



CIVIL SERVICE COMMISSION

JEFFREY IIDA, CHAIR
AIMEE LORENZO, VICE CHAIR

ROBERT CROWELL, COMMISSIONER
BEVERLY GOTELLI, COMMISSIONER
PIIKEA KEYES-SAIKI, COMMISSIONER
SHELLEY KONISHI, COMMISSIONER
LAUREN O'LEARY, COMMISSIONER

Meetings of the Civil Service Commission will be conducted as follows until further notice:

- Meetings will be publicly noticed pursuant to HRS Chapter 92.
- Minutes of the meeting will be completed pursuant to HRS Chapter 92 and posted to the Commission's website upon completion and approval.

Public Comments and Testimony:

- **Written testimony** will be accepted for any agenda item herein.
 - Written testimony indicating your 1) name, and if applicable, your position/title and organization you are representing, 2) the agenda item that you are providing comment on, and 3) contact information (telephone number and email address), may be submitted to adavis@kauai.gov or mailed to the Civil Service Commission, c/o Office of Boards and Commission, 4444 Rice Street, Suite 300, Lihue, Hawaii 96766.
 - Written testimony received by the Civil Service Commission at least 24 hours prior to the meeting will be distributed to all Civil Service Commissioners prior to the meeting.
 - Any testimony received after this time and up to the start of the meeting will be summarized by the Clerk of the Board during the meeting and added to the record thereafter.
 - Any late testimony received will be distributed to the to the commissioners after the meeting is concluded.
- **Oral testimony** will be taken during the public testimony portion of the meeting in-person at the public meeting.
 - It is recommended that anyone interested in providing oral testimony register at least 24 hours prior to the meeting by emailing adavis@kauai.gov or calling (808) 241-4917. Any request to register shall include your 1) name, and if applicable, your position/title and organization you are representing, and 2) the agenda item that you are providing comment on, and 3) contact information (telephone number and email address).
 - Per the Civil Service Commission and Chairs practice, there is a three-minute time limit per testifier per agenda item.
 - Individuals who have not registered to provide testimony will be given an opportunity to speak on an agenda item following the registered speaker.

SPECIAL ASSISTANCE

IF YOU NEED AN AUXILIARY AID/SERVICE, OTHER ACCOMMODATION DUE TO A DISABILITY, OR AN INTERPRETER FOR NON-ENGLISH SPEAKING PERSONS PLEASE CONTACT THE OFFICE OF BOARDS AND COMMISSIONS AT (808) 241-4917 OR ADAVIS@KAUAI.GOV AS SOON AS POSSIBLE. REQUESTS MADE AS EARLY AS POSSIBLE WILL ALLOW ADEQUATE TIME TO FULFILL YOUR REQUEST. UPON REQUEST, THIS NOTICE IS AVAILABLE IN ALTERNATIVE FORMATS SUCH AS LARGE PRINT, BRAILLE, OR ELECTRONIC COPY.

COUNTY OF KAUA'I CIVIL SERVICE COMMISSION

MEETING NOTICE AND AGENDA

Tuesday, May 7, 2024

3:00 p.m. or shortly thereafter

Piikoi Building, Boards and Commissions Conference Room

4444 Rice Street, Suite 300, Līhu'e, HI 96766

CALL TO ORDER IN OPEN SESSION (Open to the Public)

ROLL CALL

APPROVAL OF AGENDA

PUBLIC COMMENTS AND TESTIMONY

Individuals may orally testify on any agenda item at this time or wait for the agenda item.

APPROVAL OF MEETING MINUTES

a) Open Session Minutes of April 2, 2024

DIRECTOR OF HUMAN RESOURCES REPORT

CSC 2024-10 March/April 2024 period, May 7, 2024 Meeting

Monthly Report

- Goal 1 – Policies-New or Revised
- Goal 2 – Workday and HRMS Project
- Goal 3 – Training Priorities
- Goal 4 – Employee Complaints, Grievances and Grievance Arbitration Hearings
- Goal 5 – Recruitment and Retention
- Miscellaneous
- Monthly Report from HR Division/Sections
 - Administrative Services and Benefits
 - Employee Development and Health Services
 - HR Manager, Classification and Pay and Labor Relations
 - Recruitment and Exam
 - Payroll
 - a. EEO/ADA

BUSINESS

CSC 2024-11 Director of Human Resources Goals and Objectives for period July 1, 2023 to June 30, 2024. (on-going)

- a) Review updated report with 04/02/24 status information.
- b) Discussion and possible decision-making on other related matters.

EXECUTIVE SESSION.

Pursuant to Hawaii Revised Statutes §92-4, the commission may hold executive meetings closed to the public upon an affirmative vote, taken at an open meeting, of two-thirds of the members present; provided the affirmative vote constitutes a majority of the members to which the board is entitled. Any meeting closed to the public shall be limited to matters exempted by section 92-5. The reason for holding such a meeting shall be publicly announced and the vote of each member on the question of holding a meeting closed to the public shall be recorded and entered into the minutes of the meeting. Pursuant to Hawaii Revised Statutes §92-7(d), after posting of the commission meeting agenda the commission may add an item to the agenda, including an executive meeting closed to the public, by an affirmative two-thirds recorded vote of all members to which the board is entitled; provided that no item shall be added to the agenda if it is of reasonably major importance and action thereon by the board will affect a significant number of persons. Items of reasonably major importance not decided at a scheduled meeting shall be considered only at a meeting continued to a reasonable day and time.

ANNOUNCEMENTS:

Next Scheduled Meeting: Tuesday, June 4, 2024 – 3:00 p.m.

ADJOURNMENT

cc: Deputy County Attorney Mark Ishmael
cc: Director of Human Resources Annette Anderson

COUNTY OF KAUAI
Minutes of Meeting
OPEN SESSION

DRAFT To Be Approved

Board/Commission:	CIVIL SERVICE COMMISSION	Meeting Date:	April 2, 2024	
Location	Boards and Commissions Conference Room	Start of Meeting:	3:00 p.m.	End of Meeting: 3:37 p.m.
Present	Vice Chair Aimee Lorenzo. Commissioners: Robert Crowell, Beverly Gotelli, Piikea Keyes-Saiki, and Shelley Konishi. Deputy County Attorney Mark Ishmael (<i>Microsoft Teams</i>). Director Human Resources Annette Anderson. Office of Boards and Commissions Staff: Administrator Ellen Ching and Administrative Specialist Anela Davis.			
Excused	Chair Jeffrey Iida, Commissioner Lauren O’Leary			
Absent				

SUBJECT	DISCUSSION	ACTION
Call To Order Roll Call	Chair Pro Tem Lorenzo called the Open Session meeting to order at 3:00 p.m. and requested a roll call. Administrative Specialist Anela Davis verified attendance: Commissioner Crowell replied present. Commissioner Gotelli replied present. Commissioner Keyes-Saiki replied present. Commissioner Konishi replied present. Commissioner O’Leary was excused. Vice Chair/Chair Pro Tem Lorenzo replied present. Chair Iida was excused.	Quorum was established with five commissioners present.
Approval of Agenda	Administrative Specialist Anela Davis noted a correction to Business Item CSC 2024-09 a) should read Review updated report with 03/05/24 status information.	Ms. Gotelli moved to approve as amended the April 2, 2024, agenda. Mr. Crowell seconded the motion. Motion carried 5:0.
Public Comments and Testimony	Administrator Ellen Ching reported no one from the public in the audience so they did not need to ask for public comments or testimony after each agenda item.	
Approval of Meeting Minutes	a) Open Session Minutes of March 5, 2024.	Ms. Keyes-Saiki moved to approve the open session minutes of March 5, 2024, as circulated. Ms. Gotelli seconded the motion. Motion carried 5:0.

