



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, June 4, 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 May 7, 2024

DIRECTOR OF HUMAN RESOURCES REPORT

CSC 2024-12 April/May 2024 period, June 4, 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 2024-13 Director of Human Resources Goals and Objectives for period July 1, 2023 to June 30, 2024. (on-going)

- a) Review updated report with 05/07/24 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, July 2, 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:	May 7, 2024
Location	Boards and Commissions Conference Room		Start of Meeting: 3:00 p.m.	End of Meeting: 3:25 p.m.
Present	Chair Jeffrey Iida, Vice Chair Aimee Lorenzo. Commissioners: Robert Crowell, Beverly Gotelli, Piikea Keyes-Saiki, Shelley Konishi, and Lauren O’Leary. 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				
Absent				
SUBJECT	DISCUSSION			ACTION
Call To Order Roll Call	Chair Iida 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 replied present. Vice Chair Lorenzo replied present. Chair Iida replied present.			Quorum was established with seven commissioners present.
Approval of Agenda				Ms. Gotelli moved to approve the May 7, 2024, agenda. Ms. Konishi seconded the motion. Motion carried 7:0.
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 April 2, 2024.			Ms. Keyes-Saiki moved to approve the open session minutes of April 2, 2024, as circulated. Ms. O’Leary seconded the motion. Motion carried 7:0.

SUBJECT	DISCUSSION	ACTION
<p>Director of Human Resources Report</p>	<p><u>CSC 2024-10 March/April 2024 period, May 7, 2024 Meeting</u> Monthly Report</p> <ul style="list-style-type: none"> • 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 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 Anderson introduced new EEO/ADA Coordinator/Investigator Christy “Kip” Cardelli. Ms. Cardelli shared a little of her background in HR with the Commissioners,</p> <p>Director of Human Resources Annette Anderson briefed the commission on the March/April 2024 period, May 7, 2024 report. <i>(Report on file)</i></p> <p>Ms. Gotelli commented that she thought that the premium being paid is good and asked if the State would also be making the change. Director Anderson clarified that all County employees will be offered the plan for one year. They are hopeful that it will improve recruitment and retainment and that the County budget will continue to be able to sustain it.</p> <p>Chair Iida asked for the cost. Director Anderson did not have the numbers and stated that the calculations were done by the budget committee and there should be savings for both the employer and employee.</p>	

SUBJECT	DISCUSSION	ACTION
	<p>Administrator Ching asked Director Anderson to send her the fiscal information to distribute to the commissioners. She also informed the commission that the Kaua'i County was the first to change to a 4/10 (dawn to dusk) schedule for Ocean Safety. Giving kudos to the Fire and HR Departments.</p> <p>With no further questions from the commission, Chair Iida moved on to the next agenda item.</p>	<p>Ms. Gotelli moved to receive the CSC 2024-10 Director's report. Ms. O'Leary seconded the motion. Motion carried 7:0.</p>
Business	<p><u>CSC 2024-11</u> Director of Human Resources Goals and Objectives for period July 1, 2023 to June 30, 2024. (on-going)</p> <ul style="list-style-type: none"> a) Review updated report with 04/02/24 status information. b) Discussion and possible decision-making on other related matters. 	
Announcements	<p>Next Meeting: Tuesday, June 4, 2024 – 3:00 p.m., in the Boards and Commissions Conference Room, Piikoi Building, 4444 Rice Street, Suite 300, Līhu'e, HI 96766</p>	
Adjournment		<p>With no objections from the commission Chair Iida adjourned the meeting at 3:25 p.m.</p>

Submitted by: _____
 Anela Davis, Administrative Specialist

Reviewed and Approved by: _____
 Jeffrey Iida, Chair

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

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

**June 4, 2024 Meeting
Report Covering April/May 2024**

Goal 1--Policies—New or Revised

- Working extensively with two Deputy County Attorneys to determine potential revisions to the County's Policy Against Discrimination, Harassment, and Retaliation (2015 Edition).
- Also working with Deputy County Attorneys to review their suggested revisions to the Rules of the Police Commission that address workplace complaints and investigations, which will ultimately be presented to the Police Commission for approval.
- Finalized a policy for the County's Intern Program.

