

COUNTY_{OF} SAN MATEO



Human Resources Department

2016 Performance Report

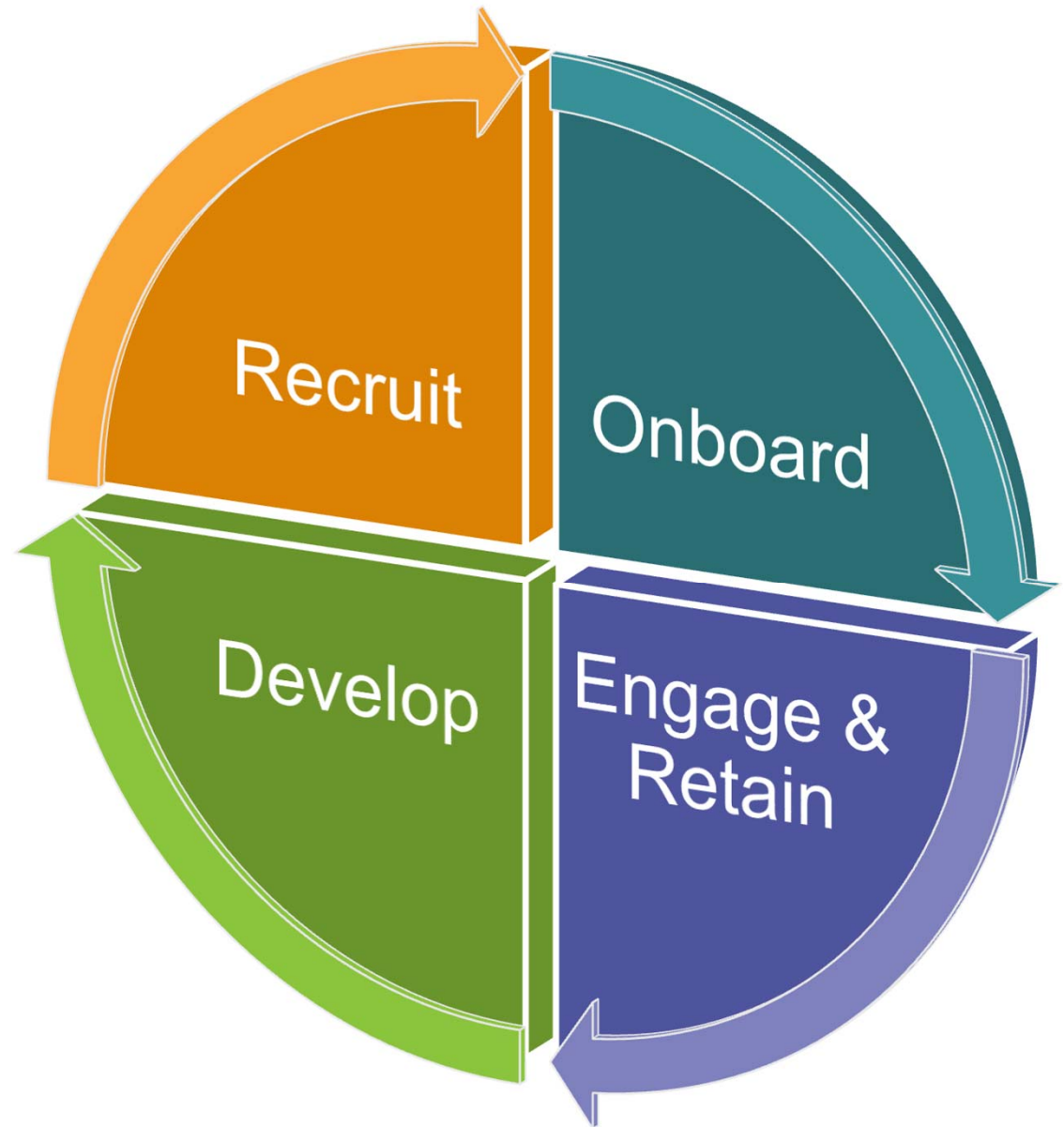
Donna Vaillancourt
November 1, 2016

COUNTY_{OF} SAN MATEO



Our Mission

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



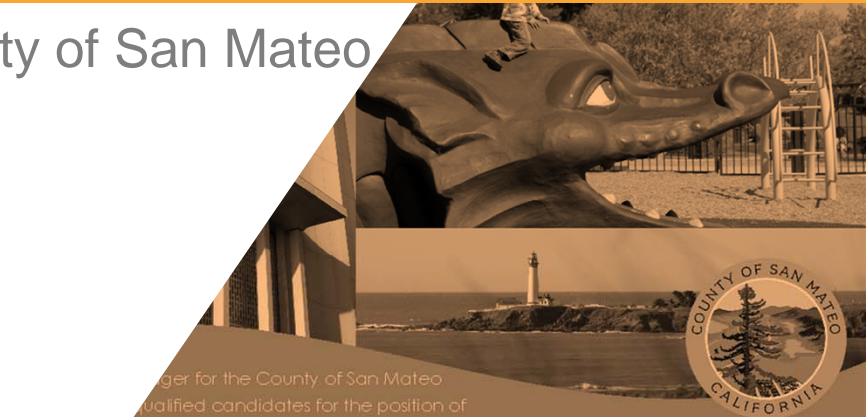
COUNTY OF SAN MATEO





RECRUIT

The Path to County of San Mateo



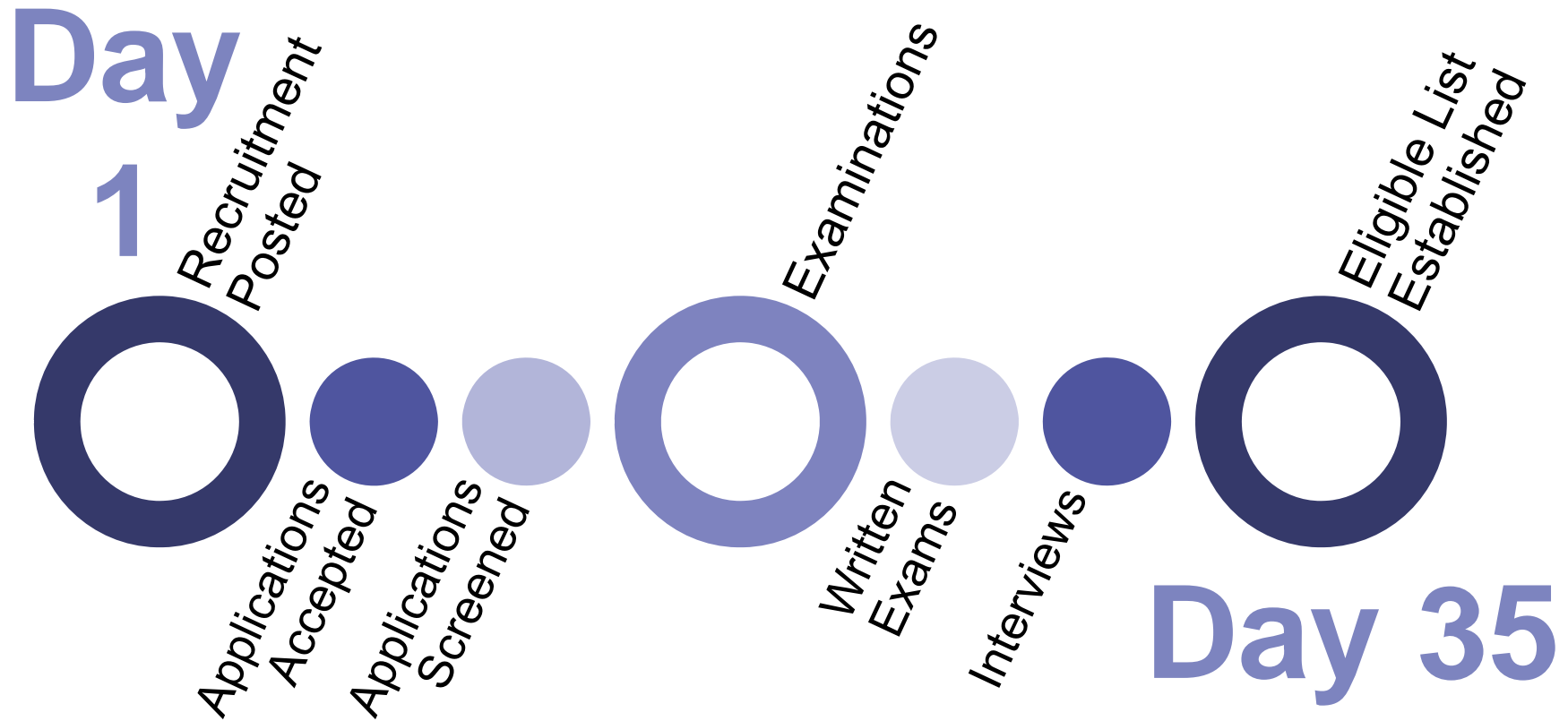
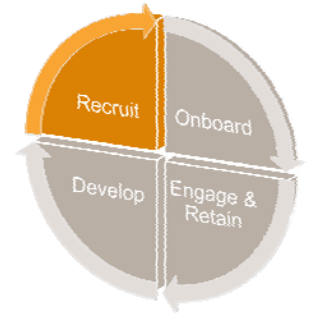
Manager for the County of San Mateo
qualified candidates for the position of

Budget Director

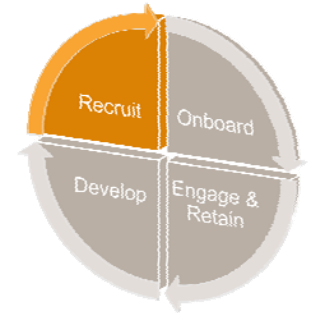
Hourly Salary: \$76.49 - \$95.61

Deadline to Apply: October 24, 2016 at 11:59PM
Apply online at <http://jobs.smcgov.org>

