Heather Brown, Mike Garcia, Annabelle Gamez, Vanessa Schneider, Melissa Soto, Elizabeth Jonasson, Michelle Tutunjian, Jennifer Tierce

III. APPROVAL OF AGENDA
M/S/C – Jesus Gomez/Mileham to approve the agenda as presented. All in favor.

IV. APPROVAL OF PREVIOUS MINUTES
October 19, 2020 Meeting Minutes
M/S/C – Mileham/Jesus Perez to approve the October 19, 2020 meeting minutes. All in favor.

V. HR Metrics
Schneider reviewed the HR Metrics scorecard. Rodgers asked if the staff laid off in October were offered other jobs. Garcia stated that Food Service jobs were offered to the Transit staff subject to lay-off but if they are on the separation list then the employee chose not to accept a transfer.

VI. Policy Updates
A. COVID-19 Supplemental Paid Sick Leave
Mileham/Jesus Perez to approve the COVID-19 Supplemental Sick Pay Leave
B. Update Fresno EOC Response to COVID-19
Garcia said that the Agency is doing everything possible, and in some instances too much. Vang asked if there was education provided to staff regarding new COVID rulings. Garcia stated that staff have been educated and reminded of COVID pay and COVID safety. Mileham asked if staff can provide feedback on agency policies. Garcia stated that right now staff/management ask for clarification from HR if they have any questions. Mileham stated that is more reactive, Brown acknowledged that more can be done to communicate with
staff on individual policies. However, the last major overhaul/review of the Fresno EOC Policy Manual was done in 2018 and final drafts were sent out to management throughout the agency for input.

VII. **Union Negotiations Update – L39 and ATU**

Negotiations are suspended pending budgets review for the next fiscal year.

VIII. **ADJOURNMENT**

The meeting was adjourned at 5:41pm.

*No December meeting is scheduled at this time.*

Respectfully submitted,

Jimi Rodgers
Chair
HUMAN RESOURCES COMMITTEE MEETING

Date: February 16, 2021  Program: Human Resources
Agenda Item #:  4  Director: N/A
Subject: 2020 Human Resources Annual Report  Officer: Michael Garcia

Background

The following information has been prepared to provide the Board an overview of Human Resources (HR) 2020 activities in relation to its strategic goals. The HR strategic goals for 2020 were as follows:

A. Employee Relations & Engagement
B. Talent
C. Compensation & Benefits
D. Safety & Workers’ Compensation
E. Training & Development
F. Systems & Data
G. Supplemental – COVID-19 Response

The report closes with an overview of the staff demographics activity for 2021.
Fresno EOC Human Resources Mission:

We are valued partners who model professionalism in a diverse and inclusive environment, empowering and supporting individuals to create innovative solutions.
YEARN IN REVIEW

2020 was an unprecedented year for everyone. The advent of COVID-19 led to many new obstacles for our Agency and the Human Resources (HR) team was able to adapt to the ever-changing environments and laws, while still ensuring that our leadership, management, and staff had the high-level HR support they have come to know and expect. While responding to “the new normal” HR continued to focus on its strategic goals, making progress in most categories, and identifying areas that will continue to improve in 2021.

EMPLOYEE RELATIONS & ENGAGEMENT

The Agency had an overall retention rate of 83.7% slightly above all industries average of 82%.

With 59 promotions Fresno EOC had a promotion rate of 5.1% matching industry average across similar sectors.

Created and initiated a 30-day new hire survey to analyze onboarding process.

TALENT

Avg. Days to Fill Avg. Days to Hire

- 2019: 147 days to fill, 83 days to hire
- 2020: 64 days to fill, 43 days to hire

The recruitment team has been closely monitoring requisition life-cycles and has partnered with programs that are below agency average to continue to identify and eliminate bottlenecks.

There was an 83 day reduction (36.5%) in average days to fill and a 40 day reduction (48.2%) in average days to hire in 2020.

