



Andrew L. Lamberto
Director

Mission Statement

The Human Resources Department is committed to providing effective customer service to all departments, employees, and constituents of the County of San Bernardino, through the timely delivery of innovative, quality human resources systems, programs, and services.



GOALS

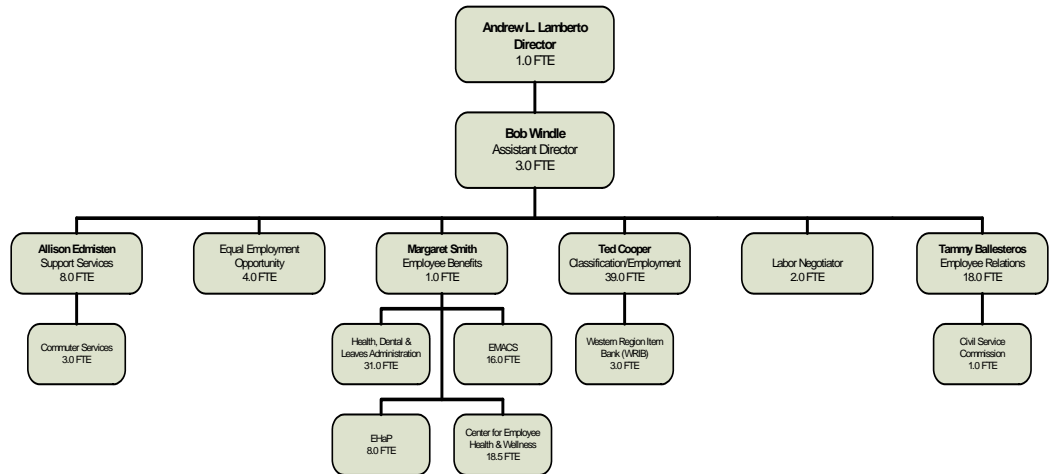
**ATTRACT AND RETAIN
HIGHLY QUALIFIED
STAFF**

**INCREASE AND
IMPROVE DELIVERY OF
HUMAN RESOURCES
SERVICES**



HUMAN RESOURCES

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

The Human Resources Department administers the county's human resources programs. This includes the responsibility for recruitment, employment testing, and certification of eligible candidates; establishment and maintenance of classification and compensation systems and practices; employee relations; employee benefits; systems and program administration for a portion of the Employee Management and Compensation System (EMACS); the Equal Employment Opportunity office; and the Commission on the Status of Women. Human Resources also shares responsibility, through a partnership with Human Services, for countywide organizational and employee development.

In addition, the department is responsible for the management of the Western Region Item Bank (WRIB). This is a cooperative, computer-based test question bank used by public agencies to develop employment tests. Each participating agency pays an annual fee.

The Center for Employee Health and Wellness (CEHW) is part of the Employee Benefits and Services Division. CEHW is responsible for employee and applicant pre-placement and in-service medical examinations, medical records, representing the county in hearings before the Civil Service Commission regarding appeals of medical findings, and advising the county's management on compliance with Occupational Safety and Health Administration (OSHA) regulations and occupational medical problems.

2008-09 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Fund Balance	Staffing
General Fund					
Human Resources	7,311,757	343,750	6,968,007		103.0
The Center for Employee Health and Wellness	1,375,368	1,059,368	316,000		18.5
Unemployment Insurance	4,000,500	-	4,000,500		-
Total General Fund	12,687,625	1,403,118	11,284,507		121.5
Special Revenue Funds					
Commuter Services	1,218,927	548,000		670,927	3.0
Employee Benefits and Services	3,890,523	2,684,008		1,206,515	32.0
Total Special Revenue Funds	5,109,450	3,232,008		1,877,442	35.0
Total - All Funds	17,797,075	4,635,126	11,284,507	1,877,442	156.5

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: ASSIST COUNTY DEPARTMENTS IN ATTRACTING AND RETAINING HIGHLY QUALIFIED STAFF.

Objective A: Through partnerships with several county departments, implement and expand the marketing plan to promote the county as an "Employer of Choice".

Objective B: Fully integrate NEOGOV into the county certification and selection processes.

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
1A. Percentage increase of contacts made due to the marketing efforts of the department (15,000 contacts in 2006-07).	N/A	30% (19,485)	5% (20,459)	5% (20,459)	8% (22,096)
1B. Percentage increase of departments using NEOGOV for the entire certification process.	N/A	N/A	5%	5%	12% (5 Depts.)

Status

The department realizes that the competition to recruit and hire qualified applicants continues to increase even as the number of available positions has steadily declined. However, the total number of available applicants competing for positions in all fields is increasing. Human Resources will continue to seek and contact the best qualified applicants at schools/universities, job fairs, and other functions.

The department has also implemented a new applicant tracking system (NEGOV). This system has significantly improved the application process for potential employees, and Human Resources will continue to focus on utilizing additional system features in the upcoming year. Last year, the certification and selection process used both the EMACS system, as well as NEOGOV. Now, the certification and referral process is accomplished through NEOGOV. The department intends to fully integrate the system to consolidate the certification, referral, and selection processes. An internal and external pilot project is in the planning stages and will include three departments. Upon completion of the pilot project, a comparative process review will be conducted to determine the feasibility of expanding the certification process to include the creation of personnel requisitions in NEOGOV.

