

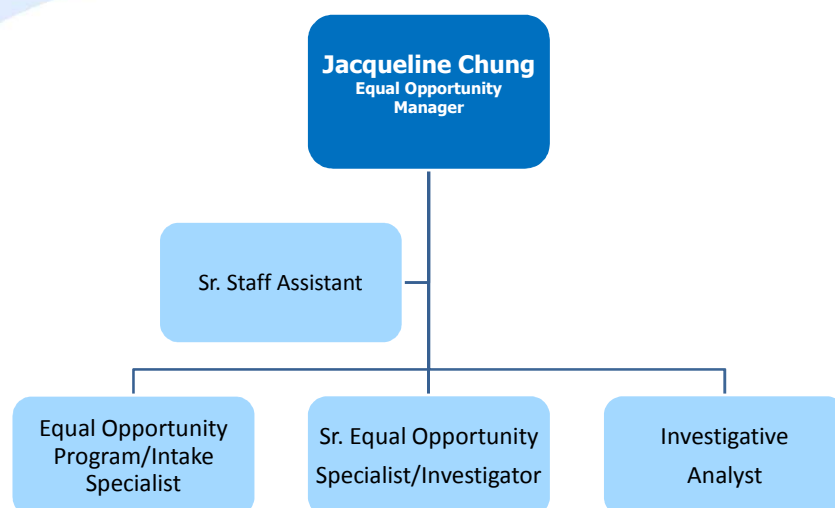


Our Purpose

To provide proactive guidance and services to County departments and employees in the areas of Equal Opportunity, Human Resources, and Organizational Development & Training, and to promote a diverse, inclusive and respectful environment for employees and citizens.

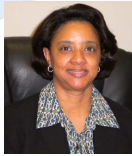


Equal Opportunity





Equal Opportunity



Jacqueline Chung
EO Manager

- Ensure equal opportunity and equal access to County employment, programs, services and facilities.
- Administer Human Rights and Wage Recovery ordinances.
- Investigate complaints of discrimination, harassment, wage theft or accessibility concerns.



Equal Opportunity

- Conduct special recruitment effort to increase the diversity of the applicant pool/diversity of the County workforce
- Monitor hiring and selection process, and organizational compliance with equal opportunity laws
- Conduct public education and outreach on equal opportunity laws