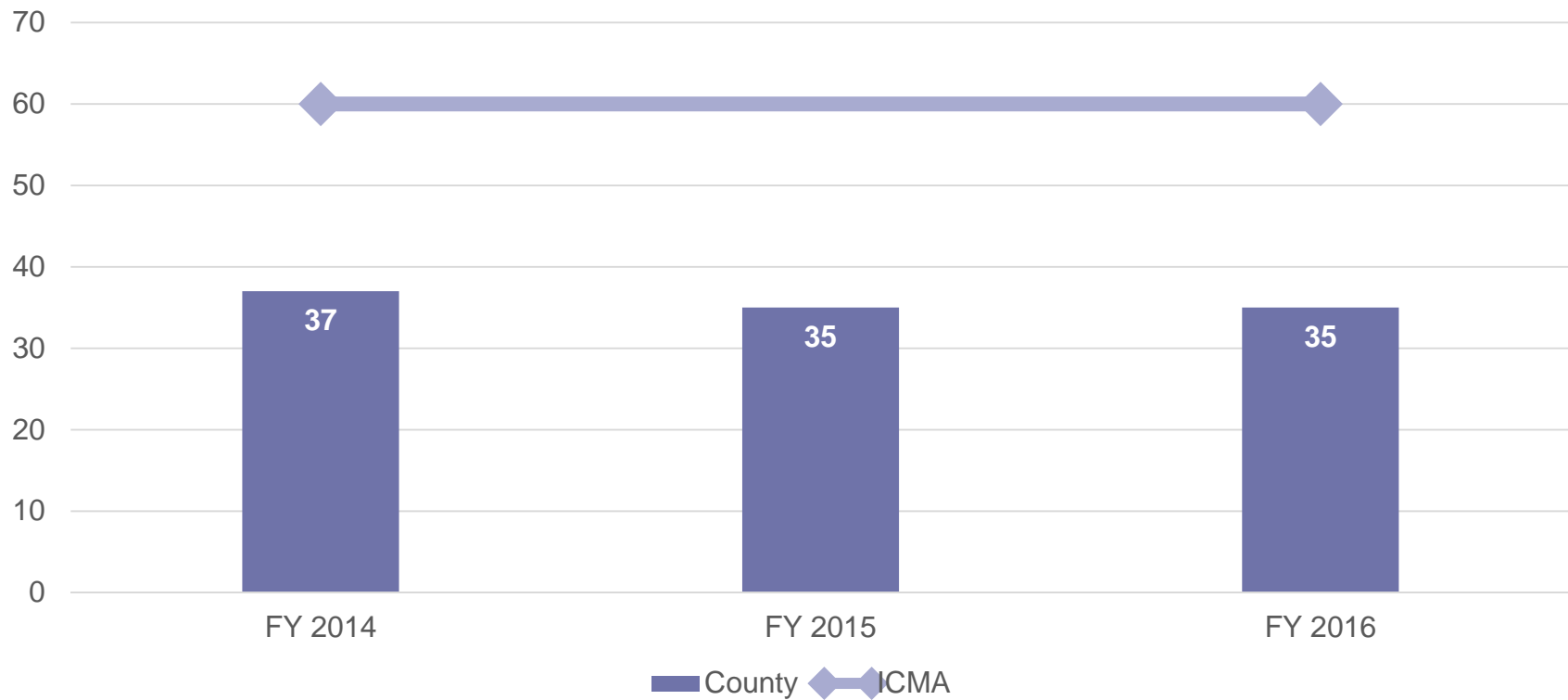
Recruitment & Selection



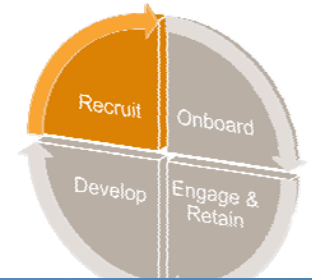
Recruitment & Selection



Time to Fill External Recruitments vs. ICMA (days)



Management Fellowship Program



Avana Andrade
Management Fellow
Office of Sustainability



ONBOARD

Home > Employees

New Employee Onboarding

Welcome to the County of San Mateo! We are pleased that you have selected the County of San Mateo as your stop location for resources and information essential for new employees.

WELCOME TO SAN MATEO COUNTY!



Find out what you need to do before your first day on the job and what to expect your first day, week, and month at San Mateo County; plus information about your benefits and other valuable employee resources.

LET'S GET STARTED! »

Starting Employees
on their journey...

SUPERVISOR

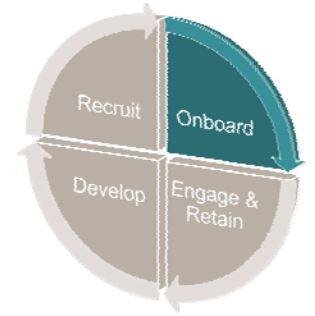


Here are all the resources you will need to successfully onboard a new employee, including how to prepare for a new employee, the Onboarding Checklist.

ONBOARD A NEW EMPLOYEE!



Onboarding

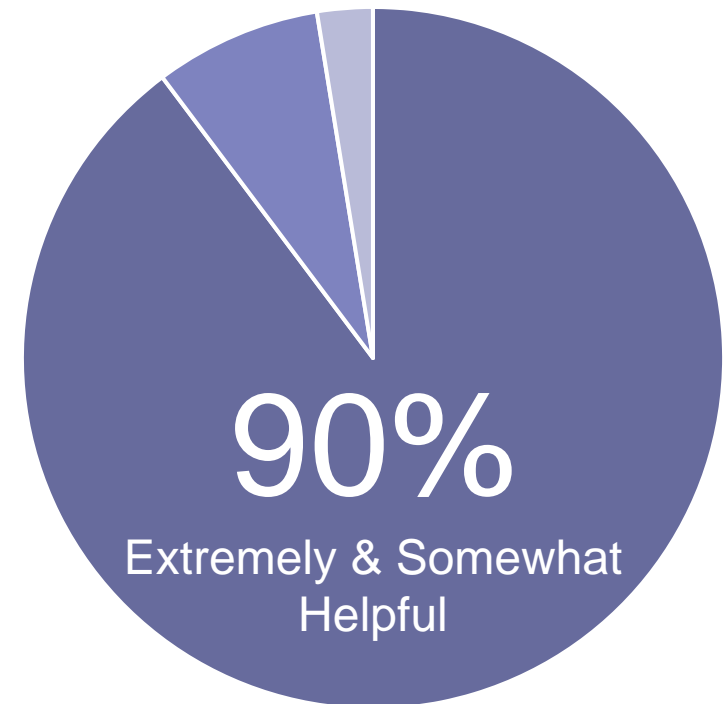


I enjoyed learning about the vast opportunities that the county offers.

I appreciate each Division/Department talking about their area of work and explaining how they arrived at the County. Very helpful to have an overview.

It was nice to meet other new employees, directors or their representatives, and the County Manager. Thank you for creating the program and its recent implementation.

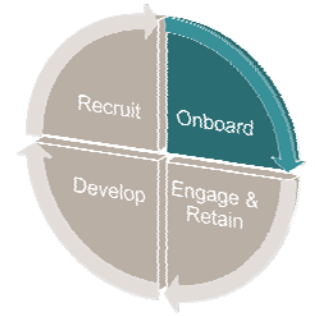
How Helpful did you find the New Employee Welcome Program?