SUBJECT	DISCUSSION	ACTION
<p>Director of Human Resources Report</p>	<p><u>CSC 2024-08 February/March 2024 period, April 2, 2024 Meeting</u></p> <p>Quarterly Report</p> <ul style="list-style-type: none"> • Goal 1 – Policies-New or Revised • Goal 3 – Training Priorities • Goal 4 – Employee Complaints Grievances and Grievance Arbitration Hearings • Goal 5 – Recruitment and Retention <p>Monthly Report</p> <ul style="list-style-type: none"> • Goal 2 – Workday and HRMS Project • Monthly Report from HR Divisions/Sections <ul style="list-style-type: none"> • Administrative Services and Benefits • Employee Development and Health Services • HR Manager, Classification and Pay and Labor Relations • Recruitment and Exam • Payroll <ul style="list-style-type: none"> a. EEO/ADA <p>Director of Human Resources Annette Anderson briefed the commission on the February 2024/March 2024 period, April 2, 2024 report. (<i>Report on file</i>)</p> <p>Commissioners congratulated HRD Anderson with hiring of new EEO/ADA investigator to start May 1, 2024.</p> <p>Ms. Saiki asked if she is on-island and HRD Anderson responded that she stayed on island until she got a job but is from an eastern state. She does have a place to stay which has been a concern with other HR position hirings.</p> <p>Chair Pro Tem Lorenzo noted that there has been a significant decrease in numbers of grievances in the last few years. HRD Anderson agreed and thinks it may be because one of the unions had a number of new agents that were filing grievances that were never pursued to show they knew how to file a grievance, and this may be part of the reason numbers have gone down.</p>	<p>Ms. Gotelli moved to receive the CSC 2024-08 Director’s report. Ms. Keyes-Saiki seconded the motion. Motion carried 5:0.</p>

SUBJECT	DISCUSSION	ACTION
	With no further questions from the commission, Chair Pro Tem Lorenzo moved on to the next agenda item.	
Business	<p><u>CSC 2024-09</u> Director of Human Resources Goals and Objectives for period July 1, 2023 to June 30, 2024. (on-going)</p> <p>a) Review updated report with 03/05/24 status information. b) Discussion and possible decision-making on other related matters.</p>	<p>Ms. Gotelli moved to accept CSC 2024-09 the DHR Goals and Objectives for the period of July 1, 2023-June 30, 2024. Ms. Keyes-Saiki seconded the motion. Motion carried 5:0.</p>
Announcements	Next Meeting: Tuesday, May 7, 2024 – 3:00 p.m., in the Boards and Commissions Conference Room, Piikoi Building, 4444 Rice Street, Suite 300, Līhu‘e, HI 96766	
Adjournment		With no objections from the commission Chair Pro Tem Lorenzo adjourned the meeting at 3:18 p.m.

Submitted by: _____
 Anela Davis, Administrative Specialist

Reviewed and Approved by: _____
 Aimee Lorenzo, Chair Pro Tem

- () Approved as circulated.
- () Approved with amendments.

**DEPARTMENT OF HUMAN RESOURCES
DIRECTOR'S REPORT
TO THE
CIVIL SERVICE COMMISSION**

**May 7, 2024 Meeting
Report Covering March/April 2024**

Goal 1--Policies—New or Revised

- Access to DMV Mainframe has been established and job application has been updated to allow for applicants to consent to allow HR to access their driver's license on the DMV Mainframe. As such, internal policy was discussed and now moving towards finalizing it for efficient workflow from Recruitment to Transactions/Payroll staff to request license verification.

[Goal 1, Objectives G1A., G1B., & G1.D, Success Measurements 1, 2, & 4.]

Goal 2--Workday and HRMS Project

- Accenture contract amendment fully executed for Workday Recruitment and Talent modules.
- Kickoff meeting with Accenture, HR and IT occurred to begin the first phase of planning for implementation.
- HR and IT will be working on extracting data for the existing Neogov system since Workday will eventually replace it.
- Presented to Council proposed CIP budget to fund additional vendor support for improving Workday and implementing the two new modules.

[Goal 2, Objectives G2A, G2B, G2C, G2D, Success Measurements 1, 2.]

Goal 3--Training Priorities

- Payroll staff have attended weekly webinar trainings from vendors where HR has purchased annual training passes.
- Payroll staff training managers in the transportation agency on specific issues regarding Workday and work schedules; also training support staff on auditing transactions in Workday.
- The seven (7)-week "The Five Seeds of Effective Leadership" training conducted by Glenn Furuya of Leadership Works was completed with the last session held on April 8, 2024. Evaluations from attendees were extremely positive.

[Goal 3, Objectives G3A., G3B., Success Measurements 1, 2, & 3.]

Goal 4--Employee Complaints, Grievances and Grievance Arbitration Hearings

- One Internal Complaint received from outside applicant; failed to provide proof of college degree until submission of the appeal. Appeal denied.
- Internal Complaints by two employees alleging retaliation by department head.

[Goal 4, Objective G4A. Success Measurements 4.]

Goal 5--Recruitment and Retention

- Recruitment staff met with mayor's office staff and Kauai Police Department (KPD) to discuss options to assure adequate coverage for Emergency Services Dispatcher services.
- Working with the Kauai Fire Department to establish a supplemental agreement for 4-10 schedules for all Ocean Safety Officers to establish a "Dawn to Dusk" program whereby the beach towers will have extended coverage.
- Continue to work with the KPD to revise their promotional policy.
- Fluctuations in the vacancy rate continue to occur monthly. Although the last report reflected a 0.7% decrease this month's report reflects a 0.2% increase.
- An informational table was set up at Kauai Community College during two different weeks-the first week to specifically attract interns for our summer hire program and the second week to promote all County jobs.
- In looking at different ways to recruit for vacant positions, a recruitment table was set up at the Pickleball Association of Kauai member appreciation day at Kalena Park.
- As part of the mayor's budget submittal, the Mayor is proposing to offer free medical (HMSA PPO 75/25 and Kaiser Standard plans), dental and vision coverage for all employees and new hires. This is part of a multi-pronged strategy to increase take home pay for current employees as well as a recruitment strategy to attract new hires.

[Goal 5, Objectives G5A. & G5B., Success Measurement 1.]