COMPENSATION & BENEFITS

85.7% of benefit eligible staff enrolled in Medical benefits during Open Enrollment

88.9% of benefit eligible staff enrolled in Dental benefits during Open Enrollment

National enrollment average of benefit eligible staff is 78%

2019

Participating in Another Employer Sponsored Plan

4

Participating in Domestic Partner’s Plan

Participating in Parent’s Plan

Participating in State Plan

Chose not to Enroll in Spouse’s Plan

2020

2

11

22

47

40

SYSTEMS & DATA

- Transitioned all staff from old Employee Self-Service system to new ADP solution.
- Created morning announcement videos as a new way to connect with staff who were suddenly working remotely.
- The Agency transitioned to ADP for its Applicant Tracking system in 2021.
- Supervisors began posting requisitions electronically to fill vacancies.
- The efficiency of this system allowed for the elimination of ever-gener positions.
- Created and hosted Virtual Wellness Fair online platform which featured 9 live sessions and 18 on-demand trainings.
- Implemented a more user-friendly electronic Open Enrollment platform in ADP and achieved 100% completion rate.
- Added "Safety is No Accident" section, with number of days without injury information for the Agency, to Pay Day Communique bi-weekly newsletter to promote safety awareness.
- Created one page "cheat sheets" to assist staff with learning ADP navigation.
- Developed ADP requisition training guides for hiring managers.
- Created 17 Open Enrollment assistance videos for staff.

COVID-19 RESPONSE ACTIVITIES

- Properly responded to daily COVID-19 concerns to reduce potential exposures.
- Created electronic daily screener for staff to complete.
- Assisted with placement of staff into alternative jobs due to COVID-19 restrictions.
- Participated in virtual job fairs.
- Conducted a mid-year FSA special open enrollment to allow adjustments to accounts.
- Ensured compliance with all CMS, DOL, and IRS COVID-19 related regulations.
- Conducted 92+ on-site COVID-19 safety compliance site visits.
- Developed COVID-19 Safety Program and return-to-work safety protocols.
- Transitioned training catalog from on-site to remote curriculums.
- Developed COVID-19 return to work-site training video.
**WHO JOINED?**

The average Fresno EOC hire was **35** years old.

**WHO LEFT?**

The average separated Fresno EOC employee was **41** years old with **5 years, 7 months** of service.

**WHO WE ARE**

The average Fresno EOC employee is **45** years old with **10 years, 7 months** of service.

At the end of 2020 Agency staff had a total of **12,018** years of service to our community.
Background

Fresno EOC would like to formally adopt Compensation Philosophy Goals that reflects the mission of the Agency and values our employees.

Compensation Philosophy Goals are formal statements documenting a company’s position about employee compensation. It creates a framework for consistency. Employers use their Compensation Philosophy Goals to attract, retain and motivate employees. It should answer the question “What are we hoping to accomplish with our compensation budget dollars?”

The following are proposed Fresno EOC Compensation Philosophy Goals presented to the HR committee for consideration. These goals provide a high-level view of the Agency’s position in regards to compensation.

Fresno EOC Proposed Compensation Philosophy Goals

1. Ensure and maintain pay equity (internal/external).
2. Affordable and sustainable over time.
3. Attract quality talent with values aligned to the Agency.
4. Recognize high performers by providing growth opportunities.
5. Identify & communicate pay standards for greater consistency and transparency.
6. Support Agency goals and culture.
# HUMAN RESOURCES COMMITTEE MEETING

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## Background

The following information has been prepared for the Human Resources Committee to provide an overview of litigated cases against the Agency for 2020.