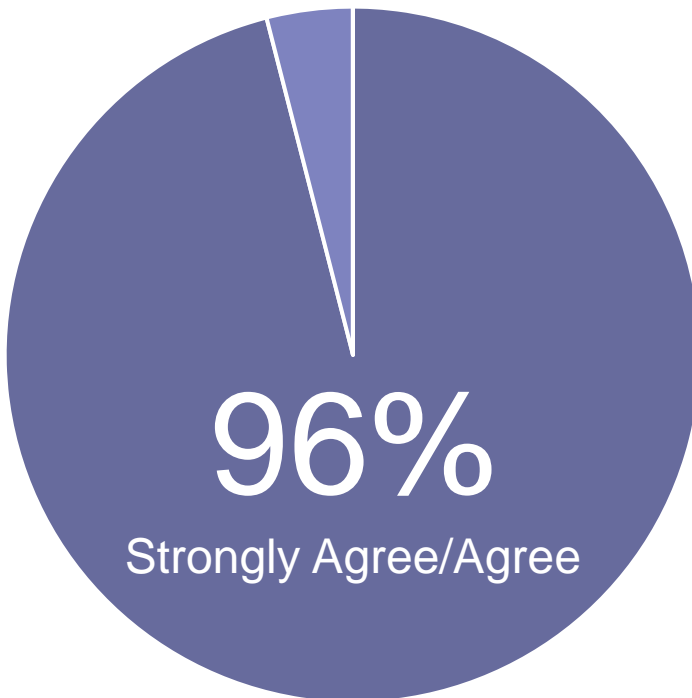
COUNTY OF SAN MATEO



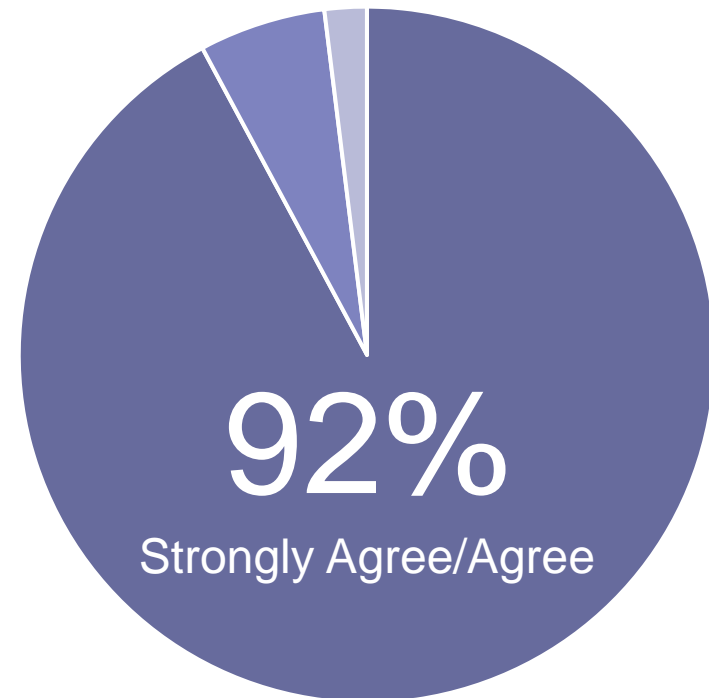
Onboarding



I felt welcomed by my supervisor, team, and department leadership



I am clear on what I need to achieve in the next 3-6 months





Career Development

October 27, 2016

San Mateo Event Center
2495 S. Delaware St.
San Mateo CA 94403

Join the AM or PM Session
8:30-11:40 OR 1:30-4:40
Lunch available 11:40-1:40

ENGAGE & RETAIN



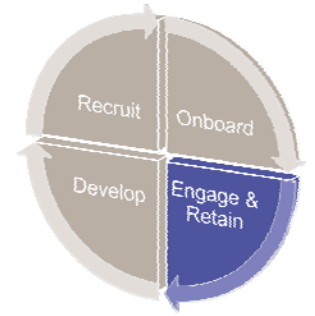
Aligning Job Satisfaction with
Job Contribution



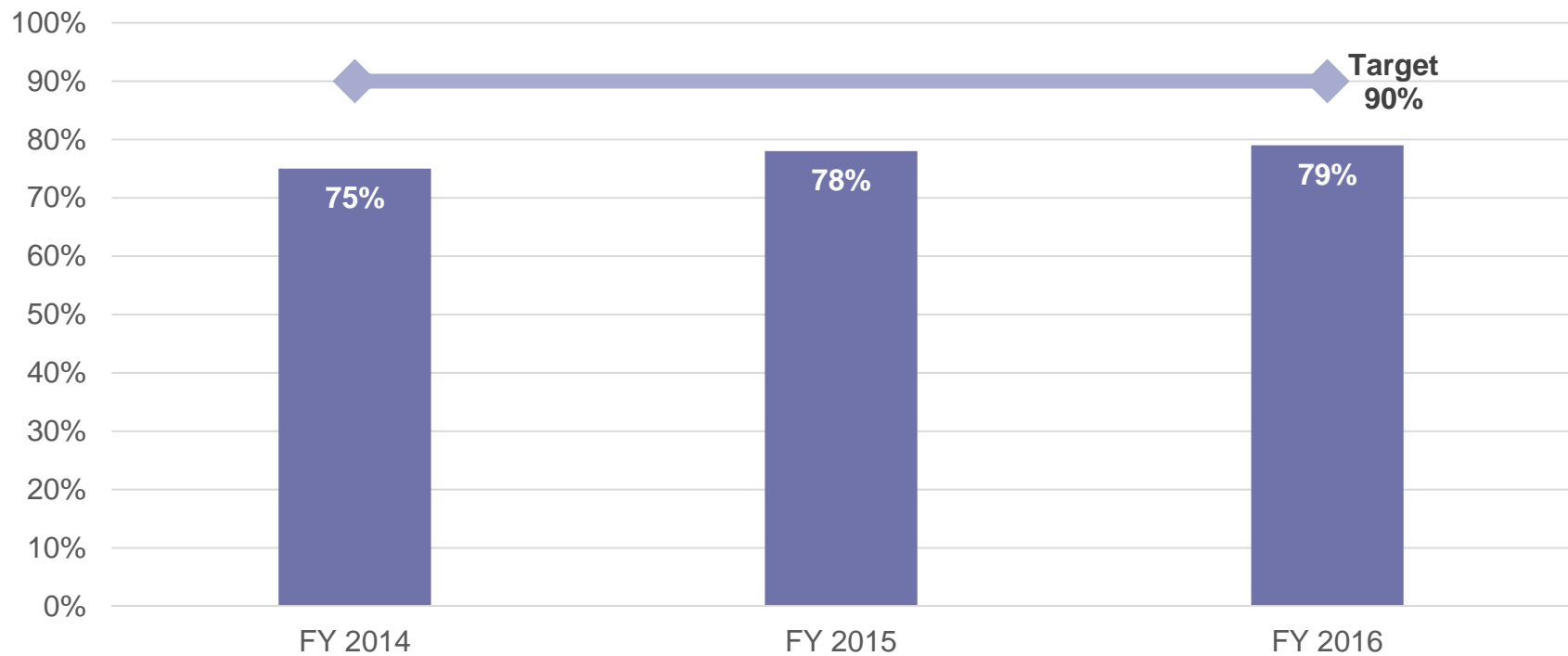
Enroll in Driving Your Own Engagement in the LMS - www.smcgov.org/LMS

Tuesday, October 4, 2016
Health Plan of San Mateo, South...

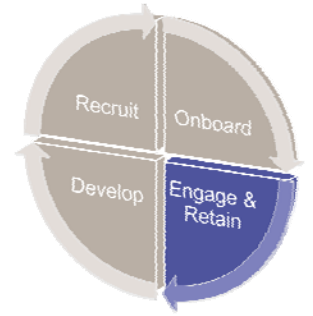
Engage & Retain



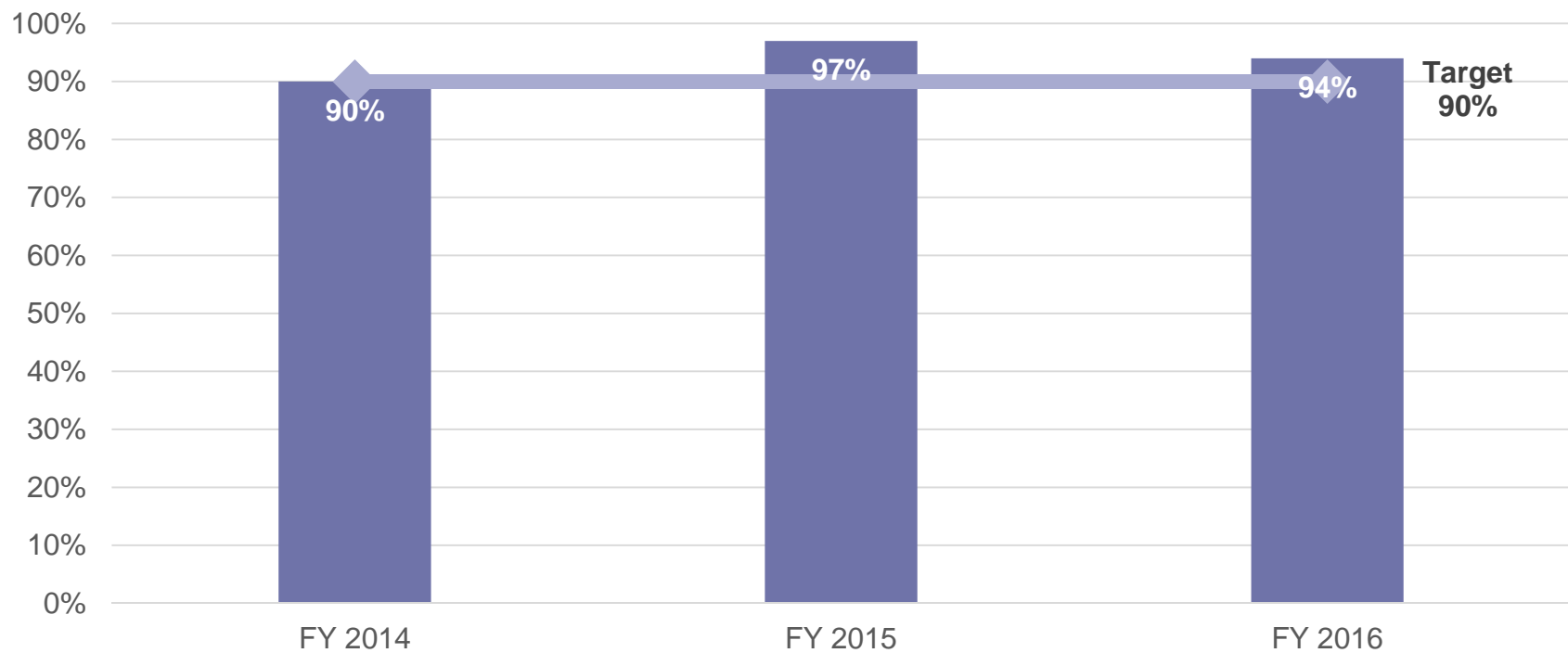
Percent of County employees rating experience working for the County as good or better:



