

City of Arts & Innovation



A Message from the Human Resources Director



Introduction:

The Human Resources Department has had many accomplishments in 2014. Additionally, we have identified key future initiatives that will serve as our focus for 2015. We strive to be recognized as a department that exemplifies, “integrity, service and partnership” and do so with the valuable contribution of each and every team member. The Human Resources Department continues to achieve and/or facilitate work through established and newly created partnerships, both internal and external. We continually strive to be a leader in our field through the use of improved technology and systems that increase our effectiveness and efficiency. We look forward to accomplishing great things together in the year ahead!

Sincerely,

Brenda L. Diederichs

Human Resources Director

Mission Statement

The mission of the City of Riverside’s Human Resources Department is to provide highly progressive personnel services as a business partner with City Departments and offer the highest degree of professionalism and integrity to support a workforce that is representative of the community and free of discriminatory practices.

INTERNAL DEVELOPMENT

2014 Accomplishments:

- ◆ Completed the review, revision and approval process of fourteen policies from the Human Resources Policies and Procedures Manual
- ◆ Successfully tracked and responded to all Public Records Act Requests received
- ◆ Conducted cross-training workshops to expose new team members to all functional areas of human resources



Future Initiatives:

- ◆ Complete the review and update of the Human Resources Personnel Policy and Procedures Manual
- ◆ Complete the review and update of the Human Resources Employee Handbook
- ◆ Conduct quarterly staff retreats to increase internal staff development
- ◆ Develop internal core competency training and succession planning initiatives to enhance knowledge, skills and abilities

BENEFITS

2014 Accomplishments:

- ◆ Conducted the Benefits Consultant Request For Proposal (RFP) and selected the City's Benefits Consultant
- ◆ Successfully rolled-out the 2014 open enrollment process and coordination of five (5) open enrollment sessions and four (4) flu shot clinics
- ◆ Implemented additional required CalPERS changes effective with the Public Employees' Pension Reform Act (PEPRA) of 2013
- ◆ Implemented additional phases required per the Health Care Reform Act of 2010; including the creation of a new medical plan and option to enroll to eligible temporary full-time employees beginning with the 2014 open enrollment period
- ◆ Updated language within the NeoGov applicant tracking system to incorporate Health Care Reform inclusion of all full-time employees, including temporary employees, who may be eligible to enroll in a City health sponsored plan
- ◆ Conducted a total of 12 retirement sessions for City employees; with a total of 209 employees attending in 2014

Future Initiatives:

- ◆ Complete the comprehensive audit and redesign of Benefit LaserFiche files
- ◆ Complete the next phase of the Dependent verification audit to collect missing documentation for enrolled dependents
- ◆ Implement the State mandate to offer paid Sick Leave to temporary employees effective July 1, 2015 and revise related Human Resources Policies and Procedures
- ◆ Implement additional phases required per the Health Care Reform Act of 2010, including creating the Federal reporting requirements

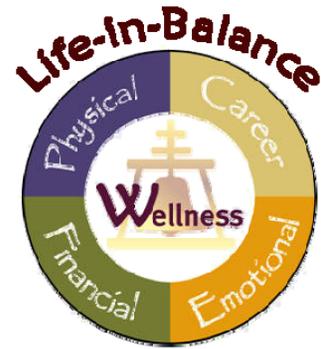
WELLNESS

2014 Accomplishments:

- ◆ Coordinated and conducted a successful Education Fair and Wellness Fair for all City employees
- ◆ Launched the 4th Citywide Get Fit Challenge and attained successful results with 288 participants and total of 1,293 lbs. lost
- ◆ In partnership with Kaiser Permanente, launched and implemented the “Thrive Across America” program with 356 participants and the “Maintain Don’t Gain” program with 264 participants
- ◆ In partnership with the Mayor’s Office and Public Works department, implemented a successful “Bike to Work” month program
- ◆ Received the 2014 Fit-Friendly Platinum Achievement Award and Worksite Innovation Award from the American Heart Association for promoting employee health and fitness through the City’s Wellness Program
- ◆ Completed the 4th floor walking route project and encouraged employees to walk more during work hours

Future Initiatives:

- ◆ Launch the 5th Citywide Annual Get Fit Challenge and Annual Wellness Fair
- ◆ Begin the review of incorporating a Wellness incentive program that would directly affect health premiums for upcoming plan years
- ◆ Launch an on-site Farm Share program at City Hall that allows employees to purchase produce from local farmers and pick up weekly at City Hall
- ◆ Work with Wellness Consultant, Intercare, to revamp and enhance existing Wellness program initiatives



The City of Riverside's Wellness Program offers a variety of tools and resources to help employees live a healthier and happier lifestyle. This program focuses on four elements of wellness: Physical, Career, Financial, and Emotional. Employees are encouraged to join us in the quest for overall wellness!