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

Goal 2--Workday and HRMS Project

- HR and IT continue to work on ways to extract data from the existing Neogov system since Workday Recruitment module is intended to replace it. (Ongoing.)
- **“Bi-Annual Presentation”**
As required by Goal 2, the following information summarizes the Workday timelines, implementation activities, challenges, solutions, benefits, and cost savings:

➤ **Cost Savings**

Although the Payroll Systems Manager and the HRMS Administrator continue to work collaboratively to create ad hoc reports so that managers do not need to prepare the reports resulting in cost savings, the FY25 CIP budget presented to Council included additional funding to use so that our Workday implementation vendor, Accenture, can assist with complicated tech issues which at the end of the day will allow the Workday system to align with many of the businesses processes used by the various departments. There are also certain “errors” that occur in the system which require the expertise of the vendor.

Although cost savings is not quantifiable, the Workday system has resulted in a reduction in time spent by employees who formally had to manually input paper timesheets, etc. as noted below.

➤ **Timesheets, Transactional Work, Accessibility and Payroll**

The very detailed list of information provided in the Director's report for the December 5 2023 meeting under Bi-Annual presentation is still accurate. The additional update since then pertains to the two new Workday modules that will be implemented for “Recruitment” and “Training.” Once implemented it will replace the current Neogov system that is being used for recruitment. Having one system to capture all of the information will benefit everyone in the County.

[Goal 2, Objectives G2A, G2B, G2C, G2D, Success Measurements 1, 2 and 3.]

Goal 3--Training Priorities

- Planning for an annual OSHA/HIOSH safety training for late May.

- Training occurring and will continue to occur for certain payroll support staff in other departments to learn the detailed functions of various Microsoft applications such as Excel.

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

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

- One step 2 class grievance submitted regarding temporary hazard pay.
- Working with one of the Deputy County Attorneys to prepare for arbitration regarding a class grievance pertaining to the County's evaluation instrument that has been in place for decades.

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

Goal 5--Recruitment and Retention

- Recruitment staff have been preparing for the start of summer interns in various departments (including HR) as well as the summer hires.
- Revised the job classification for the Emergency Services Dispatcher I position broadening the type of experience needed which is in line with Maui County's equal class with the hopes of having more applicants qualifying for this position.
- Fluctuations in the vacancy rate continue to occur monthly. April's report reflected a 0.7% decrease, May's report reflected a 0.2% increase, and June's report reflects a 0.1% increase.
- Recruitment staff participated in the County's Job Fair held at the Convention Hall; this fair was well attended with a higher than normal adults looking to change careers versus individuals without jobs.

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

Miscellaneous

- In meeting with the other employer jurisdictions, lead negotiators were assigned for upcoming bargaining with eight bargaining units. HR Director Anderson was selected as the lead negotiator for HGEA Bargaining Unit 15, Ocean Safety Officers.
- The second mandatory all-staff, in person, quarterly meeting (followed by voluntary birthday celebrations) occurred. Our invited special guest was Fire Chief Gibson who shared his journey to the County as well as his appreciation for all that HR does for the Fire and Ocean Safety Bureaus.
- A new Human Resources Specialist started work on May 16, 2024 and will be working in the Recruitment Division.
- A summer intern started on May 17, 2024 and will be assigned to the Recruitment Division.

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.
- Flexible Spending Plan Open Enrollment for the plan year July 1, 2024 – June 30, 2025 began on May 1, 2024 and will end on May 31, 2024. This includes Flexible Spending Plan, as well as Voluntary Insurance Plan changes/enrollments. Changes/Enrollments made during this Open Enrollment period will be effective July 1, 2024.
- The extension of the current contract for flexible spending services with Ameriflex was processed. Contract extended through June 30, 2026.
- New Hires:
 - 1 Account Clerk
 - 1 Administrative Assistant I
 - 1 Clerk Dispatcher I (exempt)
 - 1 Detention Facility Worker (exempt)
 - 1 EEO/ADA Compliance Officer/Investigator
 - 1 Human Resources Specialist I
 - 1 Janitor II
 - 1 Pipefitter Helper
 - 1 Program Specialist I (exempt)
 - 2 Senior Clerk
- Exit Interviews (Retirees): 4 of 4
- TDI Applications 2 approved
- Family Leave: 12 approved; 1 denied
- Leave Sharing: 1 approved
- Reference Checks: 18
- Employment Verifications: 12