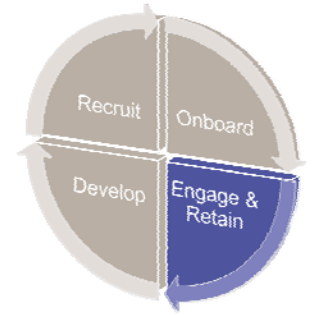
Engage & Retain



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

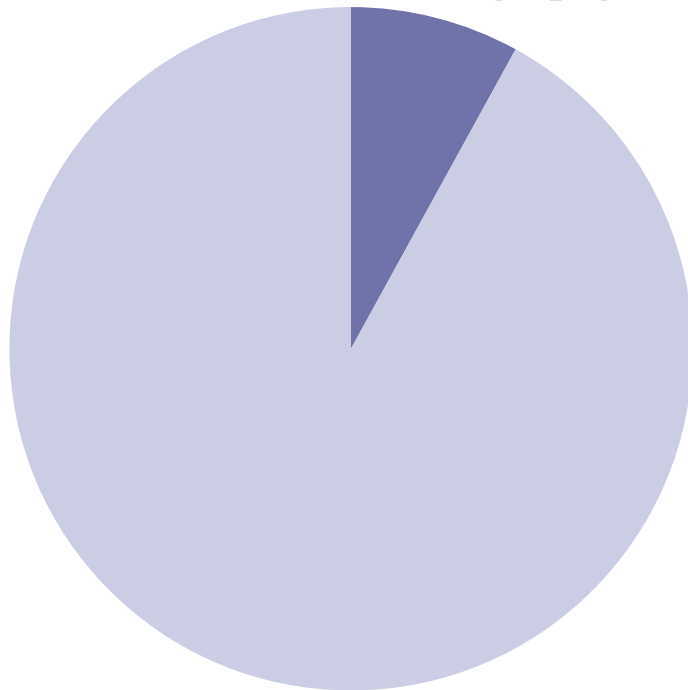


Engage & Retain

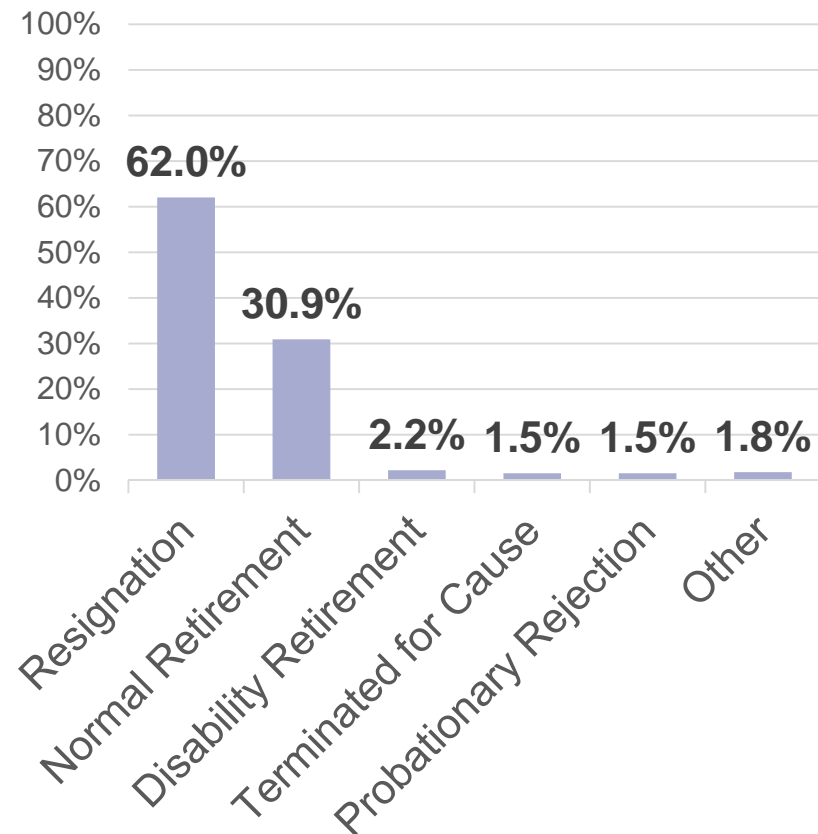


Countywide Turnover

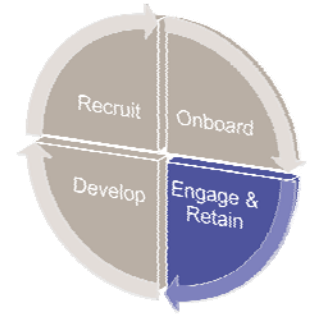
8%



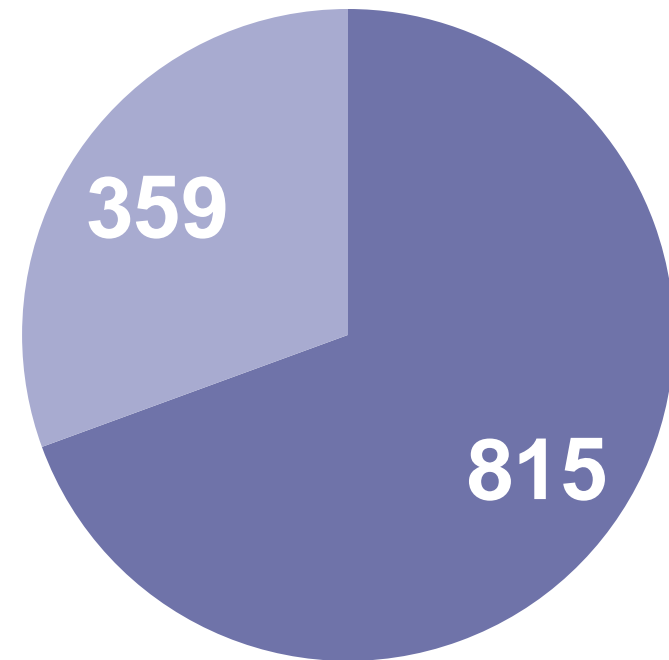
Reasons for Turnover



Engage & Retain

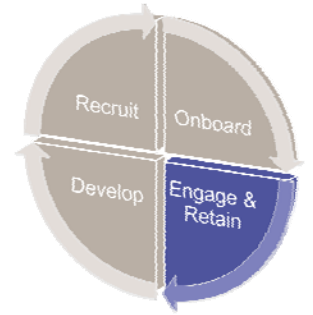


21%
of the County
Workforce is
eligible to
Retire



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

Engage & Retain



Wellness Screening

YOU Matter!

