
HUMAN RESOURCES DEPARTMENT 2018 PERFORMANCE PRESENTATION

Rocio Kiryczun, Director

October 2, 2018

COUNTY OF **SAN MATEO**





Maximize individual and organizational potential and position the County of San Mateo as an employer of choice.





RECRUIT

ONBOARD

ENGAGE & RETAIN

DEVELOP

OPTIMAL PERFORMANCE



SHARED VISION 2025 ALIGNMENT



Collaborative Community

Our leaders forge partnerships, promote regional solutions, with informed and engaged residents, and approach issues with fiscal accountability and concern for future impacts.



Prosperous Community

Our economic strategy fosters innovation in all sectors, creates jobs, builds community and educational opportunities for all residents.

WORKFORCE DEMOGRAPHICS

5,685

Authorized
Positions

967

Extra Help
Employees

275

Term
Employees

45

Average Age

11.5

Average
Years of
Service



WORKFORCE DEMOGRAPHICS



1922-45

.6%

Traditionalist



1946-64

24.3%

Baby
Boomer



1965-79

39.0%

Gen X



1980-93

32.9%

Millennial



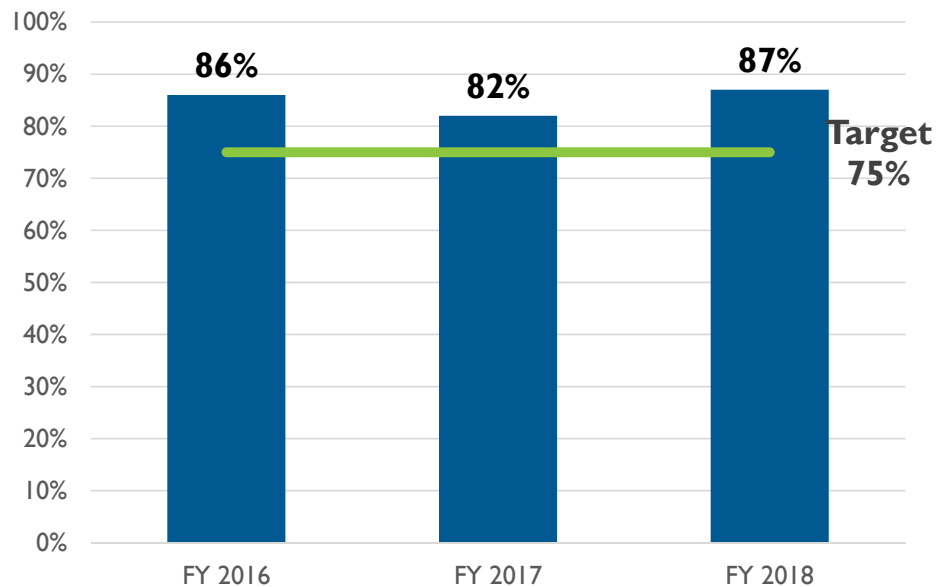
1994+

3.2%

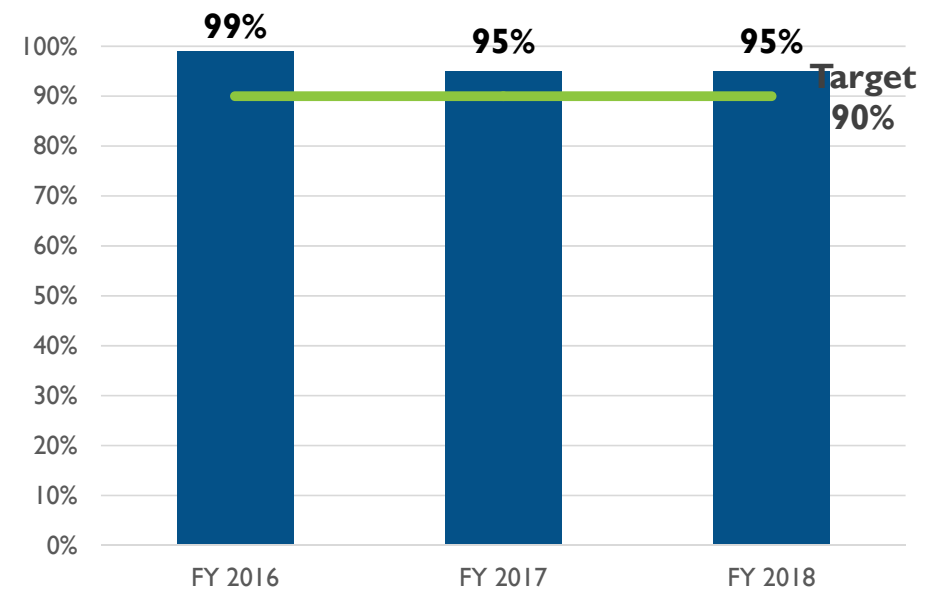
Gen Z

DEPARTMENT SUMMARY

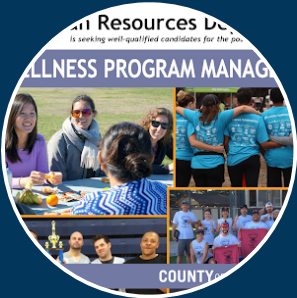
Percent of performance goals met



Percent of customer survey respondents rating overall satisfaction with services as good or better



FY 2017-18 HIGHLIGHTS RECRUIT



Recruitment
Posted

DAY 1



Applications
Accepted &
Screened



Examinations &
Interviews



Eligible List
Established

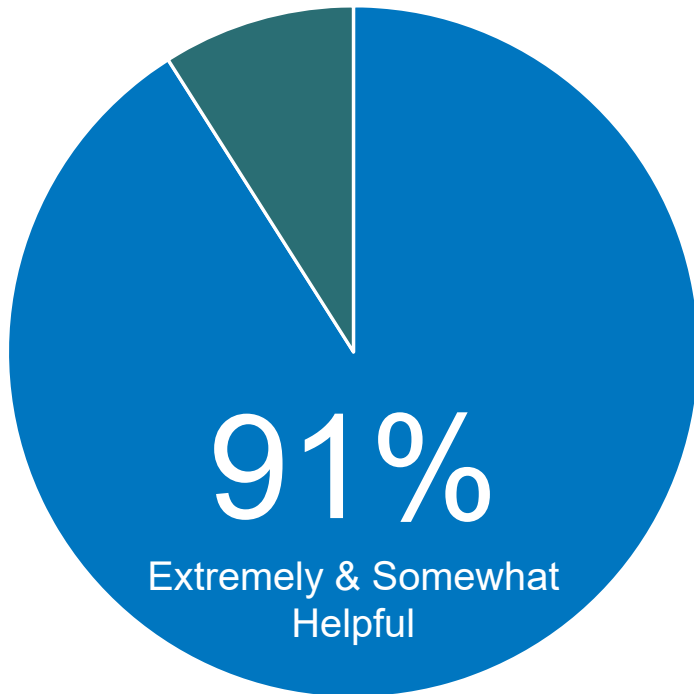
DAY 28



FY 2017-18 HIGHLIGHTS ONBOARD



How Helpful did you find the New Employee Welcome Program?



Good to see how the different departments interact and support each other.

