

St. Charles Parish

Personnel Presentation to the Council

September 19, 2022

Dayna Parker



Personnel Staff Primary Functions

- **Dayna Parker, Personnel Officer**
 - *Civil Service System Interpretation and Administration*
 - *Advisor to Parish Departments/Administration/Employees on Personnel Related Topics*
 - *Local, State and Federal Law Compliance in Relation to Personnel*
 - *Employee Relations/Grievance Process*
 - *Employee Training and Wellness Program Administration*
- **Kayla Petit, Personnel Analyst**
 - *Employment Process which includes Recruitment, Qualifying, Testing, and On-boarding*
 - *Drug Testing which includes Pre-employment, Random, Probable Cause and Post Accident*
 - *Employee Relations*
- **Renee Agurcia, Benefits Specialist**
 - *Employee Benefits Coordination and Administration: Group Health, Dental, Vision, Life & Disability Insurance*
 - *Retirement System Administration*
- **Kim Perret, Personnel Technician**
 - *Deferred Compensation*
 - *FMLA*
 - *Payroll Preparation and Verification of Sick, Vacation & Compensatory Balances*
 - *Workman's Compensation and Unemployment Reporting and Administration*
 - *Wellness Program*

Civil Service Board

Sara
Champion
(Chair)

Brett
Terrebonne
(Vice Chair)

Jim
Carlson

Regmon
Chaney

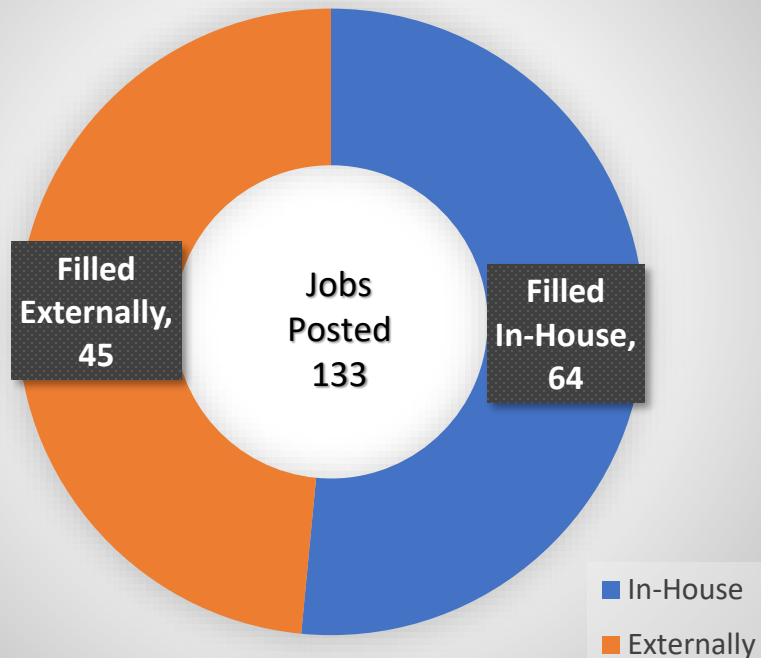
Patrick
O'Malley
(Replacing Ralph Wilderson)

Employment Statistics

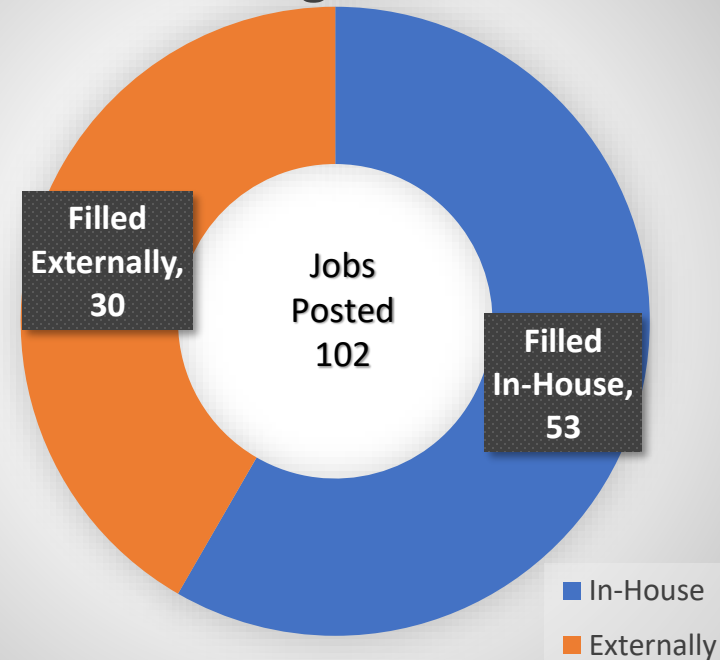
As of September 16th, we currently employ:

- 390 Civil Service Employees
- 41 Appointed Employees (Parish President's Staff)
- 189 Others on payroll (Library, Elected/Appointed, WIA, Board Members)
- 8 Part-time or Temporary Employees

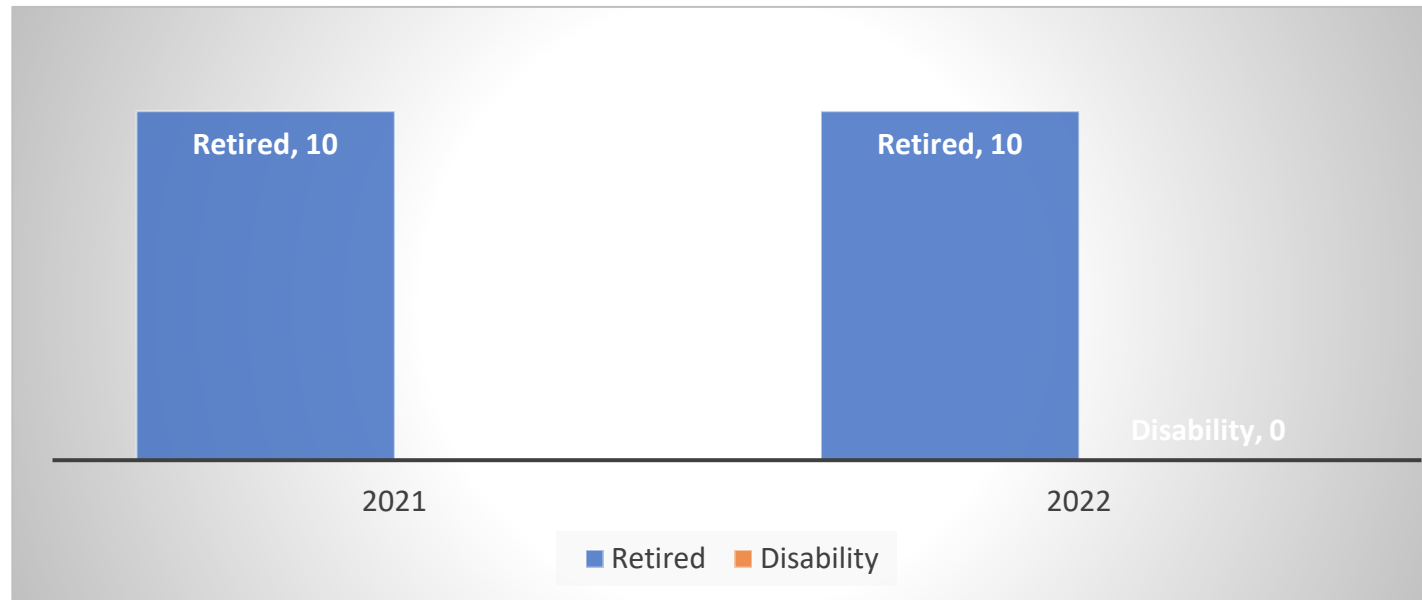
2021 Hiring Statistics



2022 Hiring Statistics



Retirements



DROP = Deferred Retirement Option Plan

- 27 employees are currently in the DROP

The plan allows the pension benefit that is accrued at the time of entry into DROP to be calculated and to accumulate with the retirement system while the DROP participant continues to work, freezing the future retirement benefit at retirement. The pension benefit is calculated as if the member were actually retiring.