Summer Melt-down

Be healthy



Health Coaching

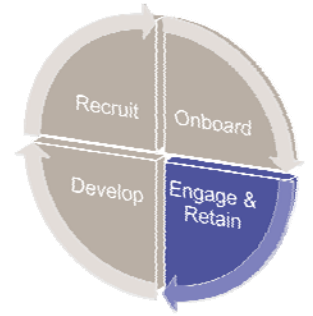
SAN MATEO COUNTY WELLNESS

WALKADOO™

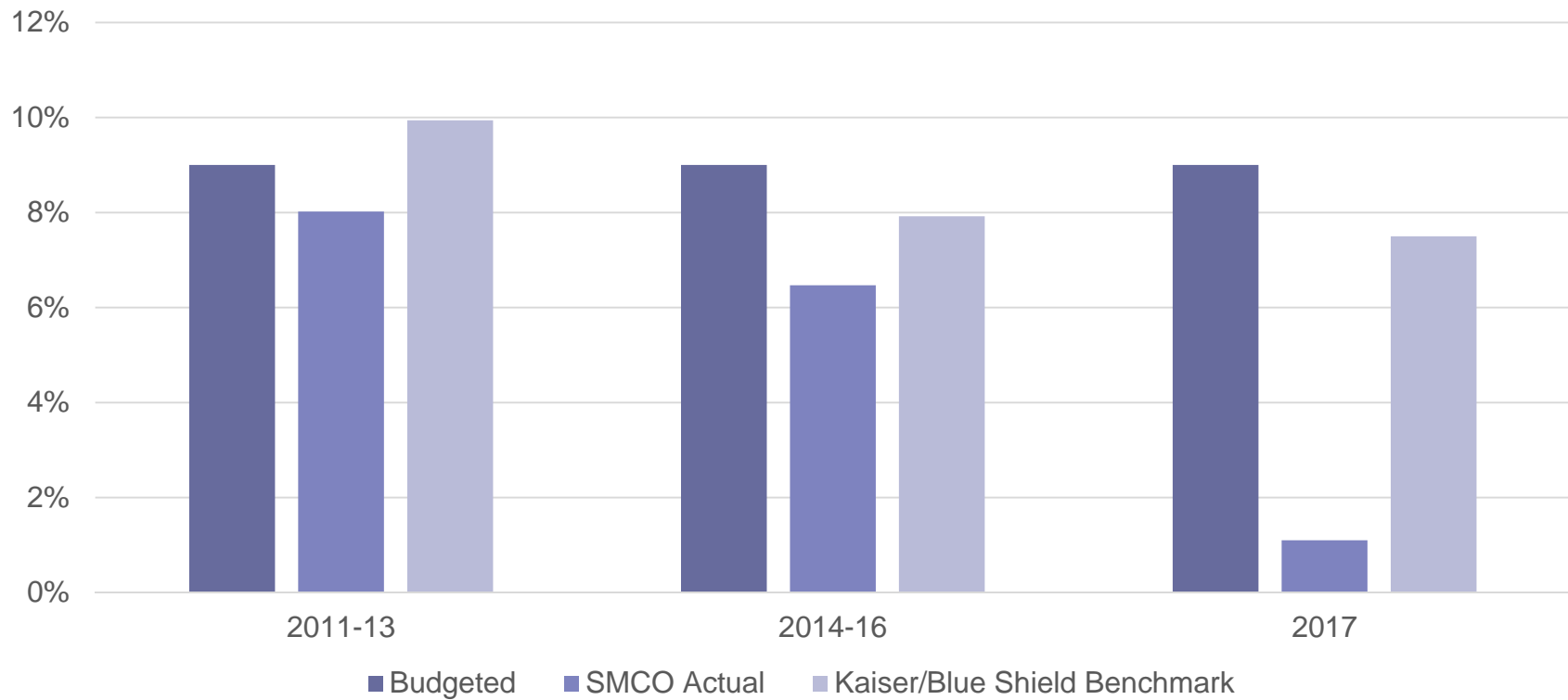
COUNTY OF SAN MATEO



Engage & Retain



Premium Cost Increases





San Mateo County Training Schedule

September 2016 - June 2017

for Court, City, Nonprofit & Special District Employees of San Mateo County

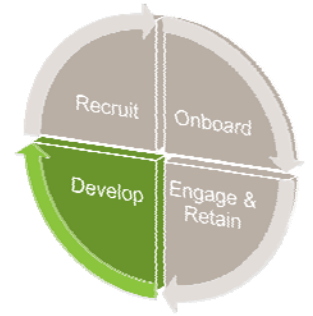


DEVELOP

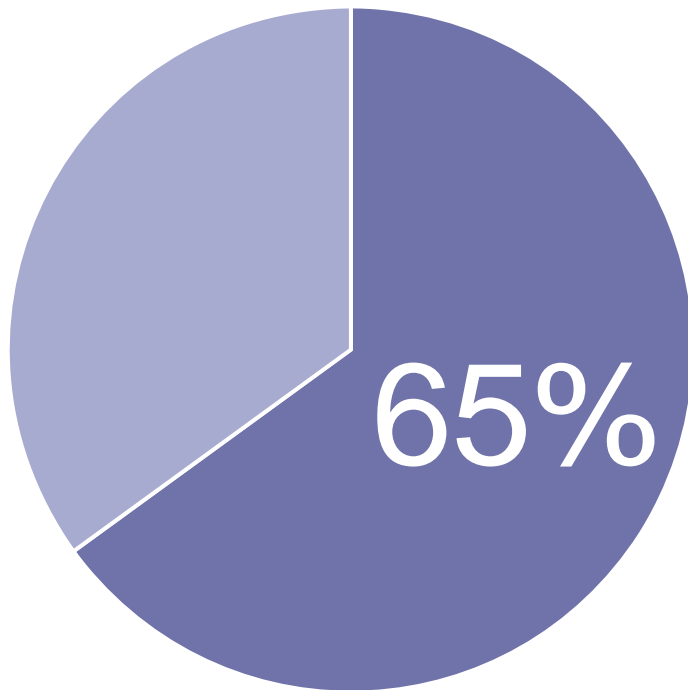
Promoting & Fostering
Individual & Organizational
Effectiveness