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 Tech to Assistant Program Coordinator

Central Accounting Analyst to Accountant Trainee (2)
 Civil Engineer I to Project Manager
 Fire Fighter I to Fire Fighter Trainee (5)
 Fire Fighter Trainee to Fire Fighter I (9)
 Janitor II to Janitor Working Supervisor (2)
 Ocean Safety Officer I to Ocean Safety Officer II
 Personnel Management Specialist I to Human Resources Clerk I
 Personnel Management Specialist I to Personnel Management
 Specialist II
 Police Evidence Custodian I Evidence Custodian Assistant
 Procurement & Specifications Specialist II to Procurement &
 Specifications Specialist I
 Program Administrative Coordinator to Ocean Safety Officer I
 Program Support Assistant I to Engineering Custodian Assistant
 Project Management Officer to Civil Engineer VI Manager
 Senior Clerk to DMV Service Representative II
 Solid Waste Worker II to Solid Waste Worker I (2)
 Traffic Signs & Markings Supervisor I to Traffic Signs & Markings
 Supervisor II
 Wastewater Plant Operator II to Wastewater Plant Operator IV
 Wastewater Plant Superintendent to Wastewater Plant Operations
 and Maintenance Supervisor
 Wildfire Mitigation Program Manager to Program Administrative
 Coordinator

- Desk Audits None
- New Classes Adopted: Re-Entry Program Administrator
Supervising Water Service Investigator
- Administrative Reviews: None
- Class Amendments Completed: Automatic Sprinkler System Repairer
Building Inspector Aide
Building Inspector I
Building Inspector II
County Real Property Tax Manager
Elections Administrator
Elections Coordinator
Elections Specialist I
Elections Specialist II
Liquor Control Investigator Trainee
Liquor Control Investigator I
Liquor Control Investigator II
Liquor Control Investigator III
Liquor Control Investigator IV
Procurement Technician I
Procurement Technician II
Real Property Compliance Specialist I
Real Property Compliance Specialist II

Real Property Compliance Specialist III
Senior Building Inspector
Supervising Building Inspector
Water Services Investigator I
Water Services Investigator II
Water Services Investigator III

Recruitment and Exam

- Field visits made to the Hanalei Baseyard, Hanalei Transfer Station, Kapaa Parks Baseyard and Lihue Transfer Station to continue the cataloging of all trucks and equipment including the necessary licensure and need for physical examinations for each vehicle/equipment.
- Recruitment staff visited the Hanapepe Levee to assess the ability to do performance testing on site
- Interviewed and selected an HR Specialist I candidate to fill recruitment vacancy; start date May 16th.
- An overwhelming thirty-six applications were received for the County’s Summer Intern Program. Placements continue to be made with varying hire dates throughout the summer, with nine starting on May 20th in various departments including Finance-Accounting, Human Resources-Recruitment, Office of Economic Development, Police, Public Works-Administration, Parks and Recreation-Planning and Development and the Mayor’s Office.
- Recruitment:
 - Accountant Trainee
 - Accounting Technician
 - All Hazards IMT Leader (Exempt)
 - Assistant Program Coordinator
 - Automatic Sprinkler System Repairer
 - Beautification and Parks Maintenance Supervisor
 - Building Inspector I
 - Building Inspector II
 - Building Inspector III
 - Building Inspector Aide
 - County Real Property Tax Manager
 - Detention Facility Worker (Exempt)
 - DMV Customer Service Assistant (Exempt)
 - DMV Service Representative III
 - Electrician (Exempt)
 - Equipment Operator III
 - Intern (Exempt)
 - Investigator (Exempt)
 - Landfill Operator II
 - Legal Clerk II
 - Liquor Control Investigator I
 - Liquor Control Investigator II
 - Liquor Control Investigator Trainee
 - Maintenance Worker I
 - Parking Enforcement Worker
 - Personnel Management Specialist I
 - Personnel Management Specialist II
 - Plumber II

Police Evidence Custodian I
Public Information Officer
Re-Entry Program Administrator
Sexual Assault Forensic Nurse Examiner (SAFNE) (Exempt)
Solid Waste Worker I
Special Executive Officer of Emergency Management (Exempt)
Staff Services Assistant
Summer Youth Program (Exempt)
Tax Collection Supervisor
TVR Specialist (Exempt)
Van Driver (Exempt)
Wastewater Plant Working Supervisor