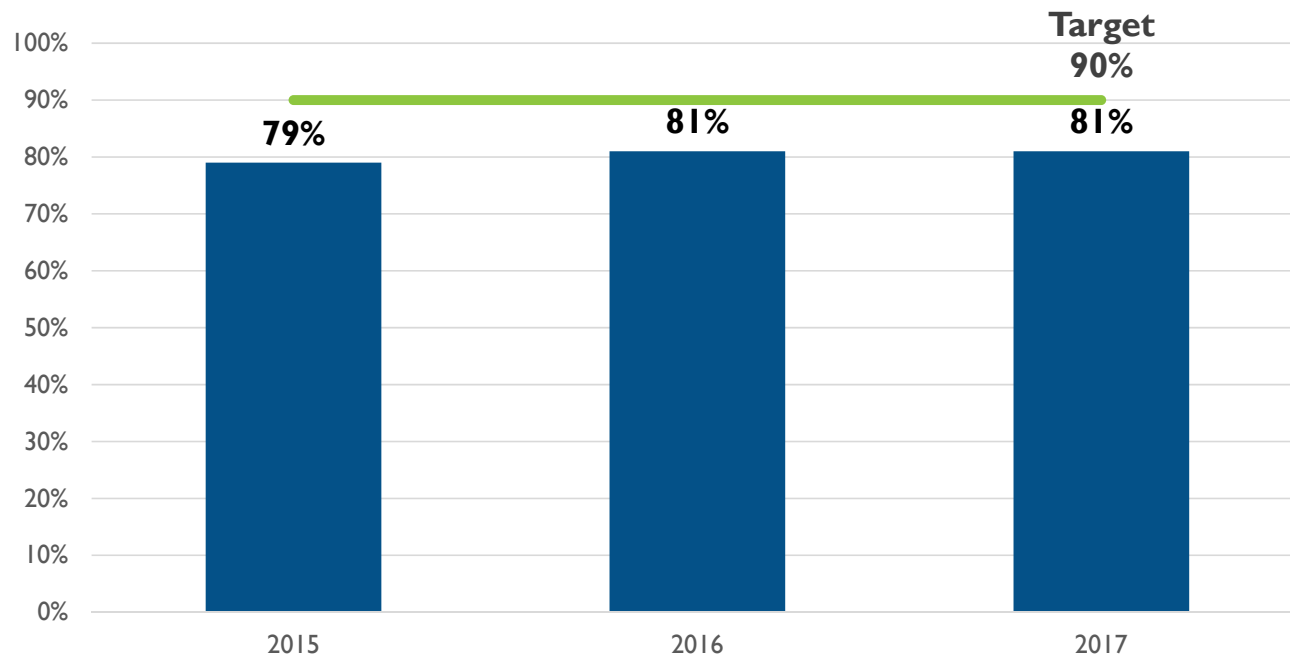
It was helpful to gain a new perspective of San Mateo County and all the services it encompasses. Also, the value of public service was highlighted and well promoted.

I took this job because I wanted to feel like I was contributing something to the world and helping people in some small way. Hearing what all the department heads had to say really did make me feel that.

FY 2017-18 HIGHLIGHTS ENGAGE & RETAIN



Percent of County employees rating experience working for the County as good or better



How R U?
Let us know!
hr.smcgov.org/engage

COUNTY OF SAN MATEO

The graphic features a yellow emoji wearing sunglasses and giving a thumbs up. The County of San Mateo logo is in the bottom right corner.

FY 2017-18 HIGHLIGHTS

ENGAGE & RETAIN



County of San Mateo Performance Pilot

Four Steps for a Stronger Employee-Supervisor Relationship



1:1 Check-Ins

Future-focused feedback conversations



Goal Reviews

Performance and development goal discussions



Cheers for Peers

Recognitions to celebrate everyone who makes this a great place to work



Pulse Surveys

Regular, anonymous, surveys to capture feedback

Performance Pilot Results

450 Participants
12 Departments/Divisions

80% Response Rate

Increased Check-Ins (+4.3%)

More Goal Conversations (+14%)