In 2008-09, one of the department's objectives was to expand participation in the Retirement Medical Trust (RMT) fund by 25%. Participation will greatly increase this year as a result of recent Memorandum of Understanding (MOU) negotiations, which include the RMT as a component. Most of these negotiations are complete or in the final stages so this objective will be met, and removed for the upcoming fiscal year.

The department received one-time general fund financing in 2006-07 to develop and implement a marketing plan to promote the county as an "Employer of Choice." The remaining funds were used to redesign the Human Resources website. This redesign is now complete and in the final stages of review before it will be moved into production. The last phase includes proofing, testing, and editing of the content, links, and other features including coordination with NEOGOV, the online application management system. The website will be available to the public in 2009.

2007-08 ACCOMPLISHMENTS

- ❖ *Opened Center for Employee Health & Wellness satellite clinic in Victorville.*
- ❖ *Implemented Wellness 360, a free health management tool available to employees that provides online tools to promote fitness, nutrition, and medical record portability.*
- ❖ *Conducted First Annual Retiree Health Fair to all retired County employees and provided a free panel of confidential health screenings.*
- ❖ *Established an on-site career counseling program with California State University – San Bernardino that allows students to access appointments with employment analysts to discuss career options, job opportunities, academic preparation, and application processes.*



GOAL 2: INCREASE AND IMPROVE DELIVERY OF HUMAN RESOURCES SERVICES TO CUSTOMERS.

Objective A: Expand participation in the "My Health Matters!" initiative through the on-line "Steps to Success" walking program.

Objective B: Create a centralized repository for employee permanent personnel records through the 201 File Project.

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
2A. Percentage of county employees registered in the "Steps to Success" program. (16,000 employees in 2008-09)	N/A	N/A	N/A	N/A	10% (1,600)
2B. Percentage of county departments accessing 201 files via computer.	N/A	N/A	50% (20)	50% (20)	50% (20)

Status

As part of the ongoing "My Health Matters!" initiative, originally developed in August 2007, the Wellness and Cost Containment Strategy Committee has developed a new online walking program entitled, "Steps to Success". This program is available to all county employees and their families effective January 2009. "Steps to Success" is an interactive and exciting tool that motivates employees to become more active, manage weight and live a healthy lifestyle. A key component to this program is that all forms of exercise can be converted into steps thus allowing employees to focus their attention on all forms of exercise both on and off the job. Employees will log in and track their daily activities, monitor their Body Mass Index (BMI), and participate in virtual team activity challenges. This program has been developed without extensive investment and will require limited administrative workload. By continually encouraging employees to live healthy life styles, it is anticipated that the end result will allow Employee Benefits and Services to make every effort to reduce benefit premium costs through negotiation for both active and retired employees.

Also, as part of the "My Health Matters!" initiative, last year the department had a performance measure tied to the completion rate for the Health Risk Assessment (HRA). In 2007-08, the actual completion rate was 15%, meeting the target. In 2008-09, the target was 20%, and the department estimates it will again meet the goal. This measure has been removed for 2009-10, due to the implementation of the "Steps to Success" program.

Last year, the department also rolled out the Wellness360 portable medical records storage program. This program offers the availability for county employees and retirees to store all of their medical history electronically, and access the information via the internet, whether or not the employee or retiree is enrolled in county benefit plans. Because of the department's increased focus on the "Steps to Success" program, the objective related to wellness360 has been deleted; however, Human Resources will continue to offer the Wellness360 program to employees and retirees.

The 201 file project will create a centralized repository for employee's permanent personnel files, reducing storage, and eliminating confidential department personnel files. These files will be accessible via the intranet, allowing authorized personnel to view information from their computer.

In 2008-09, the department met its objective to increase accessibility to services provided by the Center for Employee Health and Wellness to meet the needs of the county's workforce in the High Desert. The High Desert clinic opened in January of 2008, and allows employees who live and/or work in the Victor Valley area to utilize the new location rather than drive to Colton to complete necessary procedures. This improves accessibility and provides a time savings for both the county and the employee.

In 2006-07, Human Resources received one-time general fund financing to develop and implement a plan to market the benefits of WRIB memberships to public agencies. Remaining funding was carried over into 2007-08 and 2008-09 to complete this effort. The WRIB logo was redesigned and new marketing materials were ordered for future conferences and trainings. WRIB staff attended CALPELRA (California Public Employers Labor Relations Association) as a vendor in 2007, and was sponsored by the Personnel Testing Council (PTC) of Arizona to conduct training in Phoenix, Arizona.

In addition, equipment was purchased for the purpose of developing low-cost marketing strategies. Through the use of technology, WRIB is focusing on targeting both potential and existing customers (retention). The following projects are currently underway:

- Video tutorials of the product (DVD).
- Database of potential contacts from organizations and jurisdictions.
- E-mail campaigns and solicitation.
- Evaluation of WRIB website and forums.
- Item review and clean-up of 58,000 test bank questions.



Applicants receive excellent customer service from Employment Division Staff.



The Employee Benefits and Services Division management team discusses Strategies and initiatives for the New Year.

2009-10 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2009-10.

2009-10 PROPOSED FEE ADJUSTMENTS

DESCRIPTION OF FEE REQUEST

The department will propose various fee adjustments for the CEHW, as all fees are reviewed on an annual basis to ensure adequate cost recovery.

SERVICE IMPACTS

Through necessary fee adjustments, the department will be able to recover actual costs and maintain current levels of service.

If there are questions about this business plan, please contact Andrew L. Lamberto, Director, at (909) 387-5570.