

# Pinal County Performance Management

## Annual Report

FY 2011-2012

### HUMAN RESOURCES

#### Employment & Employee Relations

**R**  
**SBP** 85% of New Hire Orientation participants will state they were well informed of basic County policies & procedures, employee benefits, and Risk Management services through the New Hire Orientation offered through HR department.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
85.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Based on the surveys completed in New Hire Orientation, 100% of the employees hired throughout the year felt they were well informed and provide with knowledgeable information. The employee orientation includes a warm welcome from Human Resources staff and a review of Pinal County's policies, procedures, and mission statement. In addition, an overview of benefits such as medical benefits, holidays, and tuition reimbursement are provided. Our presenters continue to stay up to date on all changes made to policies and other governmental regulations to assure every new hire is given accurate information. The facilitator will also try and answer any question that may come up during orientation or provide contact information to the person or department who can assist them further. Comments on the survey are welcomed and provide valuable feedback to assist Human Resources with improving the flow of new hire orientation. Our staff continues to modify all ongoing presentations and forms to ensure a smooth transition between topics. This helps to continuously keep the attention of the new employee without overwhelming them for a smooth transition into Pinal County.

**R**  
**SBP** Recruitment services will maintain an average time to fill not to exceed 60 days.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	82.20%	95.00%	105.97%	90.00%	123.21%	90.00%	92.47%	94.94%

Although Recruitment Services performed above expectations for the year, we continue to put forth every effort to assist departments fill their vacancies under 60 days. Human Resources has accomplished this goal by helping departments establish registries to get a head start on the recruiting process. These registries allow for applicants to apply and remain on a waiting list in anticipation of the budget department approving their Hiring Freeze Exemption Request when it was necessary. Since the start of the new 2012-2013 fiscal year Hiring Freeze Exemption Requests have been eliminated and should offer departments more efficiency in posting job announcements. Some positions continue to be more difficult to fill due to specific qualifications required for the job, and therefore exceed the 60 day goal. A number of requisitions were closed, only to find that during the interview process there were not enough adequate qualified applicants, causing the requisition to have to be reopened. Recruitment Services has tried to keep these type of scenarios to a minimum by suggesting supplemental questions to add to the postings, which would rate the applicant to ensure minimum qualifications are met. Human Resources will continue to assist in any recruitment efforts to help departments identify successful candidates within 60 days.

**S**  
**SBP** 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 benefits survey.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
	OT		OT		OT		OT	OT

The local governments' salary and benefits survey was released in May 2012. The report includes employee turnover reports of 15 Arizona Counties, including Pinal County. Pinal County's employee turnover rate for fiscal year 2011-2012 was 9%. The County with the highest turnover rate was Apache with a 20% turnover rate. The County with the lowest turnover rate was Cochise with an 8.89% rate. Pinal County has the second lowest turnover rate, with Cochise having the lowest. The turnover percentage of 9% places Pinal County in the lower 25th percentile of all Arizona Counties who report annual turnover.

# HUMAN RESOURCES

## Occupational Safety & Health

R  
SBP 95 percent of employees recommended to receive HEP B Vaccine will either complete or decline the vaccine series.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	65.29%	95.00%	90.73%	95.00%	83.68%	95.00%	89.24%	81.30%

R  
SBP 95 percent of employees who are identified in the Exposure Control Plan will receive mandated tuberculosis testing or evaluation.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	95.92%	95.00%	93.48%	95.00%	70.51%	95.00%	59.67%	78.69%

R  
SBP 95% of EEs identified as "at risk for exposure" per the Bloodborne Pathogen Exposure Control Plan will receive the mandated Bloodborne Pathogen training.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	92.91%	95.00%	95.32%	95.00%	37.31%	95.00%	52.75%	66.13%

R  
SBP 95% of employees who are identified by their supervisor or director per the Respirator Protection Program shall be evaluated and fit-tested as deemed necessary by specific hazards or needs.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	15.44%	30.00%	95.34%	95.00%	95.34%	95.00%	0.00%	72.29%

# HUMAN RESOURCES

## Total Compensation

R SBP 75% of all County job classifications (exclusive of the Courts) will be reviewed and updated to include essential functions, corrected EEO codes, Workers Compensations Codes, and FLSA codes by 2013.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	83.38%	100.00%	85.17%		82.19%	83.00%		83.54%

R SBP 75% of departments will have centralized all Health Insurance Portability and Accountability Act (HIPAA)-related and other sensitive personal information in Human Resources

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	93.94%	95.00%	93.94%		100.00%	100.00%		95.51%

R SBP 80% of all Family and Medical Leave Claims in County (exclusive of PCSO) will be reviewed and a final determination rendered within 24 hours of receipt.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
80.00%	95.00%	90.00%	100.00%	95.00%				97.73%

Pinal County Human Resources has re-evaluated administration and implementation of the Family Medical Leave Act. In January 2012 Pinal County Human Resources' Occupation Health Nurse has taken on the role of evaluating the Physicians' Certifications. From April - June 2012, PC HR received 108 requests for FMLA protection: 98 of the requests were approved. Of the 10 denials, 8 requests were not accompanied by the required physician's certification, 1 was denied because the need for leave was not justified according to the employee's schedule and one was denied because the employee did not meet the necessary criteria.

## Training & Development

R SBP 25% of employees will have completed the personal effectiveness training annually, which is either sponsored/developed by HR or a separate training that is approved by HR.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
25.00%	80.85%	25.00%	75.36%	25.00%	95.73%	25.00%		86.23%

The Training and Development unit of Pinal County Human Resources was eliminated in June of 2012. Training will be offered by existing Human Resources Staff and outside sources.

R SBP 90% of County employees that state they are satisfied with the Training & Development services offered through HR.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	33.33%	90.00%			96.53%	90.00%		92.99%

The Training and Development unit of Pinal County Human Resources was eliminated in June of 2012. Training will be offered by existing Human Resources Staff and outside sources.