Miscellaneous

HR Director, two safety and security specialists, and two recruitment leads visited the Hanalei Public Works Baseyard, the Hanalei Transfer Station, the Kapaa Parks Baseyard, and the Lihue Transfer Station. The purpose of the visits was to: 1) verify appropriate safety measures were in place for the equipment and vehicles; 2) verify required driver's licenses; 3) address questions regarding the mayor's proposals for 100% employer paid premiums for the HMSA PPO 75/25 and Kaiser Standard Plans, plus vision and dental; and, 4) address any concerns that employees wished to share with HR.

Monthly Report from HR Divisions/Sections

Administrative Services and Benefits

- Provided guidance to departments on various personnel issues, including internal investigations, disciplinary actions, performance reviews and improvement plans, employee assistance program (EAP), conflict/complaints, attendance/leave, benefits, ADA accommodations, personnel transactions, etc.
- EUTF Open Enrollment for the benefits plan year July 1, 2024 – June 30, 2025 began on April 1, 2024 and will end on April 30, 2024. Health insurance plan changes made during this Open Enrollment period will be effective July 1, 2024.
- New Hires:
 - 1 Commission Support Clerk (exempt)
 - 1 Contracts Specialist
 - 1 DMV Service Representative I
 - 2 Ocean Safety Officer (exempt)
 - 1 Van Driver (exempt)
- Exit Interviews (Retirees): 1 of 1
- TDI Applications: None
- Family Leave: 4 approved
- Leave Sharing: None
- Reference Checks: 10
- Employment Verifications: 19

Employee Development and Health Services

- Provided guidance to department supervisors and employees on various safety-related issues and concerns including drug/alcohol abuse and testing.
- Six (6) new workers' compensation claims were filed this month.
- First Aid Training – Training for additional Department of Water employees
- Safety Training – Bloodborne Pathogens training for new hires
- Equipment/Driver Training: CDL Behind-the-wheel Training (76 hrs. dedicated to CDL training)
 - Backhoe
 - Bushwhacker
 - Forklift
 - Tractor Mower

HR Manager, Classification and Pay and Labor Relations

- Reallocations Processed:
 - Aging & Disability Services Technician to Program Coordinator
 - Assistant Chief of Police to Police Captain
 - Building Permit Clerk I to Building Permit Clerk II
 - Chief Examiner and Motor Vehicle Inspector to Driver License Examiner I
 - Construction Inspector III to Solid Waste Working Supervisor
 - Departmental Contracts Officer to Contracts Specialist
 - Electronics Tradesperson to Water Plant Operator
 - Emergency Services Dispatcher II to Emergency Services Dispatcher I

Legal Clerk I to Legal Clerk II
 Ocean Safety Officer I to Ocean Safety Officer II
 Police Officer I to Police Services Officer
 Police Officer II to Assistant Chief of Police
 Police Services Officer to Police Officer I
 Procurement Clerk III to Procurement Technician I
 Public Safety Worker I to Detention Facility Worker
 Re-Entry Director to Re-Entry Program Administrator
 Tax Clerk to Account Clerk
 Utility Worker to Water Meter Mechanic Helper

- Desk Audits: None
- New Classes Adopted: None
- Administrative Reviews: None
- Class Amendments Completed: Account Clerk
 Accounting Technician
 Senior Account Clerk

Recruitment and Exam

- Participated in the Kapaa Middle School career awareness day
- Recruitment for the Summer hires—i.e., Summer Fun, Golf, and Internship Programs have started
- Completed Countywide job search for workers’ compensation Return to Work Program applicant
- Recruitment: Account Clerk
 Assistant Water Plant Operator
 Bus Driver (Substitute) (Exempt)
 CIP Coordinator (Exempt)
 Commission Support Clerk (Exempt)
 Division of Motor Vehicle Service Representative III
 Equipment Operator I
 Equipment Operator III
 Highway Construction and Maintenance Supervisor
 Human Resources Clerk
 Investigator (Exempt)
 Ocean Safety Officer III
 Ocean Safety Officer IV
 OSB Administrative Coordinator (Exempt)
 Solid Waste Working Supervisor
 Traffic Signs and Markings Supervisor II
 Utility Worker (Exempt)
 Van Driver (Substitute) (Exempt)
 Wastewater Plant Operations and Maintenance Supervisor
 Water Meter Mechanic Helper
 Water Plant Operator
- Lists Referred to Departments: Accountant Trainee
 Accounting Technician
 Background Investigator (Exempt)
 Bus Driver (Substitute) (Exempt)

CIP Coordinator (Exempt)
 Civil Engineer I
 Civil Engineer II
 Civil Engineer III
 Clerk Dispatcher I (Exempt)
 Commission Support Clerk (Exempt)
 Crime Scene Specialist I
 Criminalist I
 Electronics Tradesperson
 Groundskeeper
 Investigator (Exempt)
 Laborer I
 Liquor Control Investigator I
 Mower Operator
 Ocean Safety Officer I
 OSB Administrative Coordinator (Exempt)
 Pipefitter Helper
 Police Records Technician II
 Police Services Officer I
 Program Specialist I (Assistant Homeless Coordinator) (Exempt)
 Senior Clerk
 Spring Youth Program (Exempt)
 Tax Collection Supervisor
 Utility Worker (Exempt)
 Van Driver (Substitute) (Exempt)
 Wastewater Plant Operations and Maintenance
 Supervisor
 Water Plant Operator I

- Written Exams Administered: Building Inspector Aide
 Emergency Services Dispatcher I
 Liquor Control Investigator Trainee
 Pipefitter Helper
 Police Services Officer
 Public Safety Worker I (2)
 Tax Collections Supervisor
- Oral Exams Administered: None
- Performance Exams Administered: Fire Fighter Trainee
 Mower Operator
 Pool Guard Trainee
- Administrative Reviews: Ocean Safety Officer IV (to be scheduled)

Payroll

- Payroll leads are working on solutions and testing in-house to address Workday issues as opposed to outsourcing all issues to outside vendor.

- The top two payroll leads traveled to Maui County, along with a KPD Lieutenant to discuss common payroll issues involving the police departments, to benefit both counties through sharing of ideas, best practices, and solutions to issues.
- Continued work on “Laundry List” to improve end user access (ongoing).
- March Gross Payroll:

15th	\$ 4,573,264
EOM	\$ 4,396,053
EUTF ACTIVE	\$ 863,293
EUTF ACTIVE - DOW	\$ 55,488
EUTF OPEB	\$ 513,641
EUTF RETIREE	\$ 949,109
ERS (RETIREMENT)	\$ 2,393,660
SOC. SEC./MEDICARE	\$ 479,329
PTS SS SAVINGS	\$ 3,715

EEO/ADA

- New EEO/ADA/Investigator starts on May 1, 2024.

Goals and Objectives Report – COK Civil Service Commission

Director of Human Resources Annette Anderson – Period of July 1, 2023 to June 30, 2024

CSC 2024-11

Goal #1 – Conduct review of Human Resources policies to determine if policies should be revised and/or new policies created. Develop communications action plan for staff, including any future updates on policies.