- Lists Referred to Departments:

Account Clerk
Accountant Trainee
Administrative Assistant
All Hazards IMT Leader (Exempt)
Assistant Program Coordinator
Bus Driver (Substitute) (Exempt)
Clerk Dispatcher I (Exempt)
Detention Facility Worker (Exempt)
DMV Customer Service Assistant (Exempt)
DMV Service Representative III
Electrician (Exempt)
Electronics Tradesperson
Emergency Services Dispatcher I
Equipment Operator III
Fire Fighter Trainee
Groundskeeper
Human Resources Clerk I
Human Resources Specialist I
Investigator (Exempt)
Laborer I
Maintenance Worker I
Ocean Safety Officer I
Park Caretaker I
Park Security Officer I
Personnel Management Specialist I
Police Services Officer I
Process Server
Project Manager
Re-Entry Program Administrator
Senior Clerk
Solid Waste Worker I
Solid Waste Working Supervisor
Special Executive Officer of Emergency Management (Exempt)
Staff Services Assistant

- Summer Youth Program (Exempt)
- Traffic Signs and Markings Supervisor II
- TVR Specialist
- Van Driver (Substitute) (Exempt)
- Victim/Witness Counselor II
- Written Exams Administered: Account Clerk
- Assistant Water Plant Operator
- DMV Service Representative III
- Emergency Services Dispatcher I
- Police Services Officer
- Public Safety Worker I (2)
- Oral Exams Administered: DMV Service Representative III
- Solid Waste Working Supervisor
- Performance Exams Administered: Ocean Safety Officer I
- Administrative Reviews: Ocean Safety Officer IV (memo sent to candidate after MQs met.)

Payroll

- Payroll leads continue working on solutions and testing in-house to address Workday issues as opposed to outsourcing all issues to outside vendor.
- Staff created and updated numerous Workday reports for use by departments.
- Continued work on “Laundry List” to improve end user access (ongoing).
- April Gross Payroll:

15th	\$	4,749,901	
EOM	\$	4,537,792	
EUTF ACTIVE	\$	858,839	
EUTF ACTIVE - DOW	\$	57,484	
EUTF OPEB	\$	551,048	
EUTF RETIREE	\$	911,702	
ERS (RETIREMENT)	\$	2,393,660	
SOC. SEC./MEDICARE	\$	496,717	
PTS SS SAVINGS	\$	4,087	

EEO/ADA

- Integrate with and understand roles and responsibilities of HR Team Members.
- Complete 10 online training courses.
- Read through policies, contracts, processes, communications (internal and external).
- Met with Parks & Rec, head of beaches to discuss current availability of beach wheelchairs for disabled patrons.

Goals and Objectives Report – COK Civil Service Commission

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

CSC 2024-13

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>5/07/24-G1A,G1B,G1D-1,2, &4: <u>Policies—New or Revised</u> <ul style="list-style-type: none"> • 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. </p> </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: Workday and HRMS Project:</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: Workday and HRMS Project:</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: Workday and HRMS Project</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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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 in 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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			<ul style="list-style-type: none">• 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.
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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

05/07/24-G4A-4:

Employee Complaints

- 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 #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"> 1. Develop a plan for implementation with timelines and benchmarks. 2. 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.</p> <p>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.

