

2019 Annual Program Review: Human Resources

1. Purpose of the Program

- a. State the purpose of program, area or unit.

The mission of the Human Resources Department is to provide the services and support needed to recruit, develop, and retain a diverse and well-qualified workforce by implementing the Equal Employment Opportunity guidelines, establishing equitable processes/procedures and ensuring compliance with all federal, state, and local laws pertaining to personnel matters.

- b. How does the program, area or unit support the College Mission?

Human Resources provides recruitment services, compensation, benefits, health & welfare, classifications, trainings, leadership, professional development, evaluations, liability insurance, fingerprinting, collective bargaining, and labor/employee relations. Human Resources values every team member's contribution in achieving the mission in providing excellent educational programs and services that contribute to the success of our students and the vitality of the communities we serve.

2. Population(s) Served

- a. Describe the populations served by the program, area or unit, identifying special populations, if any.

Human Resources serves all college faculty, staff, student workers, administrators, management, board members, retirees, and job candidates across all district locations. In addition, serves the community and outside organizations.

- b. Describe other populations that should be served by the program, area or unit and identify plans to implement.

N/A.

3. Accomplishments in Achieving Goals

- a. List area related Strategic Planning Goals and program, area or unit specific goals, and describe progress in achieving each goal, strategy, objective, and appropriate task.

Strategic Planning Goals:

Task #	Task	Progress Report
8.1.1.1	Explore seminars, conferences, retreats, and other media that employees can attend individually or in small groups and promote those opportunities for the appropriate groups on an ongoing basis as they become known.	<i>Human Resources provides trainings inhouse or sends out notices from different sources such as the Community College League of California, Association of Chief Human Resource Officers, ABCO, UMOJA, Hispanic Association of Colleges and Universities, Riverside County Office of Education, American Association for Access, Equity, and Diversity.</i>
8.1.1.2	Provide on-site training opportunities with professional facilitators who are trained in stimulating and encouraging innovation in individuals at least annually.	<i>Human Resources is actively finding ways to facilitate opportunities to stimulate all staff.</i> <ul style="list-style-type: none"> ● FRISK Evaluation Model ● EEO Trainings ● Train the Trainer ● Sexual Harassment ● Mandated Reporters ● Safety

9.1.3.1	Create a database of experts based on a survey of college faculty and staff by June 2018.	N/A
9.1.3.2	Create an annual schedule of regular seminars that promote professional development for each employee group.	<i>HR follows conferences schedules and distributes opportunities to faculty, staff, and management as appropriate and distributes this information to appropriate departments.</i>
10.1.1.1	Develop a Staffing Strength Report that shows the current human resources available in the organization (Fall 2017).	<i>Human Resources creates and retains data from applicants demonstrating diversity population results. Human Resources updates the online organizational charts and identifies any gaps that exist.</i>
10.1.1.2	Have the Equal Employment Opportunity Advisory Committee review best practices and staffing models and select a model plan for further consideration and implementation (FY 2017-18).	<i>EEOAC meets twice a year to provide transparent procedures and best-practices to avoid any bias in our processes and procedures in order to maintain a fair and competitive hiring process within the district.</i>
10.1.1.3	Develop a transparent position request process, based on Program Review data, for identifying, prioritizing, and allocating additional human resources that are needed to accomplish the mission of the District through the end of the 2017-20 Strategic Plan (2017-18).	<i>Human Resources is compliant with all program review and college planning processes. Language was added to the Integrated Planning Manual regarding filling classified positions.</i>
10.1.2.1	Follow the District's Equal Employment Opportunity Plan recruitment processes to ensure diversity in hiring pools (2017-18 and ongoing).	<i>A three-year EEO Plan was approved by the board on 6/13/2017. The district hiring process is run in accordance with the guidelines established in this plan.</i>
10.1.2.2	Explore new venues to advertise open positions what will draw a wider, more diverse pool of applicants (2017-18).	<i>Human Resources now utilizes NeoGov and has increased funding for wider advertisement of open positions.</i>
10.1.2.3	Develop and implement a new employee orientation process to improve employee on boarding, satisfaction, success, and retention (2018-19).	<i>HR provides the information to new employees regarding on board orientation. Unions now provide the actual orientation to new hires.</i>
10.1.2.4	Review all HR related Board Policies and Administrative Procedures and update as needed to reflect new	<i>Applicable Board Policies and Administrative Policies are being extensively reviewed in preparation for accreditation activities. The district has also received training from the California Community College League on how to utilize their</i>