Objectives	Success Measurements	Desired Outcome	Status
<p>G1A. Identify any Human Resources policies that should be revised and any gaps in existing policies.</p> <p>G1B. Draft and implement revised and/or new policies as deemed necessary.</p> <p>G1C. Draft and implement a communication plan in conjunction with any policy changes.</p> <p>G1D. Schedule systemic review of policies as technology and systems are implemented.</p>	<ol style="list-style-type: none"> 1. Revised and/or new policies as implemented as needed. 2. Revised and/or new policies are successfully communicated to County personnel. 3. Quarterly reports are provided to the CSC to include a list of policies to be revised and/or created. 4. Assess effectiveness of communication plan in conjunction with policy changes. 	<p>Policies reflect best industry practices and meet the legal/operational needs of the County of Kauai. Policies are continually reviewed and amended to meet evolving circumstances and are successfully communicated to County personnel. Gaps in existing policies are closed and smooth system of Human Resources effected.</p>	<p>08/01/23-G1B&G2C-2&3: The human resources directors of the four counties met with all mayors during the Hawaii County of Mayors virtual meeting to discuss ideas to improve recruitment and retention. Many ideas were exchanged, and the directors will continue to meet in the future, including those from the State, the Department of Education, University of Hawaii, Judiciary, and Hawaii Health Systems Corporation. Civil Beat (civilbeat.org) annually requests and publishes the salaries of all public sector employees in the State of Hawaii. The Human Resources Department compiles the information for County of Kauai employees. For regular employees, the name, department, position title and salary range for each individual is provided and published. For appointed and elected employees, the name, department, position title and actual salary for each individual is provided and published. The salary ranges and actual salary amounts are as of July 1, 2023. The published information may, although not always, assist with recruitment and retention issues.</p> <p>09/05/23-G1A-1: DHR staff is in the process of reviewing the following policies to determine if revisions or updates should occur:</p> <ul style="list-style-type: none"> • Recruitment & Examinations • Interview and Selection • Rules of the Director of Personnel Services <p>10/03/23-G1A,G1B&G1D-1&3: Goal 1--Policies—New or Revised</p> <ul style="list-style-type: none"> • Recruitment staff are drafting an Oral Exam Policy while implementing a pilot program to administer oral (versus written) exams for a variety of positions. • Recruitment, Classification and Labor Division staff are reviewing the respective sections in 1) the Rules of the Director and 2) Civil Service Commission rules to determine if amendments are necessary. • Payroll division explored the option/need for a policy pertaining to compensatory cash out upon transfer between departments. • The Employee Development and Health Services unit is reviewing the Health and Safety Policy for potential revisions, which includes multiple areas pertaining to safety (e.g., Respirator Protection, Bloodborne Pathogens, Hearing Conservation, Hazard Communication, etc.). <p>12/05/23-G1A,G1B,G1D-1,2,3&4:</p> <ul style="list-style-type: none"> • Updated job application forms to ensure applicants know to only provide day and month of birth; will avoid applicants inadvertently adding their birth year. Lessens the risk of age discrimination claims. • Job postings have been updated to clarify that credit will be given for the last full month of service before posting ends, which avoids complaints about not giving credit for purposes of meeting the minimum requirements. • Revising all division documents including policies to ensure gender neutral terms (on-going). <p>01/02/24-G1A,G1B,G1C,G1D-1&3: <u>Policies—New or Revised</u></p> <ul style="list-style-type: none"> • Recruitment & Examination Division is finalizing the oral examination policy which will be used for testing of intra-recruitment candidates whereby the applicant has already worked for the County for at least six months. • Recruitment & Examination Division is updating all application forms to eliminate optional questions regarding applicant’s age and other unnecessary questions. • Recruitment & Examination Division is revising all division documents to ensure general neutral terms. • Employee Development & Health Services Division is in the process of reviewing the updated Health and Safety Policy. • Payroll Division continues updating PowerDMS with forms, wikis, and job aids. • Payroll updating payroll processing summary for external audit.

			<p>02/06/24-G1A,G1B,G1D-1,2&4: <u>Policies</u> <ul style="list-style-type: none"> • Policy on conducting performance examinations for vehicles and equipment has been finalized and implemented. The policy ensures that testing is done consistently for intra, inter and open recruitment applicants including equipment used, time allowed for test completion, location of test, etc. • Policy on the use of oral examinations in lieu of written examinations is being finalized. The oral exams will be used as an option for intra or inter recruitment candidates or for open recruitments with a small number of candidates. • Continue to revise all division documents including policies to ensure gender neutral terms (on-going) <p>03/05/24-G1A,G1B,G1D-1,2&4: <u>Policies</u> <ul style="list-style-type: none"> • With pending legislation regarding negotiating the repricing of job classifications, all of the employer jurisdictions have been meeting to discuss possible solutions. Each jurisdiction is drafting revised Repricing Policies for possible future changes. • Continue to update PowerDMS database with updated forms, Wiki's and Job Aids. • Draft sections of the updated Health and Safety Policy is being reviewed. • Continue to revise all division documents including policies to ensure gender neutral terms (on-going). <p>04/02/24-G1A,G1B,G1D-1,2,3&4: <u>Policies—New or Revised</u> <ul style="list-style-type: none"> • All jurisdictions continue to meet to consider each entity's Repricing Policy as the bill regarding the repricing of job classifications continues to move forward in the legislature. • To improve efficiency in verifying drivers' licenses for new hires and promotions, worked with the Finance Department DMV staff to provide a limited number of Human Resources staff access to the DMV Mainframe; employment application will be revised to allow for applicants to consent to this method. • As previously report during the past quarter: <ul style="list-style-type: none"> • Policy on conducting performance examinations for vehicles and equipment has been finalized and implemented. The policy ensures that testing is done consistently for intra, inter and open recruitment applicants including equipment used, time allowed for test completion, location of test, etc. • Policy on the use of oral examinations in lieu of written examinations is being finalized. The oral exams will be used as an option for intra or inter recruitment candidates or for open recruitments with a small number of candidates. • Continue to revise all division documents including policies to ensure gender neutral terms (on-going). • Employee Development & Health Services Division is in the process of reviewing the updated Health and Safety Policy. • Payroll Division continues updating PowerDMS with forms, wikis, and job aids. • Payroll updating payroll processing summary for external audit. </p> </p></p>
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Goal #2 – Review and monitor the Human Resources Management System (HRMS) Project.