Develop

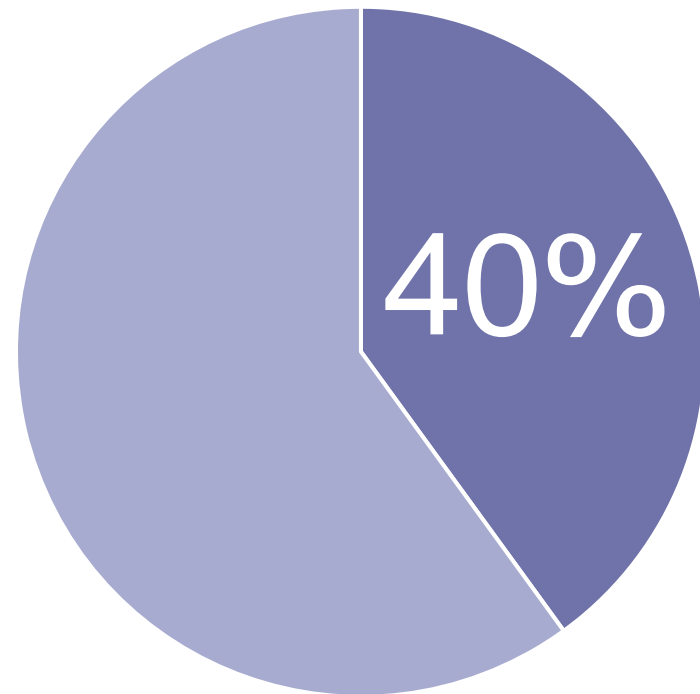


Management positions filled
by internal candidates



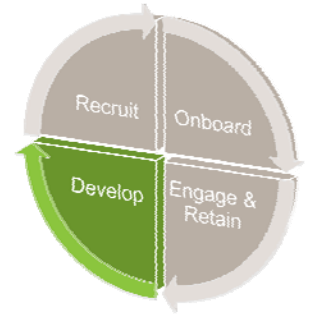
■ Internal ■ External

Non-Management positions
filled by internal candidates

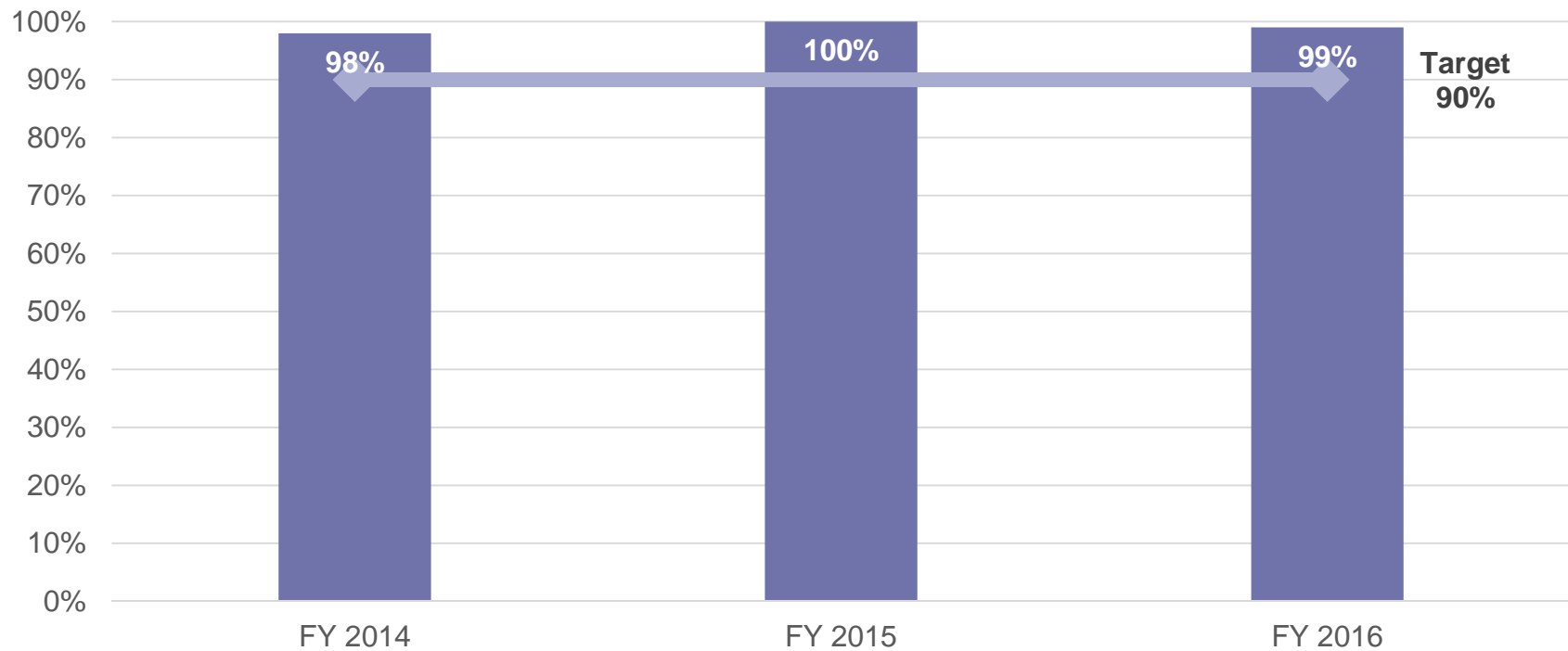


■ Internal ■ External

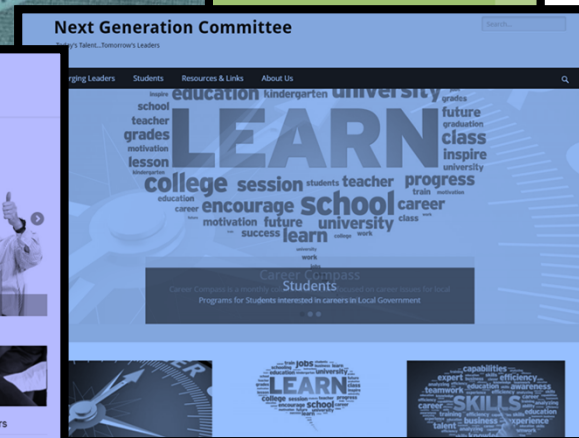
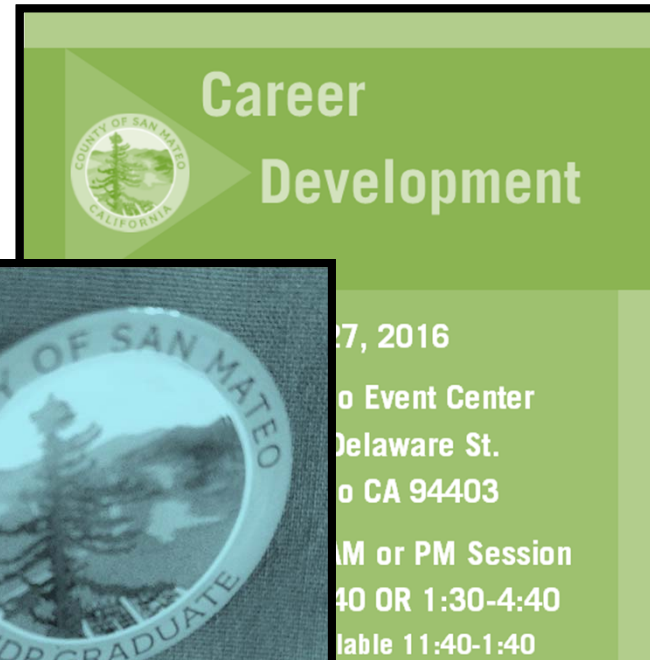
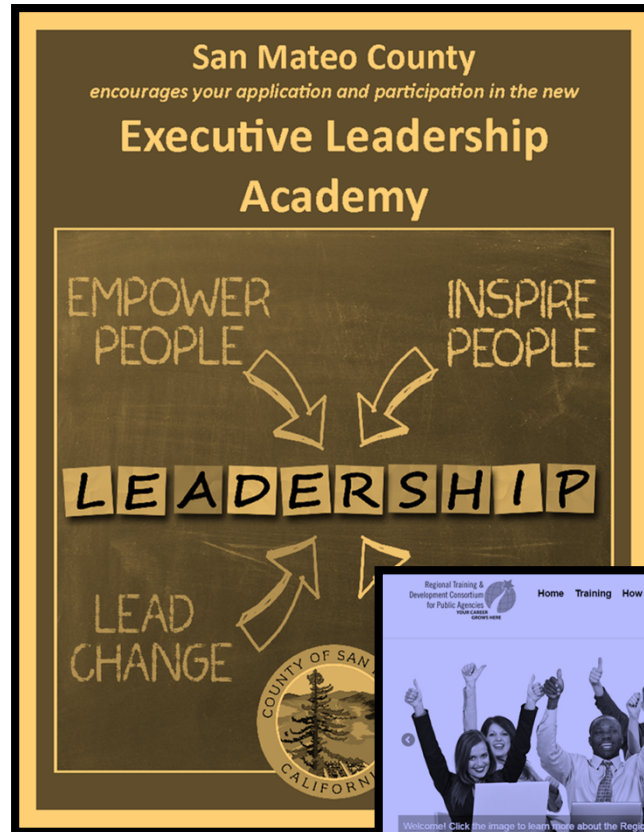
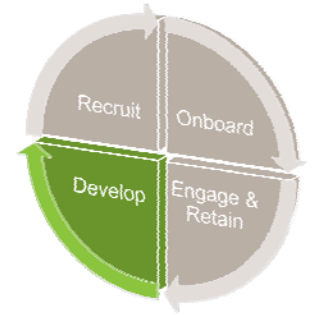
Develop



