

MEMORANDUM

6/27/2014

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

The following items were identified for follow-up during the 6/23/2014 CountyStat Meeting:

1. OHR will engage CountyStat to drill down further into the data within Oracle to assist the department in strategic planning
Responsible parties: OHR
Other parties: CountyStat
Deadline: 12/31/2014
2. Pilot a system to remind resume raters of what needs to be done at specific intervals, and explore any possible incentives for raters that could accelerate the process
Responsible parties: OHR
Other parties: none
Deadline: 12/31/2014
3. Identify which departments are moving through the selection and hiring process most efficiently and see what practices are transferrable to other departments
Responsible parties: OHR
Other parties: CountyStat
Deadline: 12/31/2014
4. Devise a list of regulations that, if changed, could improve and/or accelerate the hiring process
Responsible parties: OHR
Other parties: none
Deadline: 12/31/2014
5. Research if there is any available data in addition to what's been viewed that can refine the analysis of time needed to complete each step of the hiring process
Responsible parties: CountyStat
Other parties: OHR
Deadline: 12/31/2014

6. Identify the MC311 Solution Areas that are still generating OHR-related calls to MC311 but reflect information that is readily available online; how can people more easily find what they're looking for on our website and reduce call volume?

Responsible parties: OHR
Other parties: PIO
Deadline: 12/31/2014

7. OHR will work with MC311 to adjust SLAs as needed, train managers to identify open and overdue Service Requests, and designate two centralized individuals to proactively check Siebel on a regular basis

Responsible parties: OHR
Other parties: PIO
Deadline: 9/30/2014

8. Develop performance measures for the Wellness program

Responsible parties: CountyStat
Other parties: OHR
Deadline: 9/30/2014

9. Develop a formal, longer-term plan to ensure that the County is prepared for what could be a substantial increase in retirements in the coming years

Responsible parties: OHR
Other parties: none
Deadline: 6/30/2015

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