FY 2017-18 HIGHLIGHTS ENGAGE & RETAIN



■ RECOGNITION

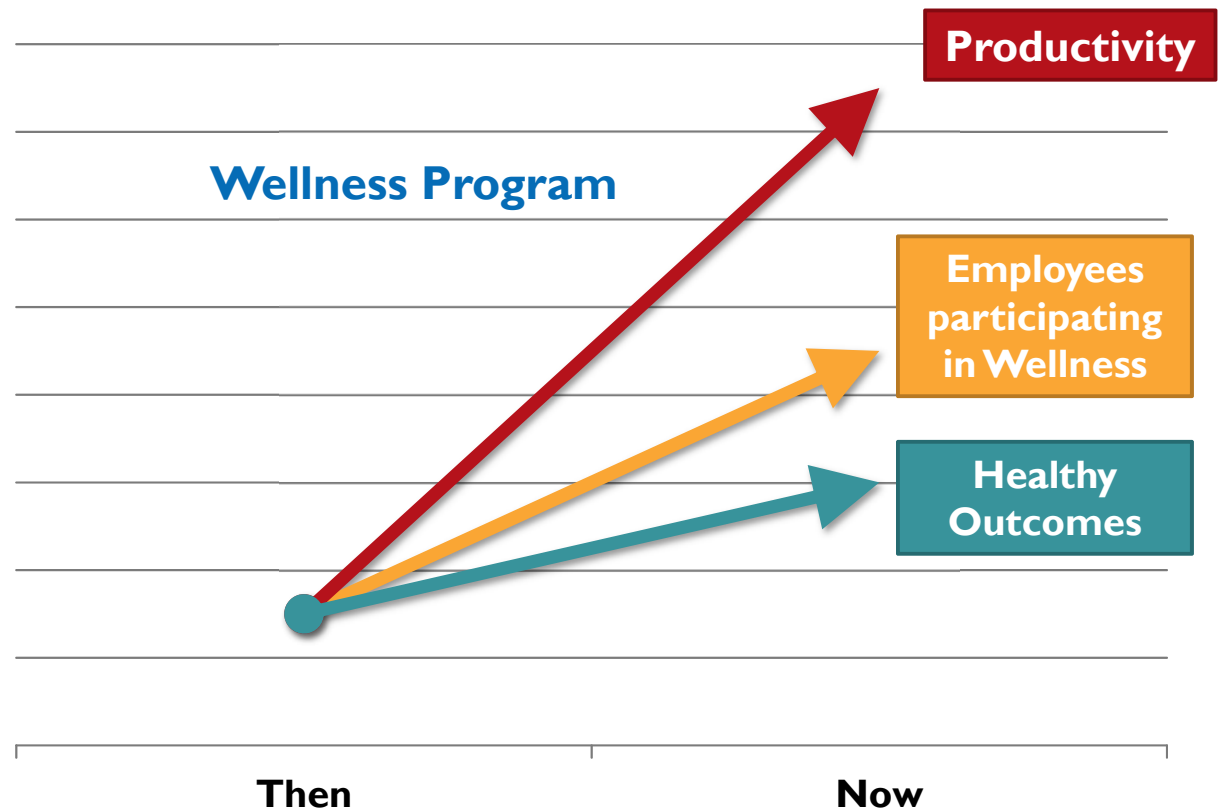
- Service Awards
- Wellness Leadership Awards
- STARS Awards
- Innovation Summit
- STEP Recognition
- Employee of the Month / Team of the Month