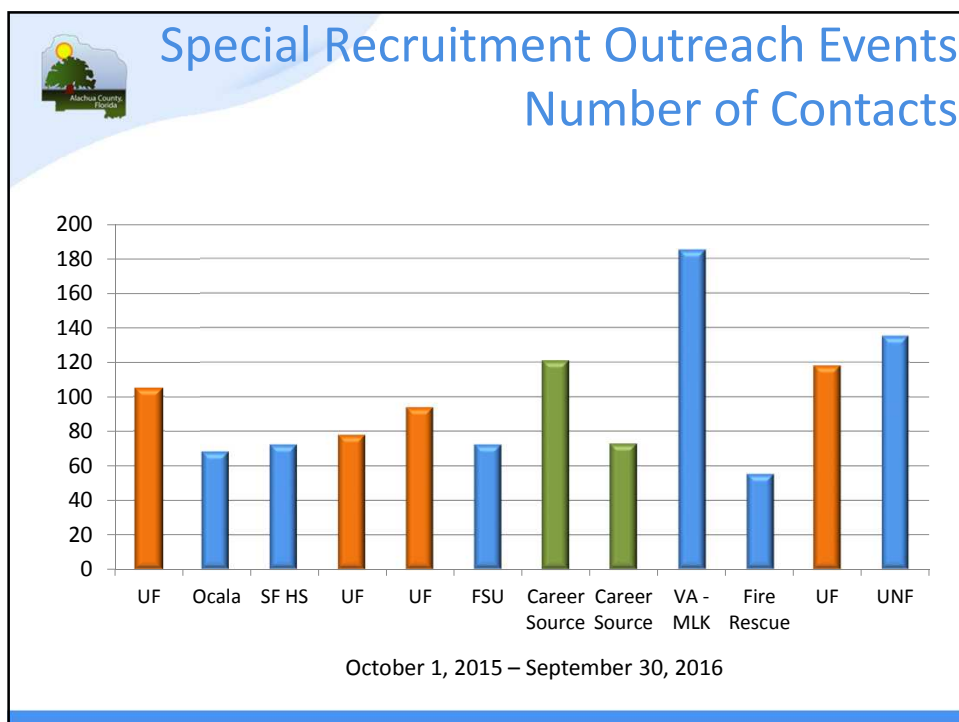
FY16 - Complaint Activity

*Intakes:	Employment	Housing	Public Accommodations	Public Services	Small Business	Wage Theft
Total: 178	70	2	9	3	0	94
Complaints:	8	0	0	0	0	42
Referrals:	2	0	0	0	0	7



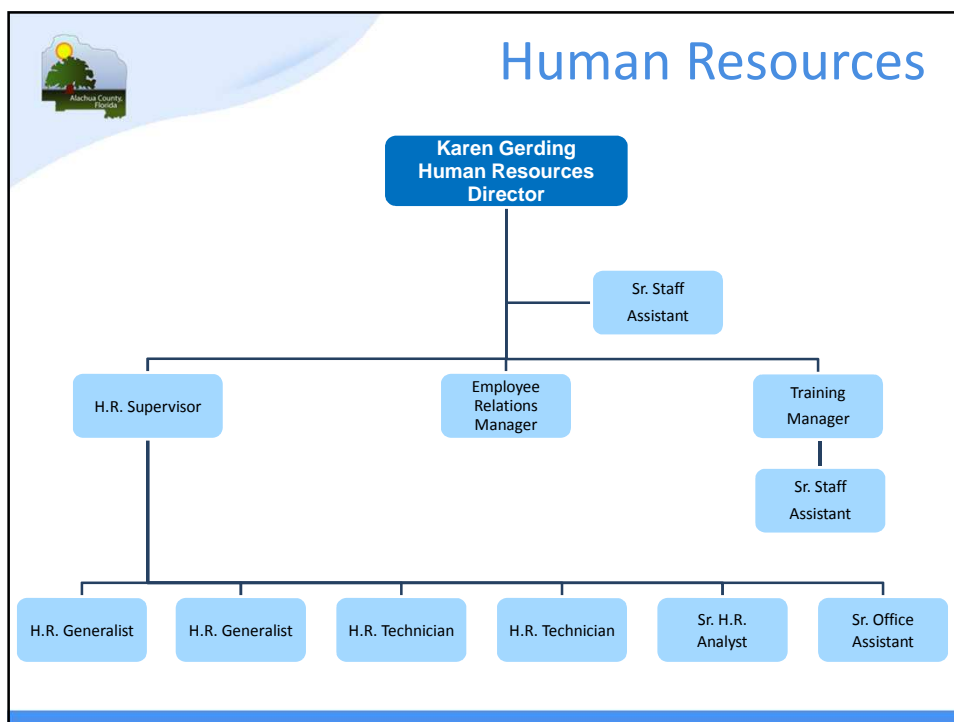
FY16 – Wage Theft Complaints

Intakes	Formal Claims	Informal Claims	Claims Settled & Closed	Claims Settled (Payment Plan)	Claims Active	Claims Closed (Other)	Amount Claimed
94	20	22	28	2	7	5	\$31,643.62
Totals	Claims 42		Settlements 28		% of Claims Settled 67%		Recovered \$20,082.82



Accessibility of Programs & Services

- County Commission meetings closed captioned
- Written materials provided in alternate format upon request (e.g., large font, Braille, etc.)
- Sign-language interpreter services provided
- Language translation services provided
- 711 Florida Relay for TDD users promoted
- Reasonable Accommodations provided to applicants/employees with disabilities
- Citizen Advisory Committee reviews accessibility of County programs, services and facilities