			<ul style="list-style-type: none"> • Staff attended two of three Freshman Academy Career Fairs at Kapaa High School and Waimea High School; recruitment staff will be promoting the County as a workplace via a “Wheel of Fortune” theme with free swag from the various departments of the County. • Hired back two summer Interns during their winter breaks to promote County employment. • Will begin advertising for HR vacancies in SHRM publication.’ • Working on extending a negotiated agreement with the union that involved a pilot program to 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. There was overwhelming positive feedback from employees and therefore the agreement will be extended to the end of the contract period (6/2025). • Meet with all departments annually to discuss recruitment needs and vacant positions. • Presented a summary of the Stay Survey responses from various departments at the Mayor’s full cabinet meeting. • Established and informed HR Staff of the new digital Suggestion Box to engage our HR employees and obtain their feedback. <p>01/02/24-G5A, G5B-1&2: <u>Recruitment and Retention-Success Measurements 1 & 2 Implementation Plan</u> The Plan is to increase recruitment strategies by researching alternative methods of posting job announcements and revising job postings to emphasize unique government benefits. Accomplishments so far are:</p> <ul style="list-style-type: none"> ✓ Recruitment staff participated in final Freshman Academy Career Fair at Kauai High School; staff promoted the County as a workplace via a “Wheel of Fortune” theme with free swag from the various departments of the County; students were unaware that the County actually provided Fire and Police services. ✓ Advertised for the EEO/ADA Officer/Investigation in the SHRM publication; will monitor to see if this is a good option for HR positions. ✓ Requested an opinion from the County Attorney’s office to discuss civil service exemption #5-student help to determine if the hiring of students in different positions may be a viable option to start to fill some vacancies, even if on a part-time basis. ✓ KFD sponsored a free Lifeguard Recruit Clinic on 12/16 to inform and demonstrate the duties and responsibilities of an Ocean Safety Officer including the use of various equipment such as the Rescue Watercraft, Rescue Board and Rescue Tube. Eight (8) individuals attended; two (2) had already applied, three (3) applied on the day of the clinic and the rest were thinking about it and may apply later. ✓ Researching the ability to utilize the Department of Defense’s Skill Bridge Program as a means to attract retired military individuals to work for the County on the military’s dime. ✓ Met with the Department of Water to discuss a possible Apprenticeship Program for our trades positions and researching the possibility of using the already established Hawaii Rural Water Association already established Apprenticeship Program for Water Operators • Develop supplemental agreements to provide for additional compensation, work benefits (teleworking, differentials, retirement medical, etc.) to retain current employees. ✓ Awaiting final signatures for several agreements including the “no lunch” agreement and “no lunch/overtime” agreement as well as the extension of the “no lunch/overtime” agreement for Finance’s DMV staff. • Meet with all departments annually to discuss recruitment needs and vacant positions. ✓ Meetings held with the Agency on Elderly Affairs, Parks and Recreation, Liquor, Public Works-Solid Waste, County Clerk-Elections, and Economic Development to discuss various vacancies and possible restructuring and reorganizations to meet the departments’ needs. <ul style="list-style-type: none"> • Reduce the total number of vacancies by ten percent (10%) by the end of the fiscal year; Current vacancy rate (with addition of 28 additional positions): ✓ FY2023: 184 vacancies/1281 positions = 14.4% ✓ FY2024: 202 vacancies/1309 positions = 15.4 % ✓ Total vacancies increased from 184 to 202 = 1% increase ✓ The December data pull is the month when the most retirements take place.
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			<p>02/06/24-G5A&G5B-1: <u>Recruitment and Retention</u></p> <ul style="list-style-type: none"> • Began posting on “KCC Board” for open recruitments; jobs can be posted for up to sixty (60) days so we will rotate recruitments and focus on entry level type positions, hard to fill positions and trade positions. • Recruitment staff contacted UPW to discuss the possibility of using the already established Hawaii Rural Water Association (HRWA) Apprenticeship Program for Water Operators to provide opportunities for entry level individuals to become certified Water Operators; HRWA has stated that government entities are not participating in the program due to push back from the unions. • Recruitment staff met with the Department of Public Works’ and the Department of Water’s Engineering Department and Division Heads to discuss the educational requirements for the Civil Engineer class. After learning that a degree in any engineering field would be allowed to qualify to take the civil engineering license test with the State, a decision was made to amend the educational requirements to allow for any degree in Engineering with the hopes of attracting more applicants. • Drafting supplemental agreements to provide for additional compensation and work benefits to retain employees in certain positions. • Continue to meet with all departments annually to discuss recruitment needs and vacant positions. • Recruitment staff met with Public Works-Solid Waste-Landfill, Parks