FY 2017-18 HIGHLIGHTS ENGAGE & RETAIN



YouMatter!
Be healthy
SAN MATEO COUNTY WELLNESS

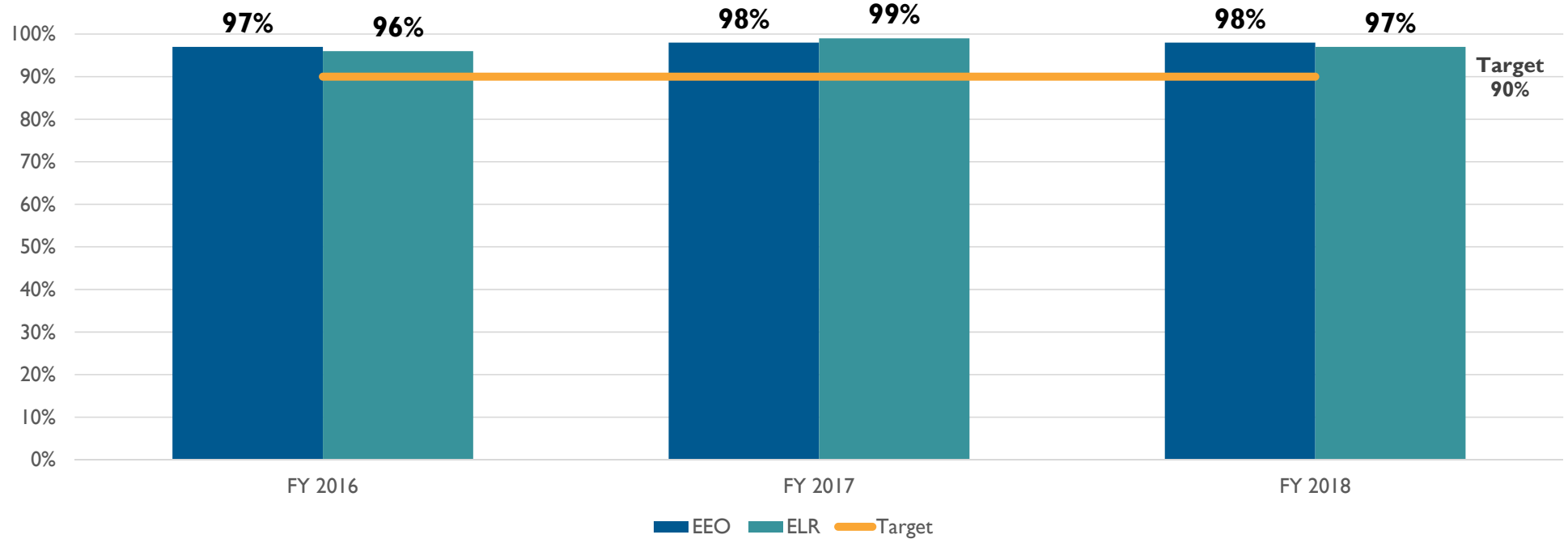


FY 2017-18 HIGHLIGHTS

ENGAGE & RETAIN



Percent of EEO and ELR complaints resolved prior to formal process

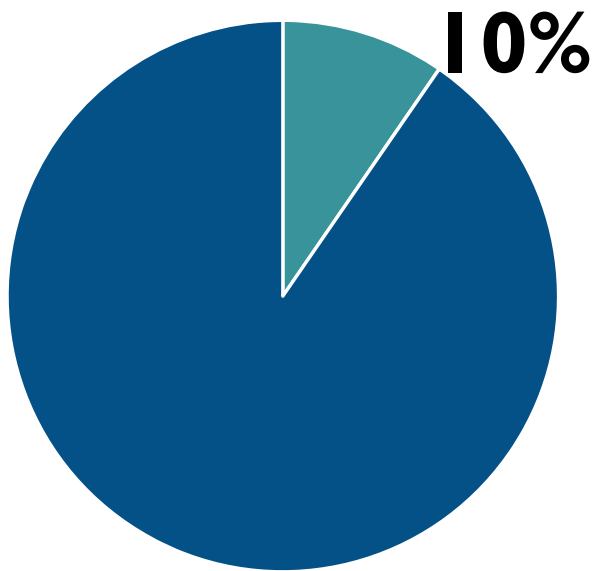


FY 2017-18 HIGHLIGHTS

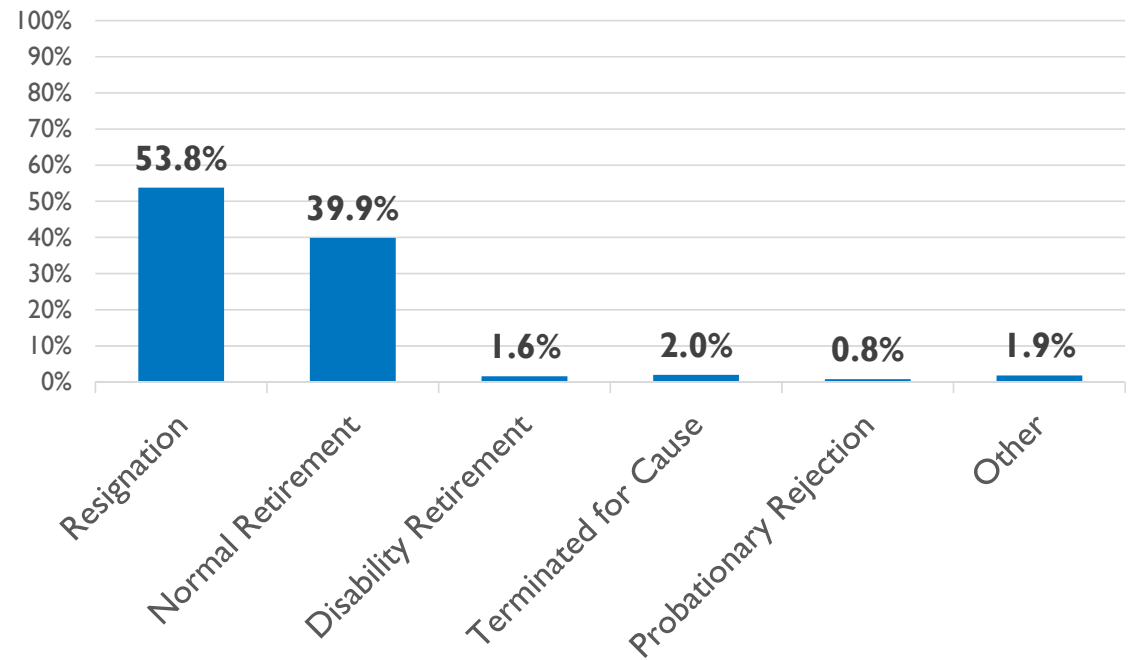
ENGAGE & RETAIN



Countywide Turnover



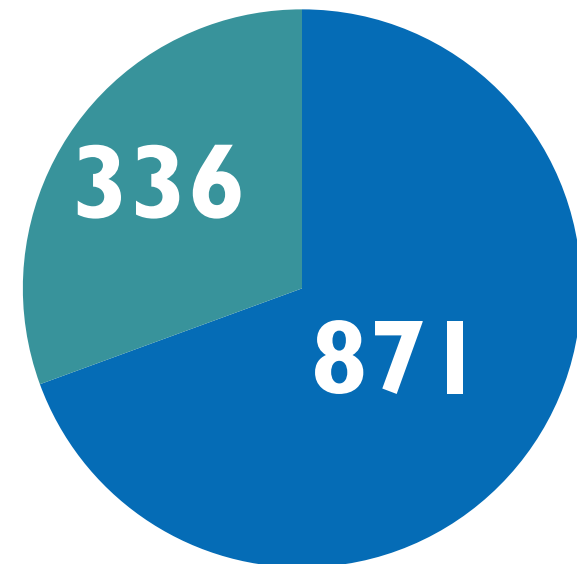
Reasons for Turnover



FY 2017-18 HIGHLIGHTS
ENGAGE & RETAIN



24% of the County
Workforce is
Eligible to Retire

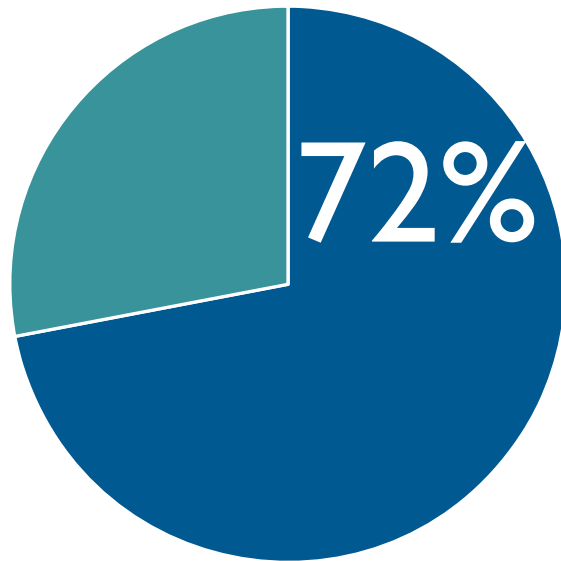


- 50 Years Old/10 Years of Service
- 55 Years Old/20 Years of Service