Human Resources

Karen Gerding
HR Director

- Recruitment
- Hiring Process Oversight, including Veterans' Preference
- Classification and Compensation
- Compliance Oversight of:
 - Family and Medical Leave Act (FMLA)
 - Fair Labor Standards Act (FLSA)
- Negotiate and administer Collective Bargaining Agreements
 - BoCC: 3
 - ACLD: 1
- Administration of County-wide employee programs
- Administration of employee payroll system



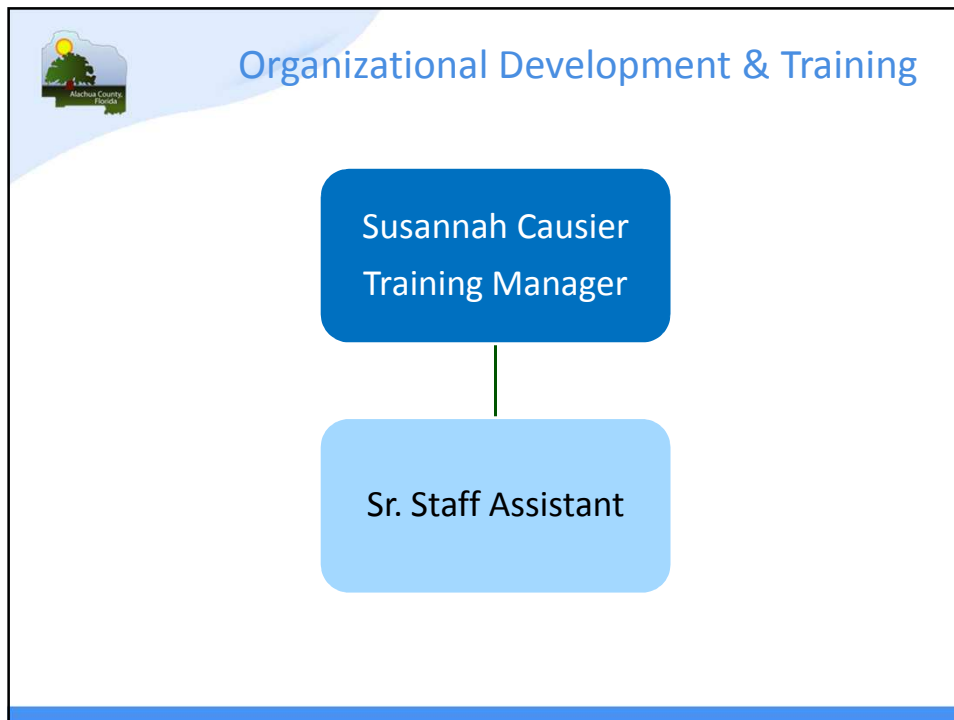
Human Resources

- HR staff processed 9,064 applications to fill approximately 173 positions in FY16.
- Processed 29 public records requests
- Reviewed and processed 29 classification specification requests
- Achieved 96% customer satisfaction rate