Objectives	Success Measurements	Desired Outcome	Status
<p>G2A. Complete the process of implementing the HRMS which would include the orientation and training of new hires.</p> <p>G2B. Continue to “tweak” the HRMS for full implementation throughout the County workforce.</p> <p>G2C. Continue to integrate the additional features of the HRMS through exploration and/or further implementation.</p> <p>G2D. Continue to address individuals and/or departments experiencing problems with the HRMS via in a responsive and systematic approach.</p>	<ol style="list-style-type: none"> 1. Timelines and benchmarks are established and met for the completion of the work. 2. Monthly progress updates are provided to the CSC including challenges, solutions, benefits, and any cost savings. 3. Bi-annual presentation in June and in November or December to the CSC on the HRMS system, including timelines, implementation activities, challenges, solutions, benefits, and any cost savings 	<p>Complete the implementation of the HRMS to realize the full benefits of the system.</p>	<p>08/01/23-G2A-1&2: The Workday core team is in discussion to determine if the Workday recruitment and onboarding components should be purchased. Comparisons with the current system as well as costs are being analyzed.</p> <p>09/05/23-G2A&G2B-1&2: After consulting with other Workday public sector clients who have purchased and implemented the Workday recruitment module, as well as Accenture our implementation contractor, the Workday core team agreed to execute an amended contract with Workday for this service, which was previously contemplated in the original contract. One of the primary benefits is to have recruitment/onboarding/payroll/time and attendance all be under one system as opposed to multiple systems. It is expected to take nine months to one year to complete the integration, testing, and training process.</p> <p>09/05/23-G2B&G2C-2: DHR has done an extensive review of the <i>What's New in Workday</i> report, which comes out twice-a-year from Workday listing numerous new features. DHR staff reviewed the original list of 549 items and trimmed it down to 120 that are relevant to our usage of Workday. Additional review by our functional leads will occur to determine impacts, and to plan accordingly for testing, rollout, etc. prior to the production delivery date of September 9, 2023.</p> <p>09/05/23-G2A -2: During new hire orientation, which encompasses a full day of training and information for newly hired employees on their first day of employment, DHR staff shows them how to log onto Workday to access paycheck stubs, personal information, and time and attendance information. Additional information can later be reviewed through Job Aids in the County’s PowerDMS system.</p> <p>10/03/23-G2A&G2B-2: <u>Workday and HRMS Project:</u></p> <ul style="list-style-type: none"> • Provided updates to all employees when using Workday, via informational reports Wiki #019-Timesheet Submission Process (clarifies that employees must review and re-submit their time entry when changes are made) and Wiki #020-Absence Balance (reminds employees about their various leave balances to ensure that they are aware of the maximum vacation hours allowed at the end of the year to avoid forfeiture). • The Workday system has provided greater reporting capabilities for HR staff who can now generate audit reports, which can identify potential discrepancies in employee records, which provides for a greater check-and-balance auditing functionality for our Administrative and Payroll staff. <p>11/07/23-G2A,G2B&G2D-2: <u>Workday and HRMS Project:</u></p> <ul style="list-style-type: none"> • Human Resources Payroll Systems Manager and Assistant Payroll Systems Manager attended new hire orientation on 9/1/23 to train on the Workday System. Training was also provided for new timekeepers in the Department of Water and Transportation Agency on 10/4/23. • Provided all employees with Workday updates, via informational reports Wiki #021--Retroactive Changes, which limits employees from making pay and absence changes to one month after the fact; changes that are required beyond one month will require the completion of a change form completed by the employee’s manager. • Amended contract with implementation vendor, Accenture, to assist with further end-user enhancements to Workday. <p>12/05/23-G2A,G2B,G2C,G2D-1,2&3: <u>Workday and HRMS Project</u></p> <ul style="list-style-type: none"> • Started configuration and planning efforts for a new Workday release called My Tasks, which users will be required to use as part of Workday in March 2024. • Continued meetings with the Fire and Police Departments to determine if there are software applications that will assist them with their complicated scheduling, and that will work with the Workday system. • Actively working with the EUTF and the IT Division to create an integration within Workday where employees’ data changes can be imported directly to the EUTF via a secured portal. This will eliminate the need for manual forms to be prepared and submitted to the EUTF when employees change their contact information, terminate employment, and other personnel-related actions. This will save time and see greater accuracy in the information being submitted and later processed by the EUTF. <p>“Bi-Annual Presentation”</p>

			<p>As required by Goal 2, the following information summarizes the Workday timelines, implementation activities, challenges, solutions, benefits, and cost savings:</p> <p><u>Cost Savings</u></p> <ul style="list-style-type: none"> • The Payroll Systems Manager and the HRMS Administrator are working collaboratively to create ad hoc reports so that managers do not need to prepare the reports; as such, there are cost savings to the County in that the outside vendor no longer needs to assist with these reports. • Paper reduction savings from not using paper timesheets and leaves of absence forms. <p><u>Timesheets</u></p> <ul style="list-style-type: none"> • Electronic timesheets result in less wait time for submittal/revision/approval (*paper timesheets could get lost/misplaced in transit between departments/desks; waiting for wet signatures, etc.*). • Electronic timesheets have cut down on time previously spent formatting Adobe timesheets [printing to PDF, inserting supporting docs, etc.]. <ul style="list-style-type: none"> ◦ Used to spend at least half a day formatting individual adobe timesheet files prior to auditing. • Alerts will show if an employee takes more leave hours, then what is available. • Premiums auto-generate with overtime per union agreements. • Employee can choose to use Cash/Comp Time Earned or be paid for meal or not. • Projects/Work Orders can be attached to a specific type of work the employee is performing. • Able to use Workday Time Block report to mass check timesheet/approval status. • Employees able to attach documents to personal profile “after the fact” of a leave request for record keeping (*doctor note, blood donation, etc.*). • Manager(s)/Timekeepers able to spot check timesheets at any time to catch errors for correction before submittal. • Employees/Payroll able to correct past timesheets and Workday will adjust retro accordingly (*within the 30 days for Employees*). • Various allowances are automatically applied to appropriate pay periods, there’s no need for manual entries (*auto/cell, uniform*). • Not needing to scan every timesheet and leaves of absence. <ul style="list-style-type: none"> ◦ Leave of absence forms were difficult to scan due to size so now there is no need to spend extra time to double check if all papers were scanned correctly. • Since Workday does not allow submissions with errors, fewer errors pass through and can be dealt with quicker. • HR/Payroll may create new schedules based on department needs. • Managers can change/adjust subordinates schedules when needed. • Supervisors/Managers can enter time and/or absence for an employee who may be out on leave avoiding any delays for payroll. • When an employee is “on leave”, in the “Absence” section, Workday shows start/end timeline. • Updated/corrections are instant. <p><u>Transactional Work</u></p> <ul style="list-style-type: none"> • Elimination of manual Payroll Certification (PC) form that previously took about 5-10 minutes to prepare, then another 10 minutes (cumulative) to route for signature and track, plus another 5-10 minutes to input into the system. • Routing of transactions based on supervisor organization structure in Workday – no longer must track and follow-up on emails. • Business processes allow for individual tasks to be configured in Workday, which makes for a more efficient and accurate process as staff will not “forget” to complete a task associated with a particular process because the system will notify staff of the current as well as upcoming tasks. • Rules from union agreements are configured in Workday. • Implementation of EUTF personnel/personal data file; Eliminates the need to manually process approximately 50 forms per month. • Error and warning messages are clear and intuitive enough for employees and managers to troubleshoot issues on their own. <p><u>Accessibility</u></p> <ul style="list-style-type: none"> • Can be accessed anywhere with a county connection if using county equipment. • Workday App can be downloaded to personal devices to access. • Corrections/updates are done instantly. • Payroll reports are very helpful and new ones can be made if needed.
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			<ul style="list-style-type: none"> • EUTF file integration testing was completed and the new EUTF personal/personnel data integration file is in production saving a couple of hours per week in processing manual forms. Staff is currently working on a verification of employment report that pulls payroll and personnel data for employees. Once completed, it will save staff time in gathering data for constant requests for information from various entities. • Payroll continues to do Workday configuration maintenance; including and not limited to <ul style="list-style-type: none"> ➢ Developing new reports ➢ Creating new calc fields for reports ➢ Updating Earnings/Deduction codes as needed ➢ Updating system logic; time tracking, absence, and payroll modules <p>02/06/24-G2A,G2B,G2C,G2D-1&2: <u>Workday and HRMS Project</u></p> <ul style="list-style-type: none"> • HRMS Team moving forward to launch Workday Recruitment and Talent modules. Contract amendment with Accenture to implement these modules is being finalized. • Workday time entry (aka timesheets) for Executive Appointees has been streamlined eliminating the need for start and end times; instead, time blocks based on the number of hours scheduled for the day (e.g., 8 hours or 10 hours) is the only entry needed for this eligibility group. • Additional benefits plan created, tested, and implemented (i.e., Roth plan). Staff working on ensuring year-end processing is accurate (e.g., Payroll – year-end taxes, W-2 processing, vacation forfeiture). <p>03/05/24-G2A,G2B,G2C,G2D-1&2: <u>Workday and HRMS Project</u></p> <ul style="list-style-type: none"> • HRMS Team moving forward to launch Workday Recruitment and Talent modules, with a tentative start date to begin the implementation process which will last through September. The IT Division on the phasing out of our current recruiting system, beginning with exporting onboarding/new hire forms and information. • Addressing one department’s creation of work schedules in Workday that did not align with correct weekly scheduled hours, resulting in under and overpayments. HR Payroll is working with the department to rectify the issue and to provide training to prevent further errors. • Meeting with one department to attempt to lessen its reliance on manual processes and instead rely upon Workday electronic submissions. <p>04/02/24-G2A,G2B,G2C,G2D-1&2: <u>Workday and HRMS Project</u></p> <ul style="list-style-type: none"> •The required seven-day posting period for the Accenture contract amendment was completed for the Workday Recruitment and Talent modules. •Additional Wiki informational publications were provided to county employees regarding updates and changes to Workday.
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Goal #3 – Identify training priorities for Department of Human Resources staff and/or staff from other departments including developing plan for delivery of the training.