FY 2017-18 HIGHLIGHTS DEVELOP

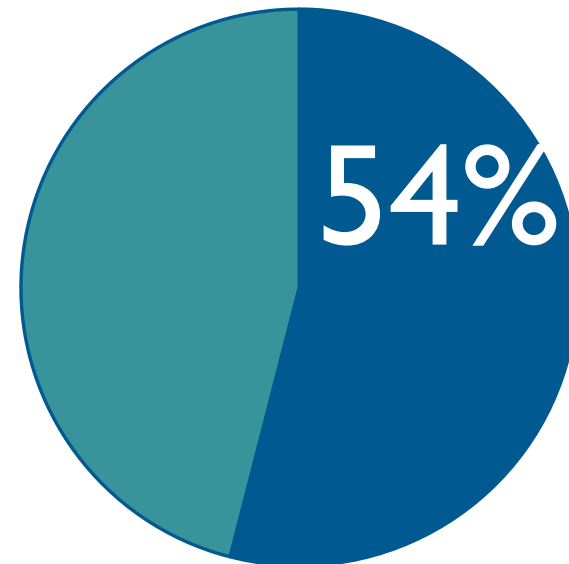


72% of Management positions
filled by Internal Candidates



■ Internal ■ External

54% of Non-Management positions
filled by Internal Candidates



■ Internal ■ External

FY 2017-18 HIGHLIGHTS

DEVELOP



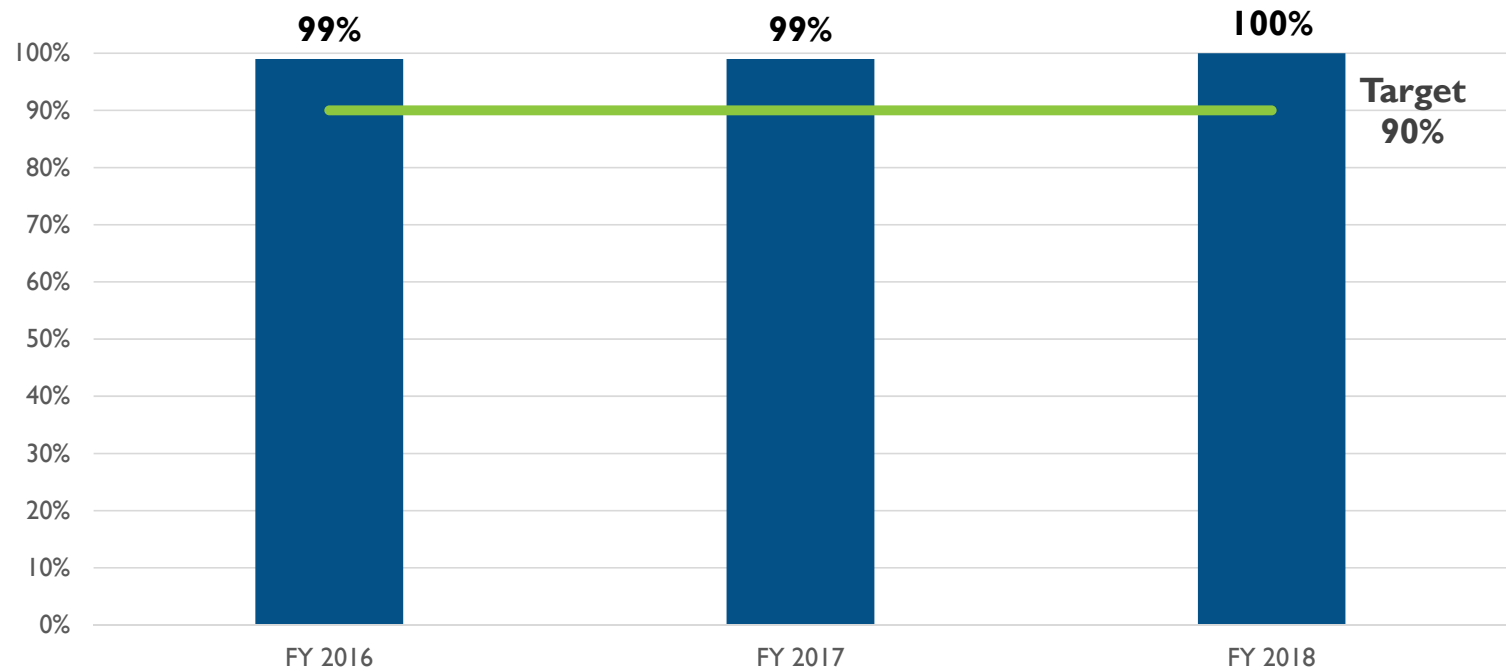
YOUR CAREER GROWS HERE

SMC SERVES
Get credit for volunteer hours in LMS

SkillsSoft Leadership Advantage 3.0
An online Leadership Development portal for Supervisors/Managers

management talent exchange program

Percent of participants utilizing skills or reporting change in behavior after attending training classes



