

Pinal County - Managing For Results

Annual Report

FY 2010-2011

HUMAN RESOURCES

Employment Services Program

Employee Relations Activity

KR % of Human Resources Activity requests responded to within 24 hours of the receipt of the request.

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%*	100.00%	95.00%	95.83%	95.00%	93.75%	90.00%	83.91%	95.00%	93.14%	95.00%

We have lost, to resignation, three front office staff we still respond in a timely manner to employees and management. However, our staff is feeling the burden. The challenge HR has is to maintain the integrity of customer service with current staffing levels.

KR Pinal County turnover % will be maintained in the lower 25th percentile of all Arizona counties who report annual turnover in the Arizona local governments' salary and benefit survey.

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
25.00%	0.00%	25.00%	100.00%	25.00%	100.00%	25.00%	100.00%	100.00%	100.00%	100.00%

The Arizona County turnover report has been published. Pinal County was in the lower 25% of AZ Counties who report turnover at an overall percentage of 11%.

Recruitment Activity

KR % of hires with a time to fill of 59 days or less from opening of requisition

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
80.00%*	95.33%	95.00%	91.43%	95.00%	81.08%	95.00%	85.29%	95.00%	88.84%	95.00%

During this year Human Resources personnel worked closely with departments on recruitment procedures and process. The utilization of registry postings for particular vacancies such as Direct Support Workers, Detention Officers and Aides, and Dispatchers has assisted departments decrease the amount of days to hire.

Human Resource Information Management Program

Records Management Activity

KR 90% of employee file audits that had an accurate employment history and were in compliance with Federal & State regulations.

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%*	100.00%	100.00%	100.00%	90.00%	0.00%	100.00%			100.00%	100.00%

Human Resources Information Management Activity

KR 90% of same-day departmental information request responses issued within 8 working hours

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%*	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			100.00%	100.00%

HUMAN RESOURCES

Total Compensation Program

Compensation Activity

KR 25% of employees at or above Step 5 (prevailing market rate).

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
25.00%*	44.00%	40.00%	39.03%	38.14%	37.00%	36.35%			40.34%	36.35%

Benefit Management Activity

KR 50% of employee & dependent(s) benefit (medical, dental & vision) expenses paid by employee contributions

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
50.00%*	28.76%	30.00%	26.48%	26.39%	26.43%	26.00%	0.00%	0.00%	27.06%	0.00%

Training and Development Program

Training and Development Activity

KR Percent of trained employees who demonstrate improved skill knowledge through pre and post training testing or manager/supervisor assessment

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
70.00%*	90.67%	70.00%	95.22%	70.00%	97.89%	70.00%	92.29%	70.00%	93.59%	70.00%

During this year, 93.16% of employees attending training demonstrated improved skill knowledge at the end of the training session. The target for this year has been exceeded. This is a positive reflection on the training being provided plus the relevance of subject material. This office will continue to provide training that will forward the employees growth.