and Recreation, and Transportation departments to discuss various vacancies and possible restructuring and reorganizations to meet the departments’ needs. • Continued participation of recruitment staff in all local job fairs. <p>03/05/24-G5A&G5B-1: <u>Recruitment and Retention</u></p> <ul style="list-style-type: none"> • Now that Hawaii’s Legislative session has begun, HR is tasked with monitoring various employment related bills and submitting testimony when appropriate. Because of the large quantity of bills, and multiple hearings, it is a very time consuming process, but a very important process. • Preparing for collecting bargaining. The employer jurisdictions and the unions are separately beginning to prepare for upcoming negotiations for eight different bargaining units with new contracts that will start in July 1, 2025. The parties will begin meeting for bargaining sessions beginning in the summer or fall of 2024. Prior thereto, the parties will be drafting and exchanging bargaining proposals. The DHR and staff will be traveling to Oahu in March to attend preparation meetings with the other jurisdictions. • The budget process has begun for fiscal year 2025. The DHR and staff presented to the Mayor and his budget team the proposed HR budget. Once the budgets are finalized they will then be presented to the County Council later in the spring for consideration and approval. <p>04/02/24-G5A&G5B-1: <u>Recruitment and Retention</u></p> <p>Goal---Increase recruitment strategies by researching alternative methods of posting job announcements and revising job postings to emphasize unique government benefits.</p> <p>Success Measurements:</p> <ul style="list-style-type: none"> • Working with KPD to see if the lowering or changing of job qualifications will make a difference for their large vacancy in the Emergency Services Dispatcher positions. • As previously reported this past quarter: <ul style="list-style-type: none"> o Recruitment staff participated in final Freshman Academy Career Fair at Kauai High School; staff promoted the County as a workplace via a “Wheel of Fortune” theme with free swag from the various departments of the County; students were unaware that the County actually provided Fire and Police services.
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			<ul style="list-style-type: none"> o Requested an opinion from the County Attorney’s office to discuss civil service exemption #5-student help to determine if the hiring of students in different positions may be a viable option to start to fill some vacancies, even if on a part-time basis. o KFD sponsored a free Lifeguard Recruit Clinic on 12/16 to inform and demonstrate the duties and responsibilities of an Ocean Safety Officer including the use of various equipment such as the Rescue Watercraft, Rescue Board and Rescue Tube. Eight (8) individuals attended; two (2) had already applied, three (3) applied on the day of the clinic and the rest were thinking about it and may apply later. <p>Goal--Meet with all departments annually to discuss recruitment needs and vacant positions. Success Measurements:</p> <ul style="list-style-type: none"> • Discussed position options with the Prosecuting Attorney’s office for their recently awarded grant for a “Re-entry” Program. <p>Goal--Reduce the total number of vacancies by ten percent (10%) by the end of the fiscal year. Current vacancy rate (with addition of 20ish new positions) Success Measurements:</p> <ul style="list-style-type: none"> • FY2023: 184 vacancies/1281 positions = 14.4% • FY2024: 180 vacancies/1310 positions = 13.7 % • Total vacancies decreased from 184 to 180= 0.7% decrease • Note this is a reduction from the last quarterly report that reflected a 1% increase. <p>Goal--Participate in all local job fairs. Success Measurements:</p> <ul style="list-style-type: none"> • The booth at the Waimea Town Celebration was busier at night than during the day; forty-five (45) new applications were received over the weekend after the event so hopefully it was due to our presence there. • Attended Kapaa Middle School career awareness day on March 8th. • Provided informational packets during Macy’s employees last day of work on March 15th including a QR code to access our recruitment website, a listing of current job postings, and some COK swag. • As previously reported this past quarter: <ul style="list-style-type: none"> o Following discussion and analysis regarding the educational requirement for the Planner series of classes with the Planning Department, it was decided to allow for any type of bachelor’s degree to meet the educational requirement for the Planner classes with the hopes of qualifying more applicants. Previously only the following degrees were accepted: Urban, Regional, City or Public Planning; Architecture; Landscape Architecture; Civil Engineering; Public or Business Administration; Economics; Biology; Sociology; or a related field. o Recruitment staff held meetings held with the Prosecuting Attorney, Liquor, and Parks and Recreation departments to discuss various vacancies and possible restructuring and reorganizations to meet the departments’ needs. o Fire Fighter Trainee posting resulted in one hundred thirty-two (132) eligible applicants to take the written examination. <p>05/07/24-G5A&G5B-1: Recruitment and Retention</p> <ul style="list-style-type: none"> • 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.
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			<ul style="list-style-type: none">• 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.
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