Objectives	Success Measurements	Desired Outcome	Status
<p>G3A. Work with HR Department staff and/or other departments to assess data to determine where training is needed to address gaps in knowledge/skills. i.e. grievances, retention etc.</p> <p>G3B. Based on assessment, develop a training program with instructional strategies for HR Department staff and/or other departments to address improvements in knowledge/skills.</p>	<ol style="list-style-type: none"> 1. For HR staff training, each HR staff member is surveyed to determine needs. 2. For staff in other departments, work with department/division heads to identify training needs for the Department. 3. A training program is developed to address the priority training needs. 4. Quarterly progress reports are provided to the CSC. 	<p>County Staff are better equipped to meet the needs of the County of Kauai.</p>	<p>08/01/23-G3A&G3B-1,2&3: <u>Trainings Attended</u> Two staff members attended an Employment and Labor Law seminar on Oahu regarding recent developments concerning the following employment laws: Americans with Disabilities Act interactive process, Hawaii Occupational Safety and Health, National Labor Relations Board updates, Family Medical and Leave Act and Pregnancy Discrimination Act.</p> <p><u>Trainings Provided</u></p> <ul style="list-style-type: none"> • Stress Management Training presented by WorkLife Hawai‘i per request of a department. • Bloodborne Pathogens Training provided to new hires. • Equipment/Driver Training: Forklift, Excavator, Hooklift, and Skidsteer. <p>09/05/23-G3A-4: Since last month’s report there have been two, Step 2 Grievances submitted. They are both involving the same employee, and the union is seeking an appeal to DHR because they were unsuccessful with the Step 1 Grievance filed with a department head. The underlying grievance pertains to a department’s issuance of low-level disciplinary action and the related grievance pertains to what if any information was produced in response to the Union’s request. To date, there is no indication that grievance training is needed for the department that issued the discipline.</p> <p>09/05/23-G3A&G3B-2&3: Working with both the police department and the fire department to formulate specific trainings for their needs.</p> <p><u>Trainings Provided</u></p> <ul style="list-style-type: none"> • Bloodborne Pathogens Training provided to new hires and select individuals in the police department. • Equipment/Driver Training: Forklift (3 Public Works Employees) Loader (4 Public Works Employees) Excavator (10 Public Works Employees) Hooklift Truck (2 Public Works Employees) Backhoe (3 Public Works Employees) Lowboy Trailer (10 Public Works Employees) CDL Theory Training (13 Employees) <p>10/03/23-G3A&G3B-1,2,3&4: <u>Training Priorities</u></p> <ul style="list-style-type: none"> • DHR staff are committed to coordinating and/or presenting trainings based on a four-pronged training plan concept: Supervisory, Leadership, Safety, and General Staff Development trainings. • Supervisory: The primary goal this year is to develop and implement a new supervisory orientation. This training will be mandatory once implemented. The orientation will go over the essentials of supervision including but not limited to understanding pertinent employment laws, collective bargaining agreements, and county policies, performance evaluations process, discipline process, employee engagement, transitioning from co-worker to supervisor, and other supervisory-related topics. • Leadership: DHR staff are working to schedule leadership workshops with various trainers. Additional details on content will be provided later as trainings are planned and confirmed. • Safety: While it is the individual departments’ responsibility to ensure safety trainings are provided to individuals with specific job duties and/or are required to perform or may be exposed to potentially hazardous substances, training was implemented for bloodborne pathogens (as required by OSHA) as part of new hire orientation. Also scheduled is first aid/CPR trainings for October, and Driver Improvement training is scheduled for late September. • Staff Development: Customer Service trainings continue, including refresher trainings for specific individuals as requested by departments. Another DiSC training is being scheduled as well. • DHR staff have access to hundreds of on-line webinars to further their skills and desires within human resources. • Equipment/Driver Training Provided: CDL Theory Training (6 employees) Flatbed Truck (2 Public Works employees) Automatic Dump Truck (1 Public Works employee)