Events/Programs:

- ◆ Get Fit Challenge
- ◆ Maintain Don't Gain
- ◆ Stairwell Program
- ◆ Wellness Workshops
- ◆ Annual Wellness Fair

Employee Benefits:

- ◆ Fitness Discounts
- ◆ Education Discounts
- ◆ Banking Discounts
- ◆ And many more...



CLASSIFICATION/COMPENSATION

2014 Accomplishments:

- ◆ Conducted 24 classification studies, including requests for FY 14/15 budget submittal cycle
- ◆ Completed 17 internal salary/classification surveys for labor negotiations and internal classification structure as well as responded to numerous external salary survey requests from neighboring public agencies
- ◆ Completed 41 classification specification actions including additions, deletions and revisions
- ◆ Facilitated Classification and Compensation Key Policies training through the SMART 1, Key City Policies
- ◆ Conducted various salary and benefit surveys to support the City's labor negotiation team

Future Initiatives:

- ◆ Develop a proposal for classification series review schedule for parity purposes
- ◆ Develop a comprehensive records management system for tracking salary surveys, comparison studies and classification studies
- ◆ Develop a plan for a systematic review of classification series



RECRUITMENT/SELECTION

2014 Accomplishments:

- ◆ Strategically partnered with City Departments to actively participate in workforce development and succession planning
- ◆ Continuously improved business relationships with City Departments by collaborating with hiring managers to foster an inclusive application screening process
- ◆ Launched weekly internal email communication announcing various employment and promotional opportunities
- ◆ Processed 835 Live scans
- ◆ Received and processed 20,645 employment applications
- ◆ Trained over 20 employees on the best practices of serving as an interview panel evaluator
- ◆ Processed over 300 personnel action forms:
 - ◆ Appointments – 199
 - ◆ Rehires – 16
 - ◆ Promotions – 116
 - ◆ External Transfers – 9
- ◆ Attended quarterly career/education fairs in an effort to increase community outreach strategies

Future Initiatives:

- ◆ Facilitate department-wide Recruitment and Selection Training
- ◆ Conduct LaserFiche file audit to ensure compliance with the City's Records Retention Schedule
- ◆ Create new recruitment marketing materials to attract talent
- ◆ Re-validate existing recruitment and selection materials to ensure we are assessing candidate's core competencies

EMPLOYEE RELATIONS

2014 Accomplishments:

- ◆ Assisted departments with nearly 210 discipline cases to ensure compliance with the disciplinary process and related laws and regulations while improving employee performance
- ◆ Conducted 14 internal investigations involving allegations of discrimination, retaliation, and workplace violence demonstrating the City's commitment to ensuring a safe workplace free from illegal harassment
- ◆ Effectively assisted City departments in handling over 255 leave cases relating to non-industrial and industrial illnesses and injuries
- ◆ Facilitated the interactive process for 27 cases and assisted departments in identifying and providing reasonable accommodations to employees in accordance with the Americans with Disabilities Act (ADA) and Fair Employment and Housing Act (FEHA)
- ◆ Provided harassment prevention and reasonable suspicion training for supervisors and managers
- ◆ Developed a more cohesive system to monitor drug and alcohol testing including random pool, post-accident, and reasonable suspicion cases

Future Initiatives:

- ◆ Develop an effective and informative investigations training course for department investigators for general misconduct cases
- ◆ Develop an investigations informational packet for department liaisons



LABOR RELATIONS

2014 Accomplishments:

- ◆ Successfully negotiated new comprehensive MOU's with SEIU Refuse, IBEW General and Supervisory Units, and RPAA
- ◆ Successfully met and conferred with labor groups including policy revisions, job description revisions, MOU provisions and flexible schedule implementation
- ◆ Resolved over 67 grievances including grievances at the informal level which is reflective of the effective relationship and trust the HR Department has developed with employee organizations as well as City Management
- ◆ Introduced the Team Building Problem Solving strategy with employees and union representatives to further develop employee and union engagement in collaborative problem solving