Personnel Activities

August 2021

- ✓ A **Civil Service Board Meeting** was held on Tuesday, August 10, 2021.
 - New Board Member, Mr. Regmon Chaney, was in attendance for his first meeting.
 - Request for approval of minutes
 - Vote to elect a new Chair & Vice Chair for the Civil Service Board
 - Request for approval to add Juneteenth to the Holiday Schedule
 - Request for approval for upgrades from Maintenance Clerk to Maintenance Processor- Public Works
 - Review by the Civil Service Board for position filled at a rate above entry level - Parish Engineer II - Public Works
- ✓ The Personnel Officer participated in a St. Charles Parish **Leadership Training for all Parish Managers** and as part of the training the Personnel Officer facilitated a portion on **performance management and documentation**.
- ✓ The Personnel Officer assisted with the facilitation of **Advanced Leadership Training for all Directors and Parish Managers**, which included training on **Diversity and Inclusion, Workplace Culture and Protected Classes**.
- ✓ The Personnel Officer reported for **essential duty** and assisted in the Parish's preparation and response for the declared emergency, **Hurricane Ida**.

Personnel Activities

September 2021, Hurricane Ida Response

During the month of September, the Personnel Officer was on-site for essential duty and assisted with response for the declared emergency, Hurricane Ida. Personnel assisted with the following response actions:

EMPLOYEE ASSISTANCE AND SERVICES:

✓ *Meals:*

- Three meals and snacks were provided for all employees that were working.
- Meals were provided by our Emergency Food Vendor, Messina's, and picked up at the Community Center by a department representative and brought back to the various departments.
- Water, soft drinks, milk, juice and snacks are also provided.
- The following organizations, groups, or individuals also donated meals for our employees to make sure that they were well-fed, energized and in good spirits to continue with recovery efforts:
 - Holy Family Church • Valero • Marcus Lambert • Cotton & Raising Cane's • GIS Engineering • Community Coffee • Louisiana Contracting

✓ *Space for Sleeping:*

- Private spaces for sleeping in the gymnasium of the Community Center were available to all employees.
- Employees were also accommodated at their department facilities if their homes were unlivable or if they were without power.

✓ *Laundry, Showers, and Restroom Facilities:*

- There were laundry services available at the Community Center. An assistant was available from 8:00 AM - 5:00 PM. During that time, employees could drop off their laundry and the assistant would wash and dry and have them ready for pick up later. There were also showers and bathroom facilities.

✓ *Gas:*

- Essential employees were provided five gallons of gas one time per day to assist with transportation to and from work since gas was so limited in the parish.

Personnel Activities

September 2021, Hurricane Ida Response

✓ *Employee Damage Assessment:*

- Employees were asked to complete an assessment form to help us understand the impacts to their homes due to Hurricane Ida.
- As a result, tarps were provided at the yards and any employee in need of a tarp was able to take one home. Volunteer organizations were able to connect with these employees to assist with their home demo and clean up. In addition, our EOC was able to work with the state for temporary housing coordination to assist our essential employees.

✓ *Declared Emergency Pay Policy and Payroll:*

- The Parish President Declared a State of Emergency and all government buildings were closed beginning Monday, August 30th. With that, the Parish President implemented the Declared Emergency Pay Policy. This policy was effective Saturday, August 28, 2021 at 12:00 AM through Friday, September 17, 2021, at 11:59 PM.
- Per the Declared Emergency Pay Policy, all Parish Hourly and Salary Civil Service Essential Duty Personnel (EDP) in addition to receiving the regular hours per day compensation to fulfill the normal workweek also received overtime pay (time and a half) when working.
- Per the Declared Emergency Pay Policy, all Non-Essential Duty Personnel who were available and scheduled to work were placed on Special Emergency Leave and given time off without loss of pay.
- With extremely limited connectivity, Personnel and Finance were able to work on timesheets and run an accurate payroll instead of a base payroll. This was a difficult process as most timesheets had to be created by Personnel and Finance due to our normal timekeepers not being available or having no connectivity.