Human Resources

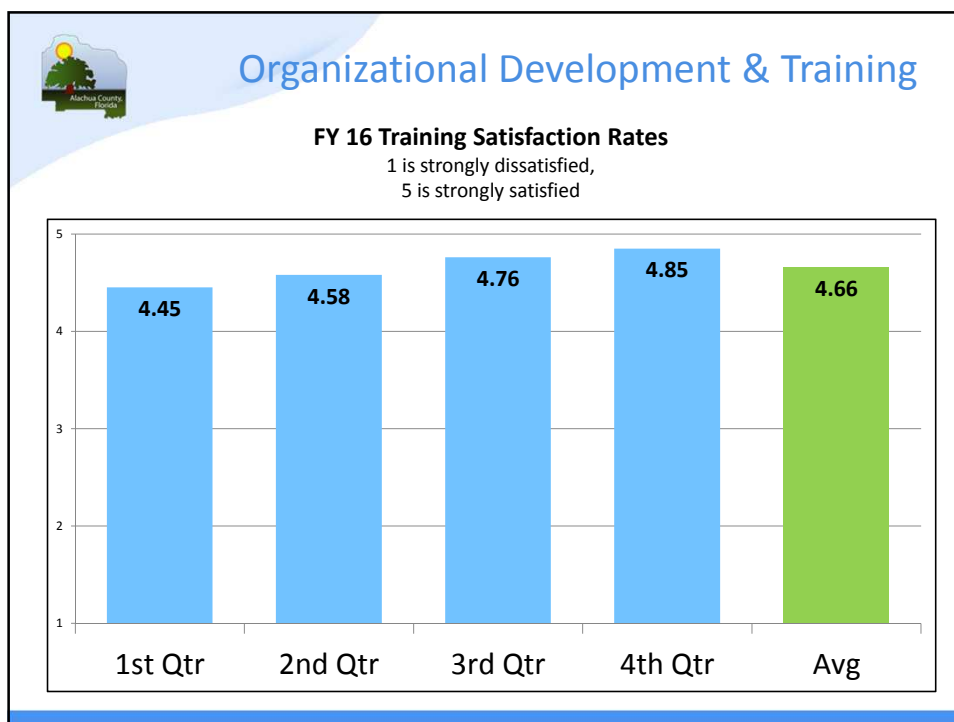
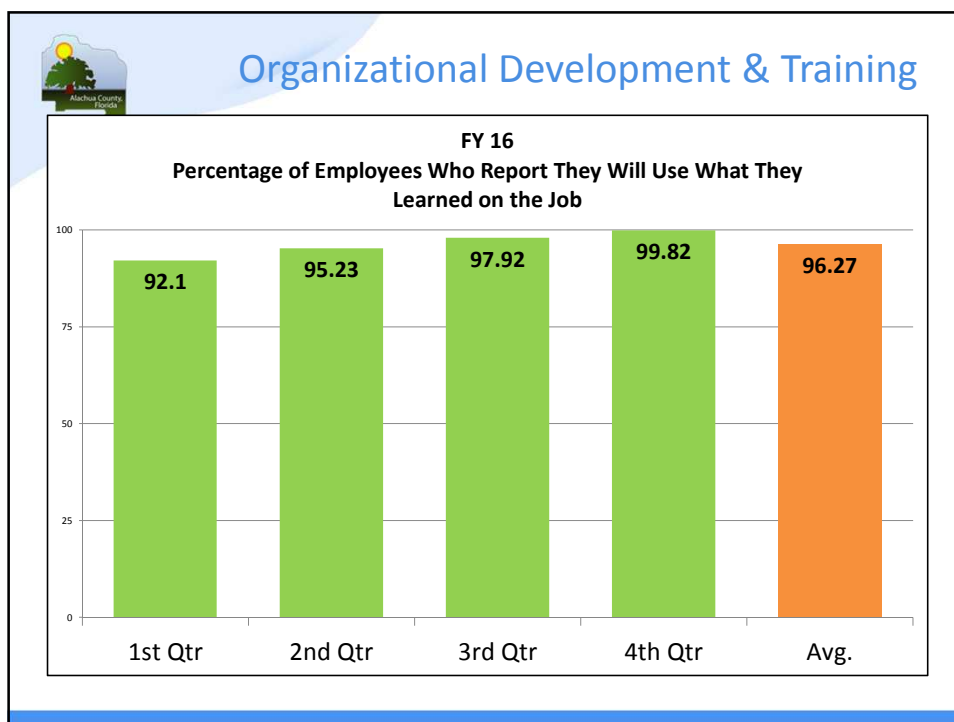
- Work with departments to recruit and retain quality employees.
 - The HR Office processed over 12,425 applications to fill approximately 164 positions in FY16.
- Recognized over 200 employees at monthly BoCC meetings and at the annual employee awards ceremony.
- Provide E-government access for citizens to apply for employment opportunities.



Organizational Development & Training


Susannah Causier
 Training Manager

- Provide training for County staff in departmental or multi-disciplinary group settings
- Conduct annual Management Academy with a focus on learning, understanding and applying best management practices
- Work closely with departments in areas of team-building, MBTI™, conflict resolution, communication, or department-specific training programs, etc.
- Generated \$1850 in FY16 from class fees for non-BOCC employees.
 - Total of \$20,090 revenue generated FY10-16





Thank you.

Questions?