	processes and best practices (2019-20).	<i>templates/updates. Policies and procedures are now published online via BoardDocs.</i>
10.2.1.1	Ensure that annual budgets include funding for ongoing professional development opportunities for all employees.	<i>Academic/faculty divisions have an annual \$2,500 budget for Professional Development or conferences. Classified employees were awarded a total of \$5,000 from the Chancellor's Office. The District also provides ongoing required and professional development trainings through Keenan & Associates and/or Legal Counsel.</i>
10.2.1.2	Utilize existing expertise for professional development within the college whenever possible and appropriate.	<i>Human Resources engages in train-the-trainer activities as well as bringing professional training onsite to provide more accessible opportunities for groups of faculty, staff and management. We have held training in Conflict De-escalation, Transitioning from Peer to Supervisor, Dealing With Difficult People, Evaluation and Attendance Tracking.</i>
10.2.1.3	Provide events and activities every semester that stimulate a cooperative campus climate and a collegial working environment.	<i>Human Resources also provides presentations and activities during Flex Days and Institute Day on needed topics.</i>

b. Explain modifications, if any, of goals.

N/A.

4. Strengths, Weaknesses & Accomplishments/Activities

a. List and comment on the major strengths of the program, area or unit.

Human Resources has implemented a process to offer students the opportunity to gain employment experiences. These experiences include resume building, application submittals, interviewing, orientations, learning effective communication and improving job skills. It also provides students with the experience in working in a higher education establishment, which promotes the ability to compete in future competitive career positions.

- 1. All students must submit an application online.*
- 2. All departments are involved in putting Student Workers through an interview process.*
- 3. Student Workers Manual was created.*
- 4. All Student Workers must attend an Orientation.*

b. List and comment on the major weaknesses of the program, area or unit.

The biggest challenge Palo Verde Community District faces regarding recruitment and retention is the remote location. It is hard to keep outside applicants when they come to this remote, hot little town with not many activities.

c. List activities and discuss accomplishments during review period.

Human Resources has been working non-stop to walk away from old fashion processes.

- 1. Online application portal with NeoGov.*
- 2. Online employment packets.*
- 3. Online mandated trainings.*
- 4. Preemployment fingerprinting.*
- 5. Assisting onsite technical/educational programs with fingerprints.*
- 6. Student Workers hiring process experience.*

5. Service Area Outcomes (SAO)

Appropriate Service Area Outcomes will be developed by each non-instructional area to reflect appropriate outcomes including Program Area Outcomes and/or Service Area Outcomes (SAO).

Service Area Outcome	SAO Metric
<p><i>SAO #1: The Human Resources Department provides and coordinates benefits, payroll, and professional development services to all employees.</i></p>	<p><i>Number of district employees: 39 – Faculty 52– Adjuncts 33 – FT Classified 18 – PT Classified 16 – Management/Confidential 9– Administrators 36 – Student Workers</i></p>
<p><i>SAO #2: The Human Resources Department provides advertising, application tracking, and hiring processing for district recruitment activities.</i></p>	<p><i># job opportunities posted via NeoGov = 41 # job applications received = 403</i></p>

6. Human Resources and Staff Development

a. Provide current organization chart of the program, area or unit, showing key functions and responsibilities.



b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area or unit goals? Explain.

Yes, this is currently adequate.

c. Describe specific professional development activities in which program, area or unit members participate and explain how such activities benefit or enhance the program and support and facilitate student learning.

Human Resources advocates for its employees for professional development. This allows the District to attract and maintain a diverse workforce. Staff receives the appropriate professional development experiences to support services.

- AAAED American Association for Access, Equity and Diversity
- ATIXA Association of Title IX Administrators
- ACHRO/EEO Human Resources Annual Training
- ACCCA/ACHRO Leadership Academy
- ACCCA Admin101 & Admin 201
- PIHRA Professionals in Human Resources Association
- Asilomar Leadership Skills Seminars
- LLN Latina Leadership Network
- HSI Hispanic Service Institute
- HACU Hispanic Association of Colleges and Universities
- Black College Fair
- Black College Spring Tour
- Community College League of California
- Innovative Educators Training
- The Academic Network, Inc.
- Keenan & Associates Safety Trainings
- ACBO Business Official Annual Training
- Rural Community College Alliance
- California Promise Pathways
- Human Resources Leadership Academy

- ERTSC Annual Conference
- Riverside County Office of Education Personnel Administrators' Association
- Brown Act Training

d. Describe areas of unmet professional development needs among personnel in this program, area or unit, if applicable, and outline plans to address these needs.