✓ *Phone Bank*

- The Information Technology department established a phone bank for residents to call if they needed information about hurricane recovery efforts. Personnel scheduled non-essential employees that were available in the area to come and manage the phone bank and assist our residents.

Personnel Activities

October 2021

- ✓ A ***Civil Service Board Meeting*** was held on Tuesday, October 12, 2021.
 - Request for approval of minutes
 - Request for upgrade from Grants Specialist II to Grants Specialist III - Grants Office
 - Requested for approval of tabled Juneteenth Holiday Schedule
 - Request for approval of 4-10 Holiday Schedule
 - Request for approval of 5-8 Holiday Schedule
 - Request for approval of Civil Service Meetings
 - A Civil Service Appeal Hearing was also held on Tuesday, October 12, 2021.
- ✓ The Civil Service Board approved the addition of ***Juneteenth*** as an official Holiday in Section 7.01 of the Civil Service Rules and Regulations. Juneteenth is a day celebrating June 19, 1865 when Major General Gordon Granger led Union soldiers into Galveston, Texas bringing the news that the Civil War had ended and the Emancipation Proclamation declared all those enslaved that they had been freed nearly two and a half years earlier.
- ✓ The Personnel Officer attended an ***IPMA-HR Quarterly Meeting***.

Personnel Activities

November 2021

- ✓ The Personnel Officer hosted in-person annual **Louisiana Ethics Training** for field employees at the Emergency Operations Center. Employees can also complete the training through the Louisiana Ethics on-line training portal.
- ✓ The Personnel Office hosted a **Job Fair** to promote several external openings. The Job Fair was held at the East Regional Library on November 16, 2021. Prospective candidates were able to meet with Parish Department Representatives, provide their resumes and complete an application.
- ✓ A **United Way Day** was held on November 18, 2021. This was the main event for our United Way campaign. The event was held in the green space next to the courthouse. It was a great time for employees to get together and show their support to United Way. The Personnel Officer participated in the coordination of this event.
- ✓ St. Charles Parish members of the Executive Staff, the Parish President, and Personnel met with **SSA Consultants** in November for an update on the **Compensation Study**. Completed tasks include:
- ✓ The Personnel Officer also participated in the **budget process** and submitted an annual operating budget to the Council.

Personnel Activities

December 2021

- ✓ The Personnel Officer hosted in-person annual ***Sexual Harassment Training*** for field employees at the Edward A. Dufresne Community Center. Employees can also complete the training individually through a link provided.
- ✓ A ***flu shot event*** was provided by Ochsner on December 16, 2021 at the Edward A. Dufresne Community Center. This event was open to all St. Charles Parish Government employees.
- ✓ The Personnel Office also completed the mandated drug and alcohol query process for the ***Federal Motor Carrier Safety Administration*** required of all employees that hold a Commercial Driver's License for their position.
- ✓ Eligible employees received a ***4% cost of living*** pay increase December 25, 2021. A ***1% or 3% merit*** increase for civil service employees, based on performance evaluations, was awarded to eligible employees also on December 25, 2021.

January 2022

- ✓ The Personnel Office assisted with ***year-end 1095 tax documents***.
- ✓ Employee ***wellness screenings*** were provided by Ochsner through the Parish's Wellness Incentive Program on January 12th, 13th, and 14th at the Edward A. Dufresne Community Center. Employees were able to receive a bio-metric screening.

Personnel Activities

February 2022

- ✓ A ***Civil Service Board Meeting*** was held on Tuesday, February 8, 2022.
 - Request for approval of minutes
 - Request for approval of an upgrade from Planner I to Planner II - Planning and Zoning
 - Request for approval for position to be filled at a rate above entry level for the following:
 - Equipment Operator I - Public Works
 - Equipment Operator II - Public Works
 - Equipment Operator III - Public Works
 - Equipment Operator IV - Public Works
 - Parish Engineer I - Public Works
 - Parish Engineer II - Public Works
 - Animal Control Officer - Animal Control
- ✓ There was ***one in-house grievance*** meeting in February.
- ✓ ***Compensation study meetings*** regarding position analysis began with each Department Director.