The information is broken down into two categories:
- Open/pending cases - DFEH, EEOC Other
- Workers Compensation cases
Open/Pending Cases:

**Program:** Transit Systems
**Job Title:** School Bus Driver
**Type of Claim:** ☑DFEH ☑EEOC ☑Other
**Date Filed:** Original 07/09/2019

**Nature of case:** Harassment/Discrimination/W/C 132a
**Status:** Open – Attorney Bauer assigned and responded on 10/01/2019. Employee voluntarily resigned 07/03/2019. Alleged failure to reasonably accommodate, harassment and discrimination. Later filed for section 132a wrongful termination due to W/C injury and wage and hour claims. Received demand letter for settlement on 03/06/2020. Depositions scheduled for 03/12/21.

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**Workers’ Compensation Legal Summary**

**Litigated Claims**

**Fourth Quarter 2020**

**Transit Systems:**
**Job Title:** Transit Systems Clerk
**Date of Injury:** 03/14/18
**Work Status:** Voluntarily resigned from Agency
**Injury:** Legs, knees, ankles, hands and back.

**Job Title:** FCRTA Driver
**Date of Injury:** 02/21/88, 10/13/15, 10/14/15, 09/10/15, 01/08/16
**Work Status:** Voluntary resigned from Agency. One claim denied.
**Injury:** Cumulative trauma bilateral knee, hand, wrists, fingers, shoulder, neck, back.

**Job Title:** Driver
**Date of Injury:** 03/02/17
Work Status: Out on State Disability
Injury: Head, face, cheek, back, psych, right ear, bilateral arms.

Job Title: School Bus Driver
Date of Injury: 09/17/18
Work Status: Actively working full duty with no work restrictions.
Injury: Left eye.

Job Title: Para-Transit Driver
Date of Injury: 09/17/18
Work Status: Separated unable to accommodate work restrictions.
Injury: Lower back.

Job Title: Para-Transit Driver
Date of Injury: 03/13/18, 06/25/19
Work Status: Actively working full duty with no work restrictions. Claim denied.
Injury: Inhalation of fumes.

**Head Start 0 – 5**
Job Title: Teacher Director IV
Date of Injury: 05/02/16
Work Status: Out on State Disability due to work restrictions, interactive process pending.
Injury: Bilateral wrist/hand contusion, bilateral knee contusion.

Job Title: Home Base Educator
Date of Injury: 02/27/17, 01/01/17, 02/21/16
Work Status: Cases closed
Injury: Cumulative trauma bilateral hands/wrists/arms due to repetitive motion.

Job Title: Family Development Specialist
Date of Injury: 02/08/18
Work Status: Actively working under temporary work restrictions.
Injury: Stress fracture of left hand, right trigger/middle fingers.

Job Title: Family Support Assistant I
Date of Injury: 08/10/18
Work Status: Actively working under temporary work restrictions.
Injury: Left ankle/wrist, right femur/knee.
Job Title: Teacher III  
Date of Injury: 11/27/17  
Work Status: Off on total temporary disability.  
Injury: Right elbow, right upper arm.

Job Title: Teacher I  
Date of Injury: 08/15/18  
Work Status: Actively working with temporary work restrictions.  
Injury: Left wrist.

Job Title: Family Support Assistant I  
Date of Injury: 01/09/2020  
Work Status: Off on temporary total disability, medical treatment continues.  
Injury: Right wrist/hand, right ankle/foot, lumbar spine.

Food Services:  
Job Title: Food Production Worker 1/Driver  
Date of Injury: 02/21/17, 02/21/17, 02/21/16  
Work Status: Separated unable to accommodate work restrictions. Claim three denied.  
Injury: Left knee.

Employment & Training:  
Job Title: Program Supervisor  
Date of Injury: 05/15/17  
Work Status: Actively working under work restrictions.  
Injury: Lower back strain, bilateral knee contusion.

Local Conservation Corps:  
Job Title: Case Manager  
Date of Injury: 07/16/18  
Work Status: Actively working full duty with no work restrictions.  
Injury: Left knee.

Valley Apprenticeship Connection:  
Job Title: Business Services Facilitator  
Date of Injury: 06/24/19  
Work Status: Voluntarily resigned from Agency. Depositions held 10/05/2020.  
Injury: Right knee.