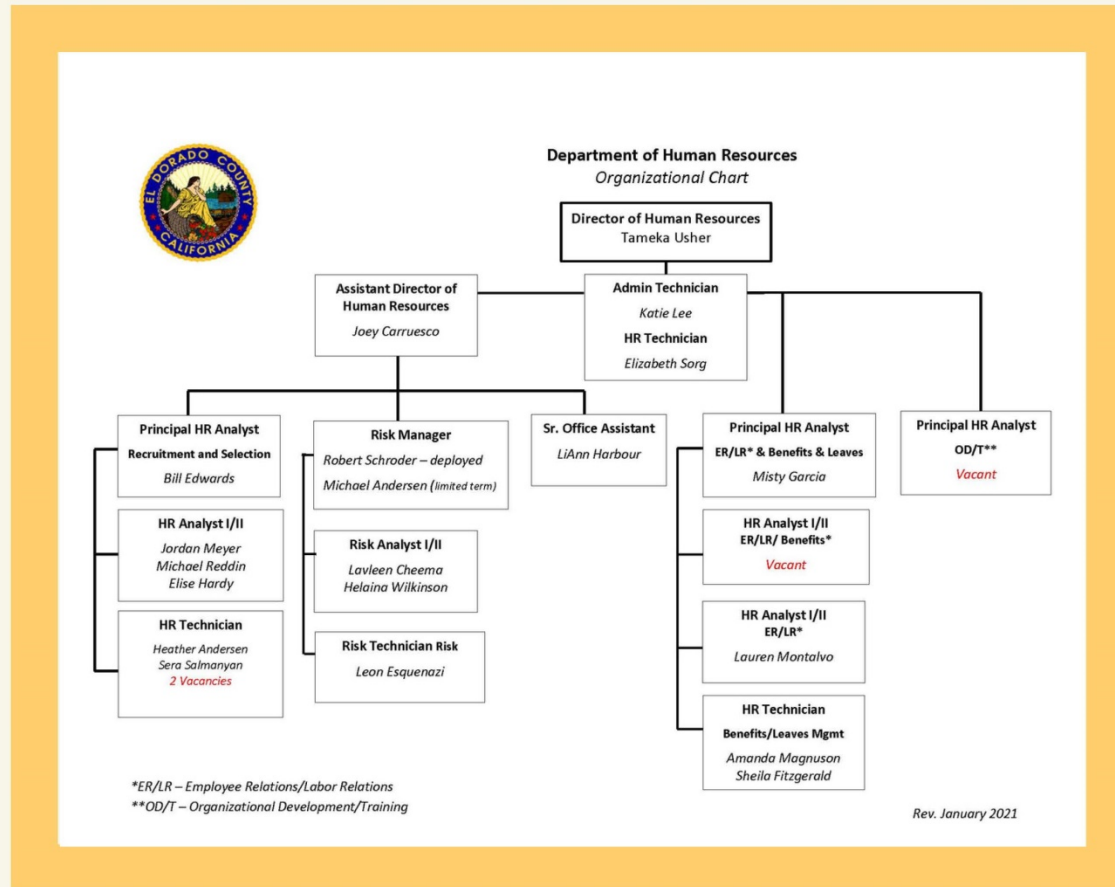


COUNTY OF EL DORADO
*Department of
Human Resources*
2021 BOARD OF SUPERVISORS UPDATE



24 Allocations



*ER/LR – Employee Relations/Labor Relations
**OD/T – Organizational Development/Training

Rev. January 2021

Department Structure

TALENT ACQUISITIONS AND SERVICES

Recruitment
Selection
Classification
Compensation
Position Control
Reduction in Force

Pre-Employment Medical
Tracking Appointments
Processing PA's for New Hires
Fenix Imports
Background Checks
Onboarding

Department Structure

ADMINISTRATIVE OPERATIONS

Public Records
Subpoenas
Civil Service Commission
Board Items
Records & Retention
Live Scan

Data Analytics
Learning & Org Development
Performance Management
(Including 360 Surveys)
Front Desk
Exit Interviews
Customer Satisfaction

Department Structure

RISK MANAGEMENT

Workers' Compensation
Safety
Disability Management
General Liability
Contract Insurance
County Insurance

Volunteer Program
HIPAA/Privacy/PII
Threat Assessment
Loss Prevention
Third Party Recovery

Department Structure

LABOR/EMPLOYEE RELATIONS,
BENEFITS, AND LEAVES

Negotiations
Meet and Confer
Grievances
EEOC/DFEH
Investigations
Contract Review

Customer Consultation
MOU Interpretation
Benefits Administration
Protected Leaves
Administration



Human Resources

\$2,478,016

General Fund

Risk Management

\$54,873,044

Expenditure Appropriation

- Accountability
- Collaborative Business Partner
- Competent Knowledge Resource
- Consistency
- Integrity
- Professional Excellence
- Solution-Focused Customer Service
- Transparency

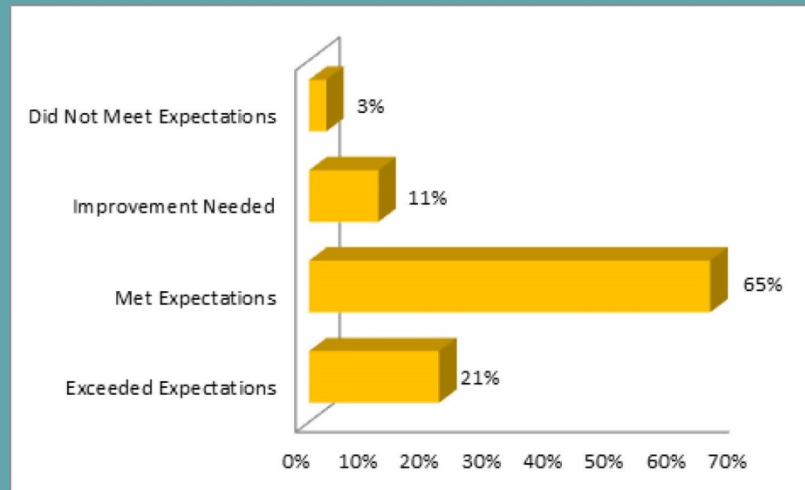
Guiding Principles



Customer Satisfaction



Quality of Customer Service (FY 19/20)



09.

Human Resources 2021



“ I AM GLAD THAT HR IS THERE WHEN WE NEED TO HAVE QUESTIONS ANSWERED.



“ EACH SERVICE IN HR IS VALUABLE AT DIFFERENT TIMES DEPENDING ON MY NEEDS. I HAVE SEEN IMPROVEMENT THIS LAST YEAR WITH COMMUNICATION.

11.

Accomplishments



COVID - HR staff responded to an unprecedented demand during the pandemic, which required flexibility and quick solutions when responding to customer needs.

Fully implemented NEOGOVs automated Performance Management System

Adopted a County-wide Volunteer Policy

Adopted a County-wide ID Badge Policy and implemented the process.

Developed and implemented an automated bilingual testing process.

Converted from an Interagency Merit System county to an Approved Local Merit System county.

GOALS

- Improve information delivery and responsiveness to our customers
- Update human resource policies, procedures, and programs
- Increase knowledge and collaboration within HR and partnerships with departments
- Improve the recruitment and selection process

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E EVERYONE
A ACHIEVES
M MORE