			<p>Tandem Dump Truck (1 Public Works employee) Water Truck (11 Public Works employees) Mini Excavator (6 Water employees) Excavator (6 Water employees) Backhoe (5 Water employees) Skid Steer (5 Water employees) 11/07/23-G3A&G3B-1,2,3&4: <u>Training Priorities</u> <ul style="list-style-type: none"> • Payroll began Ocean Safety Bureau training for new full-time workers. • Bloodborne Pathogens Training provided to new hires. • Annual Driver Improvement Training completed in September. • Refresher Training on Discrimination, Harassment, and Retaliation held with employee from KPD (part of disciplinary/follow-up action). • First Aid/CPR Trainings provided on October 2, 2023 and October 3, 2023. • Equipment/Driver Training: CDL Behind-the-wheel Training Forklift Mower • Ergonomics analysis/training provided to Human Resources staff. 12/05/23-G3A,G3B-1,2,3&4: <u>Training Priorities</u> <ul style="list-style-type: none"> • County-wide reasonable Suspicion drug & alcohol training scheduled. • County-wide leadership training—<i>The Undelegatable Roles & Responsibilities of a Leader</i>—scheduled. • Ergonomics analysis/training provided to Office of Economic Development staff. 01/02/24-G3A,G3B-1,2,3&4: <u>Training Priorities</u> <ul style="list-style-type: none"> • The Administrative Services, Benefits, HRMS, Employee Development & Health Services Divisions have coordinated the following training priorities: <ul style="list-style-type: none"> ✓ A new leadership training for County employees is being implemented. Alt Kagesa from Pacific Training and Facilitation has been retained to present a training on “The Undelegatable Roles and Responsibilities of a Leader” on January 18, 2024. ✓ Glenn Furuya of Leadership Works is being retained to coordinate a Leadership Training Program that will span over the course of approximately six weeks to be rolled out in February-March 2024. ✓ The annual Driver Improvement Trainings occurred in September and October of 2023. ✓ Fire Extinguisher Trainings were conducted by Kauai Fire Department (HR coordinated) in October and November. ✓ Drug and Alcohol Reasonable Suspicion training for supervisors was held in November. • The Payroll division has implemented the following trainings: <ul style="list-style-type: none"> ✓ Workday trainings for new managers. ✓ Workday trainings for new timekeepers. ✓ Workday trainings as needed and as requested by departments. 02/06/24-G3A,G3B-1,2&3: <u>Training Priorities</u> <ul style="list-style-type: none"> • Workplace Violence Prevention and Policy Against Discrimination, Harassment, and Retaliation training held on two dates for a department. • Bloodborne Pathogens Training, First Aid Training, and Customer Service Training held for various employees/departments. • “The Undelegatable Roles and Responsibilities of a Leader” training by Alt Kagesa held for 30 plus employees from various departments. 03/05/24-G3A,G3B-1,2&3: <u>Training Priorities</u> <ul style="list-style-type: none"> • HR’s training budget was significantly increased and approved by Council for FY2024 (7/1/23-6/30/24) to focus on leadership training for a wide variety of employees. The first in a series of weekly leadership trainings will commence on February 26 and continue each week through April 8, 2024. Glenn Furuya is the trainer, and the program is entitled “The Five Seeds of Effective Leadership.” There are 52 employees registered and confirmed, representing 16 different departments and/or divisions. </p>
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Goal #4 – Review employee complaints in an effort to identify common root causes and implement appropriate training programs designed to address the most frequent root causes.

Objectives	Success Measurements	Desired Outcome	Status
<p>G4A. Review complaints filed over the past five years, if possible, to identify most frequent root causes.</p> <p>G4B. Work with Department Heads and key management personnel to review most frequent root causes and assess related training needs.</p> <p>G4C. Based on assessment, develop a training program for County of Kauai departments to address highest priority root causes.</p>	<ol style="list-style-type: none"> 1. Five year, if possible, review is completed and frequent root causes identified. 2. Department Heads and key management personnel participate in the development of the training plan. 3. A training plan/schedule is developed and implemented. 4. Claims are reduced over time. 5. Quarterly progress reports are provided to the CSC including statistics on the number of HR related litigation/lawsuits and settlements or awards that they are aware of. Report shall also include statistics by category on separation, termination, retirements, etc. to identify trends. 	<p>Employee complaints are reduced for the County of Kauai, saving money, time, resources and creating a more positive work environment for all employees.</p>	<p>08/01/23-G4A-1: No new grievances have been submitted since last month’s report. The three-week grievance arbitration hearing resumed for three days but was postponed due to two COVID-19 positive cases among the presenters. New hearing dates have not yet been scheduled.</p> <p>09/05/23-G4A-1: Since last month’s report there have been two, Step 2 Grievances submitted. They are both involving the same employee, and the union is seeking an appeal to DHR because they were unsuccessful with the Step 1 Grievance filed with a department head. The underlying grievance pertains to a department’s issuance of low-level disciplinary action and the related grievance pertains to what if any information was produced in response to the Union’s request. To date, there is no indication that grievance training is needed for the department that issued the discipline.</p> <p>10/03/23-G4A-5: <u>Employee Complaints</u></p> <ul style="list-style-type: none"> • Grievances and Grievance Arbitration Hearings <p>Successfully resolved a grievance regarding low-level disciplinary action, which will prevent the matter from going to arbitration. There is no indication that grievance training is needed for the department that issued the discipline.</p> <ul style="list-style-type: none"> • Employee Complaints • Dual complaints by two co-workers against each other for violations of the Policy Against Discrimination, Harassment and Retaliation were investigated by DHR staff. Investigator found that there was insufficient evidence to sustain the allegations. • A complaint of age discrimination and safety related concerns was submitted and is currently being investigated. <p>11/07/23-G4A-1: <u>Employee Complaints</u></p> <ul style="list-style-type: none"> • Grievances and Grievance Arbitration Hearings <ul style="list-style-type: none"> ✓ Informal meeting followed by class grievance for one bargaining unit related to when continuous duty and double pay occurs. ✓ Partial arbitration award issued regarding temporary hazard pay for COVID-19 exposure at work. Phase two to determine additional issues if not mutually resolved by the parties. <ul style="list-style-type: none"> • Employee or Applicant Complaints <ul style="list-style-type: none"> ✓ Complaint regarding promotional recruitment and whether minimum qualifications were met. Meeting to occur to further discuss. <p>12/05/23-G4A-1: <u>Grievances and Grievance Arbitration Hearings</u></p> <ul style="list-style-type: none"> • Step 2 grievance meeting occurred regarding continuous duty and double pay. • Informal meeting with union concerning promotional exams when on workers’ compensation or sick leave. • Participated in a confidential EEOC mediation to resolve a claim. • HR Staff investigated of complaint of sexual harassment—unable to substantiate the claims. • Internal complaint was submitted regarding non-selection for promotion. The complainant was informed it was the wrong forum and that it would be subject to the grievance process in the collective bargaining agreement. <p>01/02/24-G4A,G4B,G4C-1,2,3,4&5: <u>Employee Complaints</u></p> <p>As stated in Goal 4, the purpose is to review various types of complaints (grievances, internal complaints, agency complaints and lawsuits) to determine if there are common root causes and if so to implement appropriate training programs. A review of the complaints over the past quarter does not reflect common root causes. All but two come from different departments and the two from the same department are unrelated. Nevertheless, we are working with the Hawaii Civil Rights Commission (HCRC) to hopefully resolve one complaint and part of the resolution will be providing additional training regarding preventing and addressing claims of discrimination, harassment, and retaliation.</p>

• Grievances and Grievance Arbitration Hearings

Over the past quarter there has been one grievance that the Union wishes to take to arbitration that pertains to the evaluation tool that has been used for decades and reference in it to attendance.