N/A.

e. Describe organizational changes that would improve program, area or unit performance. Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

None.

7. Facilities

a. Are current facilities adequate to support the program, area or unit? Explain.

Additional and better optimized space is needed for the Human Resources Department. We have begun addressing these needs via the planning that has happened for the remodeling of the second floor of the College Services Building.

b. Describe plans for future changes to support facilities.

Once the remodeling plans are funded and completed, Human Resources will move into this new area which will address the department's needs more fully.

8. Technology and Equipment

a. Is the current technology and equipment adequate to support the program, area or unit? Explain.

Yes, the current technology is working fine.

b. Describe plans for future changes to support technology or equipment.

After the remodeling project is completed and Human Resources relocates the technology needs of the department will be reevaluated.

9. Financial Resources

a. Provide an appropriate financial report for program, area or unit during reporting period. Explain any significant deviations from previous reporting period.

Code	Object Code Description	Budget	Expenses
	SALARIES	193,788.34	351,050.13
2331	STUDENT HELP HOURLY	900.00	900.00
3220	PUBLIC EMPLOYEES' RETIREMENT SYSTEM (PERS), CL EMPLOYEES	752.46	752.46
3320	LOCALLY DEFINED OASDI, CL EMPLOYEES	258.30	258.30
3325	MEDICARE, CL EMPLOYEES	60.40	60.40
3430	HEALTH & WELFARE BENEFITS, OTHER CE EMPLOYEES	109.39	109.39
3440	HEALTH & WELFARE BENEFITS, RETIRED EMPLOYEES	-1,570.79	-1,570.79
3520	STATE UNEMPLOYMENT INSURANCE, CL EMPLOYEES	2.08	2.08
3620	WORKERS' COMPENSATION INSURANCE, CL EMPLOYEES	67.66	67.66
3220	PUBLIC EMPLOYEES' RETIREMENT SYSTEM (PERS), CL EMPLOYEES	34,927.00	60,482.29

3320	LOCALLY DEFINED OASDI, CL EMPLOYEES	11,989.00	19,497.14
3325	MEDICARE, CL EMPLOYEES	4,951.47	4,951.47
3420	HEALTH & WELFARE BENEFITS, CL EMPLOYEES	58,471.00	76,375.31
3430	HEALTH & WELFARE BENEFITS, OTHER CE EMPLOYEES	1,203.29	1,203.29
3440	HEALTH & WELFARE BENEFITS, RETIRED EMPLOYEES	0.00	5,640.80
3520	STATE UNEMPLOYMENT INSURANCE, CL EMPLOYEES	172.65	172.65
3620	WORKERS' COMPENSATION INSURANCE, CL EMPLOYEES	5,648.06	5,648.06
4550	OFFICE SUPPLIES	4,739.67	4,739.67
4556	COPYING	349.82	349.82
5045	POSTAGE	1,380.15	1,380.15
5210	MILEAGE	1,154.04	1,154.04
5211	FLEET MILEAGE	1,269.21	1,269.21
5220	CONFERENCES	7,950.91	7,950.91
5310	MEMBERSHIPS	47.88	47.88
5530	WATER	389.88	389.88
5620	ALL OTHER CONTRACT	17,813.60	17,813.60
5740	ADVERTISING	30.31	30.31
5840	PHYSICALS	552.69	552.69
5850	FINGERPRINTS	2,748.75	2,748.75
6492	OTHER EQUIP, NON INSTR	521.78	521.78

b. Describe whether the current budget is adequate to carry out the responsibilities of the program, area or unit or operation.

Human Resources Department separated from the Administrative Services Department. The budget HR has been in a transition and it is being monitored.

c. Describe plans for future budget changes, if any.

Continue with the interactive process in monitoring the HR budget for adequate funding.

10. Four year plan

- a. Place future request for resources (human, financial, facilities, technology & equipment) in a four-year matrix to facilitate future planning.

Future Area Needs			2019-20	2020-21	2021-22	2022-23
	Human Resources		<i>1 more HR position</i>			
	Fiscal Resources					
	Physical Resources		<i>Remodel Existing facilities</i>			
	Technology Resources					