FY 2017-18 HIGHLIGHTS COLLABORATION



EMPOWER
LEAD
RECOGNIZE

Women's Leadership Conference & WOMEN'S HALL OF FAME

Commission on the Status of Women of San Mateo County

MARCH 24, 2018 • CAÑADA COLLEGE

SHAPING OUR SUCCESS YOUTH SUMMIT 2018



COUNTY OF SAN MATEO
COMMISSION ON THE STATUS OF WOMEN



COUNTY OF SAN MATEO
LGBTQ COMMISSION



COUNTY OF SAN MATEO
DOMESTIC VIOLENCE COUNCIL



COUNTY OF SAN MATEO
CIVIL SERVICE COMMISSION

FY 2018-19 CHALLENGES AND OPPORTUNITIES

RECRUIT

- Transportation & Housing
- Deploying New Approaches to Talent Sourcing

ONBOARD/DEVELOP

- Changing Workforce and Strategic Talent Management

ENGAGE & RETAIN

- Promoting Employee Engagement/Experience
- Maximizing HR Technology
- Expanding Partnerships
- Managing Complex and Changing Employment Laws



FY 2018-19 GOALS

RECRUIT

- Agile Organization – Internships/Fellowships
- Talent Sourcing

ONBOARD/DEVELOP

- Coaching Initiative
- Succession Management/Talent Pipeline
- Diversity & Inclusion

ENGAGE & RETAIN

- Engagement Initiatives
- Wellness Program
- HR Technology
- Negotiations
- Strategic Planning



MEASURE K – FUNDING OUR FUTURE



AUXILIADORA VANESSA TREJOS-MACHADO,
STEP Intern, HR Department



SUPPORTED BY MEASURE K
**LOCAL FUNDS
LOCAL NEEDS**
WWW.SMCGOV.ORG



THANK YOU!