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



Develop



COUNTY OF SAN MATEO



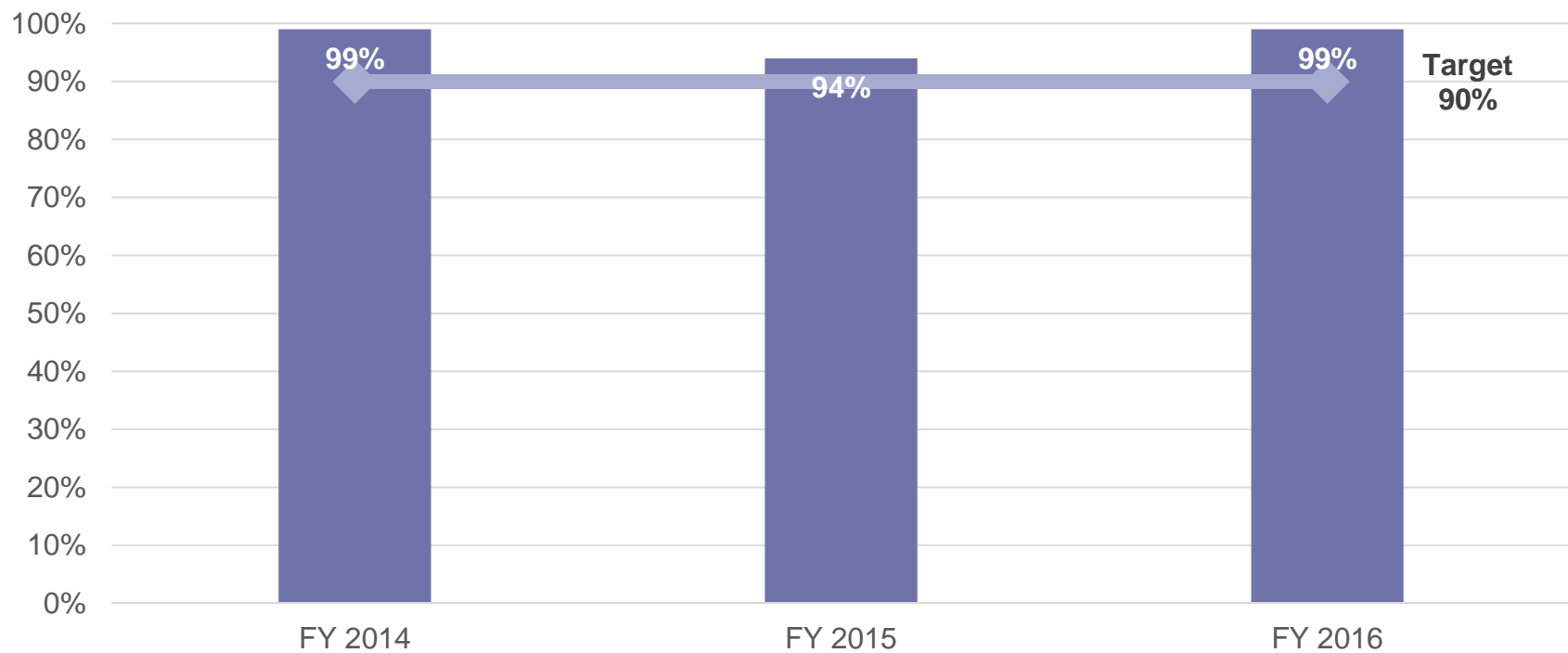


HR PERFORMANCE

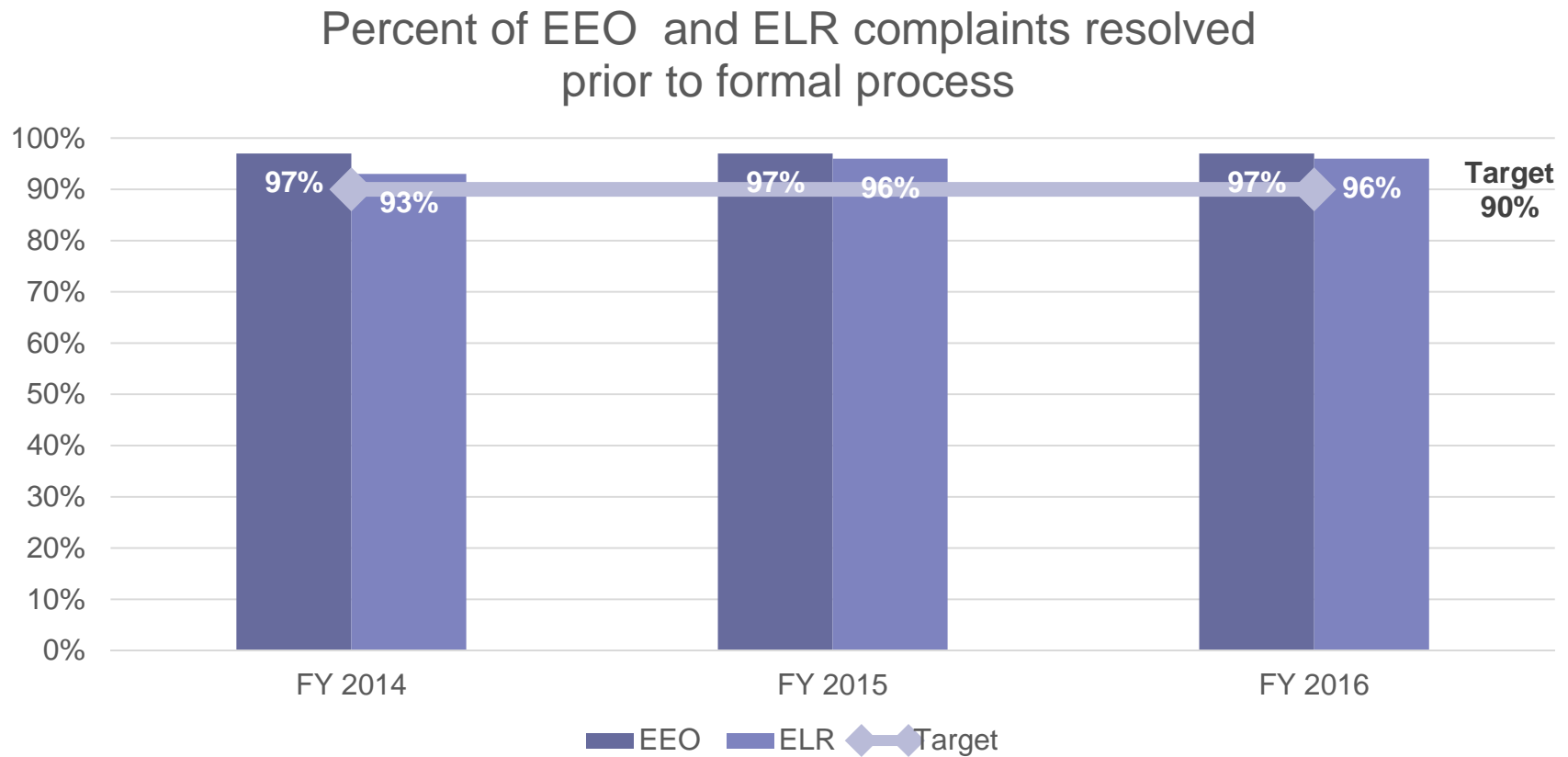


HR Performance

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



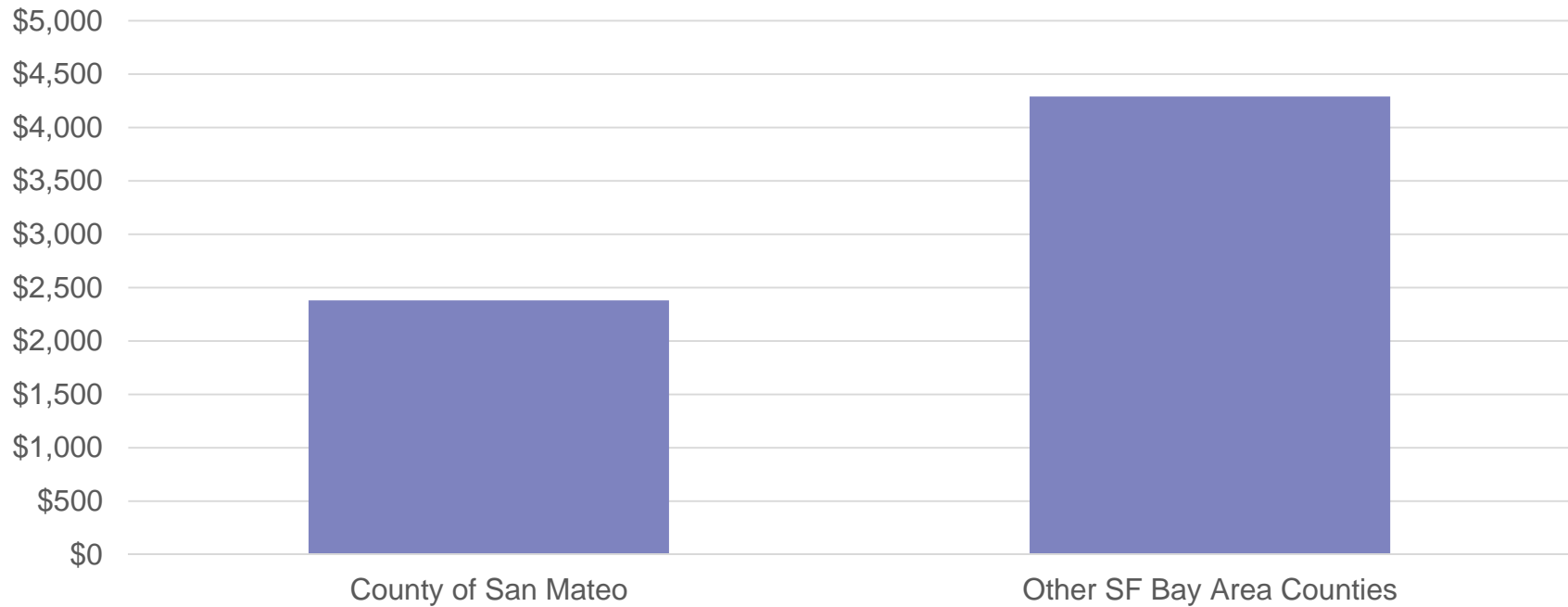
HR Performance



HR Performance

SMC HR Cost per Employee vs. Other Bay Area Counties

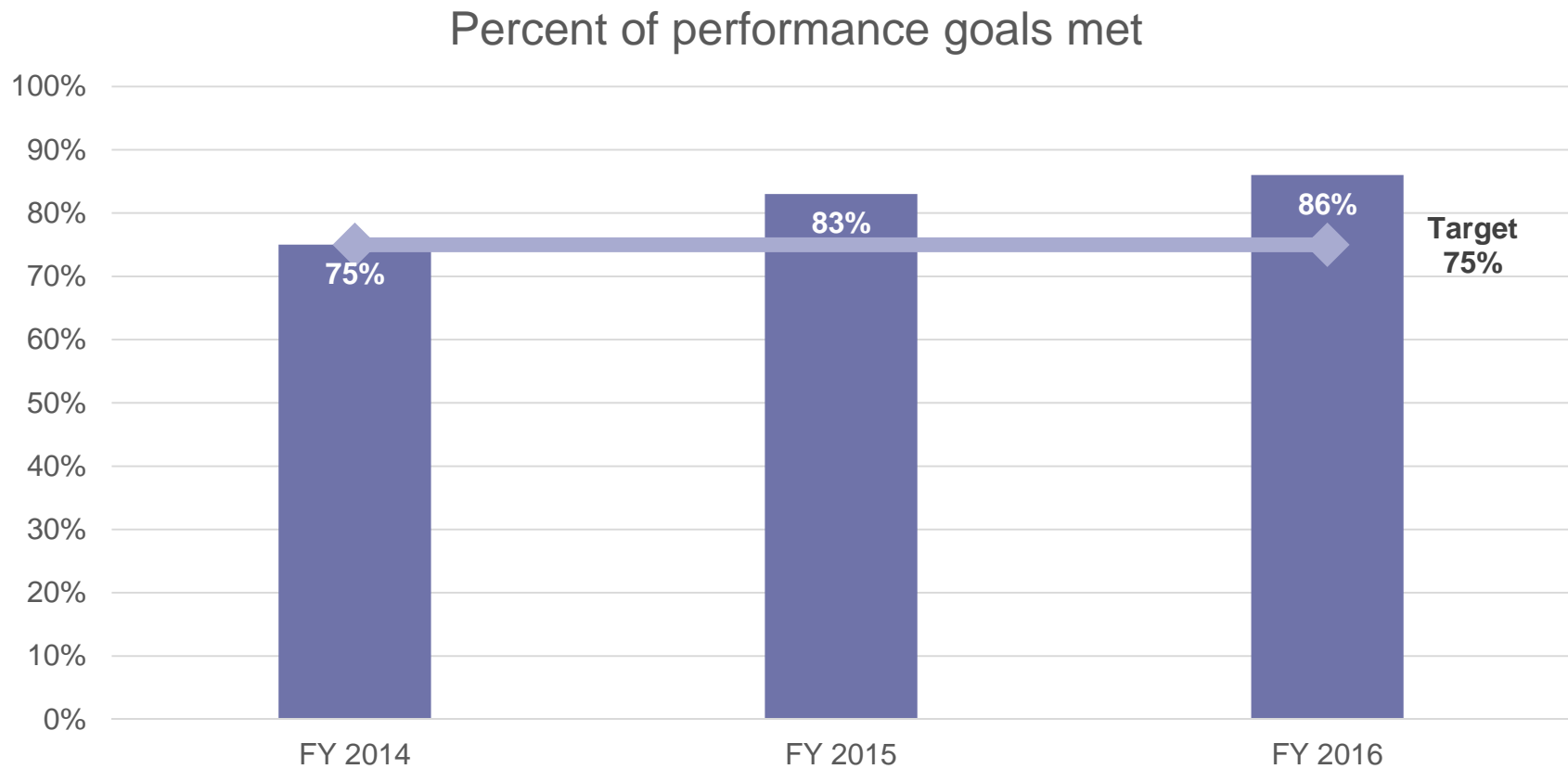
FY 2016



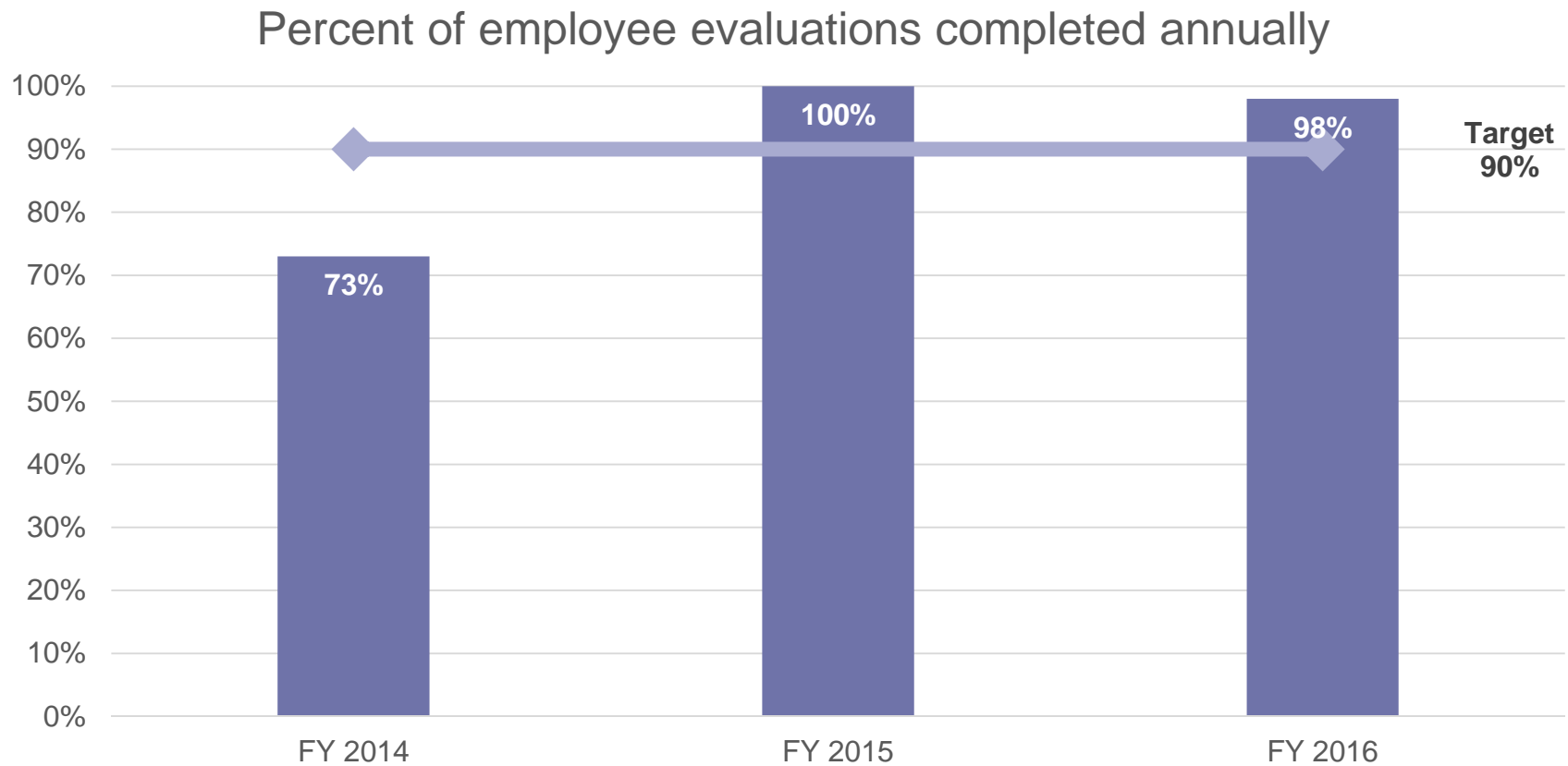
COUNTY OF SAN MATEO



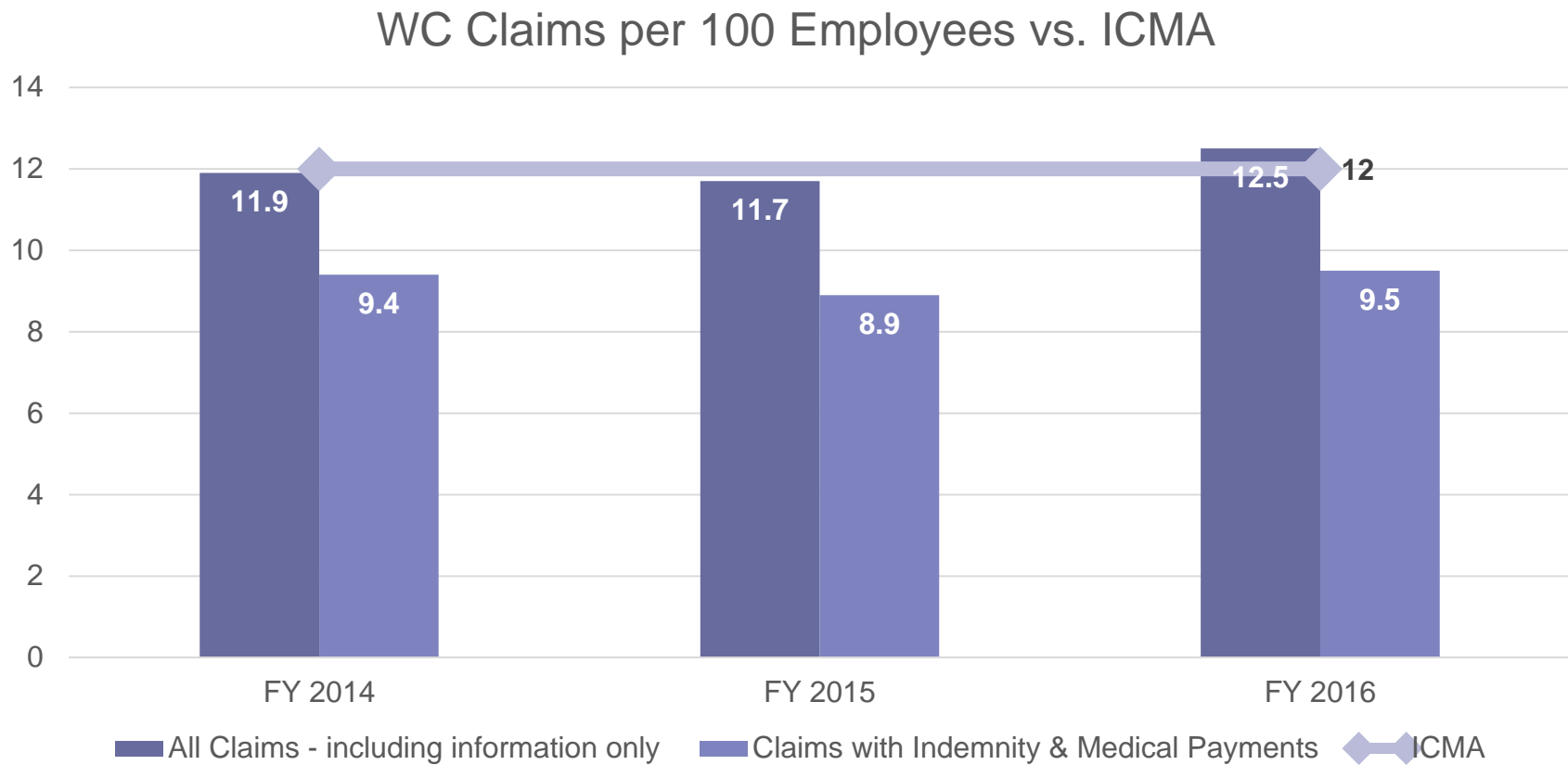
HR Performance



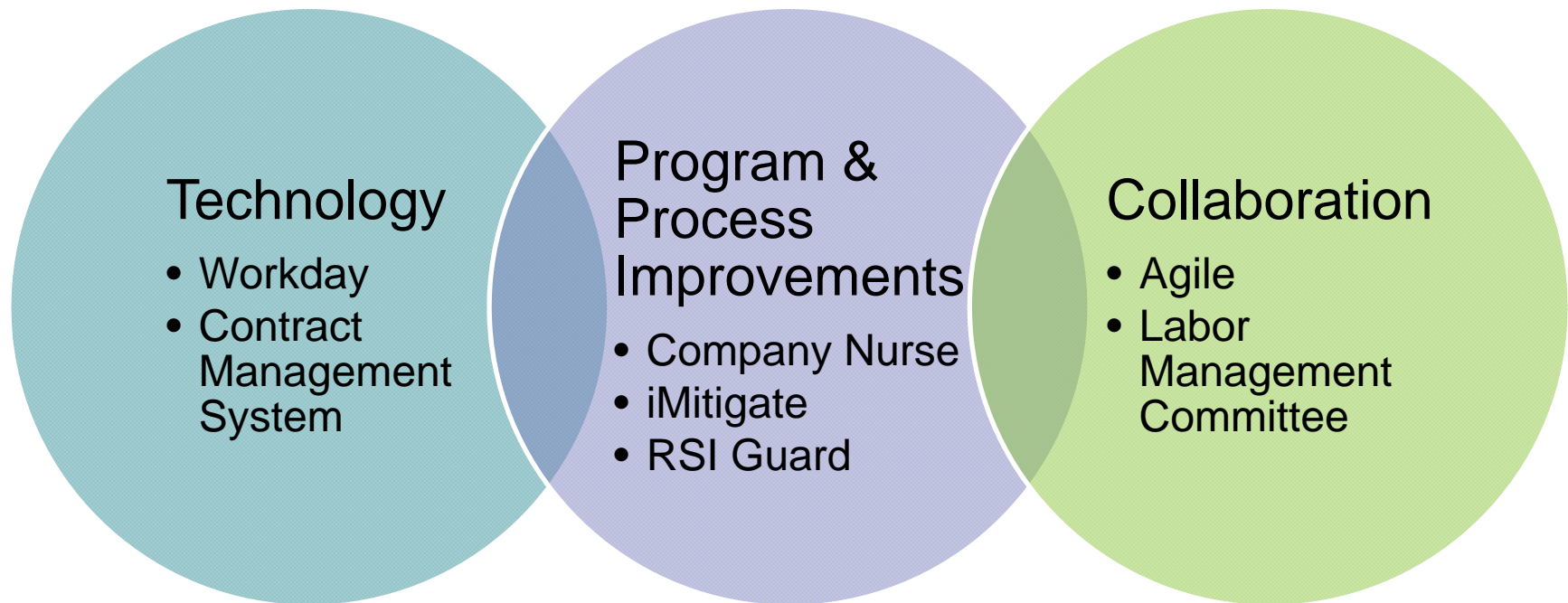
HR Performance



HR Performance



FY 2015-17 Highlights



Highlights



COUNTY OF SAN MATEO



Challenges

RECRUIT

- Housing & Transportation
- Competition for Talent
- Deploying New Approaches to Talent Sourcing

ONBOARD

- Maximizing HR Technology
- Time Required by Managers/Supervisors to Invest in Setting Expectations

DEVELOP

- Generational Needs & Differences
- Pace of Change
- Time Needed to Attend/Participate in Programs

ENGAGE/RETAIN

- Managing Complex and Changing Employment Laws

Goals

RECRUIT

- Expand Agile Organization
- Use More Innovative Sources for Finding Talent
- Continue to Refine and Improve Selection Process

ONBOARD

- Maximizing HR Technology
- Support Managers and Supervisors throughout this Process

DEVELOP

- Succession Management
- Continue to Help Staff to Access Training through Multiple Formats

ENGAGE/RETAIN

- Wellness Program
- Technology
- Performance Management



**LOCAL FUND
LOCAL NEED**
MEASURE A 2013 - 20

MEASURE A

Local Funds

Local Needs



Measure A

S A N M A T E O C O U N T Y

BEST PRACTICES

CSAC CHALLENGE AWARDS

COUNTY OF SAN MATEO



COUNTY_{OF} SAN MATEO



THANK
YOU!