• Employee Complaints

- ✓ Dual complaints by two co-workers against each other for violations of the Policy Against Discrimination, Harassment and Retaliation were investigated by DHR staff. Investigator found that there was insufficient evidence to sustain the allegations.
- ✓ An EEOC complaint for race discrimination was resolved through mediation.
- ✓ An EEOC/HCRC complaint was filed for sexual harassment and retaliation. The parties are contemplating mediation.
- ✓ In accordance with Success Measurement 1., a five-year review of complaints from 2019 through 2023 has occurred and the information is provided below:

Five Year Summary of Complaints

<u>Year</u>	<u>Age Discrim</u>	<u>Race Discrim</u>	<u>Sexual Discrim</u>	<u>Wkpl Violence/Hostile Wk Environ</u>	<u>Retaliation</u>	<u>*Other</u>	<u>Total</u>
2019	1	1			1	2	5
2020	1	1		10	2	9	23
2021	1			18	2	10	31
2022				11		5	16
2023	1	1	3	4	2	5	16
Total	4	3	3	43	7	31	

*e.g., unfair treatment, unprofessional management, violation of Civil Service Laws, promotion process unfair, recruitment, wrongful termination, failure to follow policies, public complaint

02/06/24-G4A-4:

Employee Complaints

Grievances and Grievance Arbitration Hearings

- Step 2 grievance received regarding promotional interview by employee against another department; meeting will be scheduled.
- Complaint received from an employee alleging hostile work environment. Transmitted to department head for procuring an investigator.
- Staff participated in a confidential pre-determination settlement process upon suggestion of Hawaii Civil Rights Commission in effort to resolve a pending claim of sexual harassment.

03/05/24-G4A-4:

Employee Complaints

Grievances and Grievance Arbitration Hearings

- Internal Complaint received from an employee alleging hostile work environment. HR recommended to department head that HR investigator should conduct the investigation.

04/02/24-G4A-4:

Employee Complaints

- As previously reported during the past quarter:
 - **Grievances and Grievance Arbitration Hearings**
 - ✓ A grievance that the Union wishes to take to arbitration that pertains to the evaluation tool that has been used for decades and reference in it to attendance.
 - ✓ A Step 2 grievance received regarding promotional interview by employee against another department; meeting will be scheduled.

In accordance with Success Measurement 1., a five-year review of complaints from 2020 through 1st quarter 2024 has occurred and the information is provided below:

<u>Year</u>	<u>Age Discrim</u>	<u>Race Discrim</u>	<u>Sexual Discrimination</u>	<u>Workplace Violence/Hostile Work Environment</u>	<u>Retaliation</u>	<u>*Other</u>	<u>Total</u>
2020	1	1		10	2	9	23
2021	1			18	2	10	31
2022				11		5	16
2023	1	1	3	4	2	5	16
2024				2		1	3
Total	3	2	3	45	6	30	89

*e.g., unfair treatment, unprofessional management, violation of Civil Service Laws, promotion process unfair, recruitment, wrongful termination, failure to follow policies, public complaint

Goal #5 – Refine and optimize recruitment and retention.

Objectives	Success Measurements	Desired Outcome	Status
<p>G5A. Identify best practices to optimize recruitment and retention functions.</p> <p>G5B. Prioritize and implement necessary changes.</p>	<ol style="list-style-type: none"> Develop a plan for implementation with timelines and benchmarks. Quarterly progress reports are provided to the CSC. 	<p>The County of Kauai has a strategy in place to recruit and retain a robust workforce with the right individuals in the right positions that minimizes vacancies.</p>	<p>09/05/23-G5A-1: The human resources directors and staff from the State, the four counties, the Department of Education, University of Hawaii, Judiciary, and Hawaii Health Systems Corporation met on Oahu to discuss a multitude of issues, which included recruitment and retention. DHR has assisted four departments with their recruitment and retention challenges.</p> <ul style="list-style-type: none"> The first involved negotiating an agreement with the union to increase the pay for employees within a certain department and division that serves the public in person, and continuously each day during opening hours. The employees work through their meal period, which extends their workday, and thereby gives them premium pay plus overtime pay. It is a pilot program that will be reviewed at the end of year to determine if it should be continued. The second involves currently negotiating an agreement with the union to provide a retention differential to employees within a certain department and division, which is crucial for addressing public safety communications, and to prevent the constant turnover of employees that has occurred over the past year. The third and fourth involve focusing on attracting licensed civil engineers to work for the County (levels CE IV and higher). DHR is now adding verbiage to the continuous recruitment postings for these positions to inform applicants that there is the possibility of receiving a hiring bonus up to 20% of the annual base salary up to a maximum of \$20,000, with payment divided into four yearly payments, on condition that the employee stays employed with the County for four years. Early separation of employment requires prorated pay back by the employee. <p>10/03/23-G5A&G5B-1&2: <u>Recruitment and Retention</u></p> <ul style="list-style-type: none"> Finalized and implemented a negotiated Supplemental Agreement with the union to provide a retention differential to employees within a certain department and division, which is crucial for addressing public safety communications, and to prevent the constant turnover of employees that has occurred over the past year. Recruitment Plan for the current fiscal year. <p>Increase recruitment strategies by researching alternative methods of posting job announcements and revising job postings to emphasize unique government benefits.</p> <ul style="list-style-type: none"> ✓ Job announcement for licensed Civil Engineers now includes information about the additional shortage differential pay and the availability of travel/transportation relocation costs/benefits and/or retention/hiring incentives up to an additional 20% of the posted pay. ✓ Kauai Community Career center website provides a link to County job postings. ✓ To address difficulty in recruiting heavy vehicle and construction equipment mechanics at the Auto Shop, alternative lower-level entry level trainee classes are being researched to assist with filling these vacancies. ✓ Meet with all departments annually to discuss recruitment needs and vacant positions. ✓ Reduce the total number of vacancies by ten percent (10%) by the end of the fiscal year. ✓ Participate in all local job fairs. <p>11/07/23-G5A&G5B-1: <u>Recruitment and Retention</u></p> <ul style="list-style-type: none"> Changed Labor Registration posting to be on a “continuous” recruitment to expedite hiring of desired candidates by allowing applications to come in continuously versus just twice a year. Recruitment Division meeting held with Department of Water, Public Works, Parks & Recreation and Transportation Agency to review all equipment operator positions including Commercial Driver’s License requirements, U.S. Department of Transportation physical requirements, performance testing requirements, scheduled performance test locations, training versus evaluation by County Trainer, and assigned equipment, etc. <p>12/05/23-G5A&G5B-1&2: <u>Recruitment and Retention</u></p> <ul style="list-style-type: none"> Working with Finance-DMV and Safety Division to assure that requirements to pass a CDL test are consistent.

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