



HR Department Overview

Presented to the Mecklenburg
Board of County Commissioners
September 17, 2019

Who We Are

Paula Herman
HR Director

Keisha Scott
Deputy HR Director

**Operations, Systems,
and Compliance**

- Business Office
- HR Management Systems
- Employee Services Center
- Compliance

Jennifer Moretz
Sr. HR Manager

**Total
Rewards**

- Classification and Compensation
- Benefits, Retirement, and Wellness
- Retention and Engagement

Lisa Burns
Sr. HR Manager

**Learning and Org.
Effectiveness**

- Learning and Org. Effectiveness
- Performance Management
- HR Business Partners

VACANT
Sr. HR Manager

**Talent
Acquisition**

- Recruiting
- Onboarding
- New Employee Orientation
- Talent Pipeline Development





STRATEGY TO SUCCESS

— MECKLENBURG COUNTY —

Dashboard Feedback Survey

Have an idea for how to improve this dashboard? Want to share your experience?
[Click here!](#)

Active Employees
MOST RECENT SNAPSHOT

5197

Total Turnover
FISCAL YEAR-TO-DATE

1.9 %

TA Function Satisfaction
HRS2006: FISCAL YEAR-TO-DATE

97.86%

Hires
FISCAL YEAR-TO-DATE

234

Transfers
FISCAL YEAR-TO-DATE

113

FY Average Vacancy Rate
FISCAL YEAR-TO-DATE

11%

Separations
FISCAL YEAR-TO-DATE

275

Applicant Pool Satisfaction
HRS2007: FISCAL YEAR-TO-DATE

100.00%

New Positions Created
FISCAL YEAR-TO-DATE

144

Reclassified Positions
FISCAL YEAR-TO-DATE

8

Retirees
FISCAL YEAR-TO-DATE

9

Average Days to Fill
FISCAL YEAR-TO-DATE

60.33

NEO Satisfaction Rate
FISCAL YEAR-TO-DATE

99.86%

Employee Relations Activity
FISCAL YEAR-TO-DATE

913

Percent Eligible to Retire
WITHIN THE NEXT 5 YEARS

13.9%

MeckEDU Training Hours
FISCAL YEAR-TO-DATE

1622

ESC Tickets
FISCAL YEAR-TO-DATE

4104

Variable Printing Cost
FISCAL YEAR-TO-DATE

\$1.23K

Goal 1: Improve Service Delivery

Accomplishments To Date



PEOPLE

- HR restructure in progress
- Implementing new service delivery model using HR Business Partners
- Working with Departments to fill critical vacancies
- Launched “Bringing HR to You” Program



POLICY AND PROCESS

- Developed and implemented new policy process
- Reviewing and Revising HR Standard Operating Procedures



TECHNOLOGY

- Implementing new Applicant Tracking System
- Implemented Payfactors compensation software
- Future Opportunities:
 - Performance Management Solution
 - Employee Relations Case Management Solution



Goal 2: Become an Employer of Choice

Accomplishments To Date



BRANDING

- “Follow your calling, find your career”
- Launched new career page on Mecklenburg County Website
- Increased LinkedIn presence



ON-BOARDING

- Improved onboarding processes and procedures to enhance the overall candidate experience
- Decreased days to fill by 18% from February to August.



CLASSIFICATION AND COMPENSATION

- Developing new classification structure proposals for County Leadership
- Currently pricing new structure proposals
- Budget recommendation by third quarter of FY20



Goal 3: Improve Employee Retention & Engagement

Accomplishments To Date



PERFORMANCE MANAGEMENT

- Rebranded Learning and Development as Learning and Organization Effectiveness (LOE).
- LOE now includes:
 - Talent Development
 - Performance Management
 - HR Business Partners



RETENTION AND ENGAGEMENT

- Hire Retention & Engagement Consultant to take a holistic approach to employee engagement
- Hosted new employee focus groups
- Redesigned the exit interview process
- Added pet insurance option for employees
- Evaluating employee perks program
- Developed a retention toolkit for managers
- Partnered with Public Information to recognize and publicize employee accomplishments



Goal 4: Improve Employee Health and Wellness

Accomplishments To Date



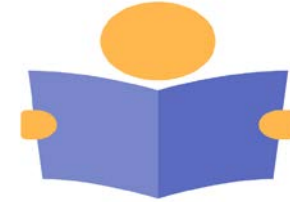
MYCLINIC

- 46% of employees visited an OurHealth MyClinic in FY19
- 98% of employees were satisfied with the service received from the MyClinic in FY19
- Continuing to monitor and address chronic conditions



HEALTH SAVINGS ACCOUNT (HSA)

- Increased the HSA seed money from:
 - \$750 to \$1,000 for individuals
 - \$1,500 to \$2,000 for families



EMPLOYEE KNOWLEDGE

- Hosted Wellness Expo at VCW Conference Center
- Hosting Open Enrollment information sessions for employees
- Open Enrollment guide will soon be mailed directly to each employee's home



Goal 5: Develop Strong Leaders

Accomplishments To Date



ENHANCE LEADERSHIP

- Researching and launching new initiatives, including:
 - Change Management
 - Performance Management - MeckVIP
- Partnered with the County Manager's Office on the County's Equity and Inclusion Initiative.



TRAINING CURRICULUM

- Reviewing all training curriculum and associated competencies. Trainings will be available for the following employee groups:
 - Individual Contributors
 - Emerging Leaders
 - Supervisors/Managers
 - Executive Leadership



The Goal for Mecklenburg County employees

“I am a valued member of a winning team, doing meaningful work, in an environment of trust.”



Questions?

