

**MEMORANDUM**

3/19/2012

TO: Joe Adler, Director, Office of Human Resources  
Patrick Lacefield, Director, Office of Public Information  
FROM: Chris Cihlar, CountyStat Manager  
SUBJECT: OHR Performance Review

**The following items were identified for follow-up during the 3/9/2012 CountyStat meeting:**

OHR will review the top 10 MC311 service requests to devise list of recommendations to change business process to reduce closure time.

Responsible parties: OHR  
Other parties involved: none  
Deadline: 9/9/2012

OHR will meet with MC311 to review service level agreements to better reflect business process.

Responsible parties: OHR  
Other parties involved: PIO  
Deadline: 9/9/2012

OHR will review its website for design and wording improvements and better searching capability.

Responsible parties: OHR  
Other parties involved: none  
Deadline: 9/9/2012

OHR will determine the legality of only offering own standardized verification of employment form.

Responsible parties: OHR  
Other parties involved: none  
Deadline: 6/9/2012

OHR will provide what percent of FY11 and FY12 grievances were due to job reclassifications.

Responsible parties: OHR  
Other parties involved: none  
Deadline: 6/9/2012

OHR will send CAO and ACAO the following about FY11 MCFRS retirees: Totals retirees; those retiring in the DROP vs. on disability; percentages of both categories

Responsible parties: OHR  
Other parties involved: none  
Deadline: 6/9/2012

OHR will review grievances that resulted in termination of employment for probationary employees to analyze if improvement in the recruitment and hiring can be found.

Responsible parties: OHR  
Other parties involved: none  
Deadline: 9/9/2012

cc: Timothy Firestine, Chief Administrative Officer  
Fariba Kassiri, Assistant Chief Administrative Officer