Future Initiatives:

- ◆ Negotiate a comprehensive MOU with RCFA
- ◆ Negotiate a comprehensive MOU with RFMG
- ◆ Negotiate a comprehensive MOU with RPOA
- ◆ Negotiate a comprehensive MOU with RPOA Supervisory
- ◆ Facilitate information sessions regarding union organizing campaigns



WORKERS' COMPENSATION

2014 Accomplishments:

- ◆ The City of Riverside's Medical Provider Network update is 90% complete for submission to the State
- ◆ Conducted the Workers' Comp Request for Proposal (RFP) for new Workers' Comp software which was awarded to Systema and is currently being Implemented
- ◆ All case logs were submitted to the State for an anticipated State Audit
- ◆ Completed Essential Job Function Analyses of 3 job classifications

Future Initiatives:

- ◆ Completion of State Audit of Workers' Compensation function
- ◆ Completion of new Workers' Comp system implementation
- ◆ Approval by State for updated Medical Provider Network



SAFETY/TRAINING & DEVELOPMENT

2014 Accomplishments:

- ◆ Revamped Employee Pull Notice forms, audited records and implemented automated systems to ensure compliance
- ◆ Increased National Safety Month awareness by hosting the inaugural “Safety Ice Cream Social” where employees not only received a delicious treat, but also had access to live safety demonstrations and a wealth of safety resources
- ◆ Began transition to online registration for safety trainings
- ◆ Identified and introduced a new training vendor, Franklyn Covey, for the online component of the Set the PACE-Riverside Program.
- ◆ Provided NeoGov access and training to departmental volunteer liaisons in an effort to use a more efficient volunteer application referral process by using the Online Hiring Center (OHC) feature in NeoGov



Future Initiatives:

- ◆ Work with Police and Fire Department to assess the annual medical evaluations required for their staff and identify a secure and effective tracking process for evaluation results
- ◆ Continue with revamping of First Report of Injury Form and transition to electronic format
- ◆ Revamp the SMART 1 & 2 Certificates to reincorporate a blended approach to training encompassing both in-class and on-line requirements
- ◆ Automate the volunteer time log process

WHO TO CALL IN HUMAN RESOURCES

HUMAN RESOURCES ADMINISTRATION

Director	Brenda Diederichs	826-5271
Deputy HR Director	Karen Logue	826-5921
HR Analyst	Colene Torres	826-5725
Office Specialist	Natalie Velez	826-5948

GENERAL INFORMATION/MAIN LINES

Front Desk	826-5317
Benefits	826-5639
Recruitment & Selection	826-2392
Training and Development	826-5162
Classification	826-2533
Compensation	826-2380
Employee Relations	826-2118

BENEFITS, WELLNESS

Principal HR Analyst	Miriana Gonzalez	826-2366
HR Analyst	Maggie Tanner	826-5459

EMPLOYEE/LABOR RELATIONS

Employee Relations Officer	Pia Rose	826-2533
Principal HR Analyst	Jenna Combs	826-5970
HR Specialist	Adriana Parga	826-2118



HUMAN RESOURCES TECHNOLOGY

Bus. Sys Support Manager	Mylene Daniels	826-5862
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RECORDS MANAGEMENT, EMPLOYEE TRANSACTIONS

HR Analyst	Lori Meyers	826-2380
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HR Specialist	Michelle Stevens	826-5144
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RECRUITMENT AND SELECTION

HR Analyst	Dannette Allen	826-5139
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HR Analyst	Ileidis Martinez	826-2283
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HR Specialist	Jennifer Brown	826-5181
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SAFETY, SPECIAL PROGRAMS, TRAINING

Safety	Deisy Ruiz	826-5859
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Training	Jeanne Webb	826-5162
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Safety/Training	Pat Steet	826-5840
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Volunteer Program	Jeanne Webb	826-5143
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WORKERS' COMPENSATION

WC Supervisor	Joann Combs	826-5918
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Sr. Claims Administrator	Susan Tustin	826-5950
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WC Assistant	Rachel Gomez	826-5565
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WC Assistant	Tricia Audoma	826-5559
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WORKING TOGETHER TO ACHIEVE OUR GOALS!



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