Personnel Activities

March 2022

- ✓ There was ***one in-house grievance*** meeting in March.
- ✓ On March 5th, the Personnel Officer participated in the St. Charles Parish 14th annual ***Trash Bash event*** to promote the removal of litter from our streets.
- ✓ A ***Health Seminar*** was held at the Edward A. Dufresne Community Center on March 15th. Registered Dietician and Chef, Mauricio Rosas-Alvarez, took employees on a ***virtual grocery store tour*** and explored how to navigate all the various food claims and make informed choices when ***grocery shopping***.
- ✓ Parish President Matthew Jewell, the Personnel Office, members of the Civil Service Board and department heads ***honored one-hundred employees*** on March 24th for their ***years of service and perfect attendance*** in 2021.
 - ***Roland Breaux***, Wastewater Tech II, was recognized as the 2021 Employee of the Year.
- ✓ On March 29th, Parish President Jewell and the Personnel Office hosted a ***breakfast*** for employees who were nominated by their peers for ***Employee of the Month*** in January and February.
- ✓ Employee ***wellness screenings*** were provided by Ochsner through the Parish's Wellness Incentive Program on March 31st at the Edward A. Dufresne Community Center. Employees were able to receive an on-site biometric screening.
- ✓ ***Compensation study meetings*** regarding position analysis continued with each Department Director.

Personnel Activities

April 2022

- ✓ A revised **Callout Policy** was implemented on April 4th:
 - The expanded callout policy was implemented to establish more detailed callout best practices and to ensure consistency regarding those practices.
- ✓ A new **Foot Protection Policy** was implemented on April 18th:
 - Approved work safety shoes are required by all full-time and part-time employees whose work requires the wearing of appropriate foot protection as designated by department supervision.
 - On March 25, 2022, eligible employees were issued \$120 on their paycheck to purchase a safety shoe appropriate for their job. The \$120 will be issued yearly to replace worn safety shoes.
- ✓ A **Civil Service Board Meeting** was held on Tuesday, April 12, 2022.
 - Request for approval of minutes
 - Request for job title change from Maintenance Clerk to Secretary - Wastewater
 - Request for upgrades Utility Billing Clerk I to Utility Billing Clerk II - Waterworks
 - Request to approve a new job description Pump Technician Apprentice - Public Works
 - Request to approve a new job description Staff Technician - Public Works
 - Request to approve revised job descriptions Senior Engineer Technician - Public Works
 - Employee Appeal
- ✓ On April 18th, Parish President Jewell and the Personnel Office hosted a **recognition lunch and training** for employees who were nominated by their peers for **2021 Employee of the Year**.
 - The Personnel Officer provided a brief training on **ways to find joy at work**.
- ✓ A **Spring into Fitness Wellness Challenge** was offered to all employees in April. The challenge encouraged employees to track their daily activity in the hopes of helping them start, or continue, their fitness goals. The goal for the challenge was 100,000 steps in a two-week period.
- ✓ The Personnel Officer participated in an **Ethics Liaison Training** webinar through the State Ethics Administration.
- ✓ On April 28th, Parish President Jewell and the Personnel Office hosted a breakfast for employees who were nominated by their peers for **Employee of the Month in March**.
- ✓ **Compensation study meetings** regarding position analysis were finalized with each Department Director.
- ✓ **Compensation study** overall analysis and **final decisions** on path forward.

Personnel Activities

May 2022

- ✓ **Open enrollment**, the time period where employees can make changes to benefits, began on May 17, 2022. The Parish was able to negotiate a favorable renewal for our employees; therefore, there was no increase in premium for employees.
 - In correlation with open enrollment, the Benefits Analyst hosted an **in-person Benefits Fair** for employees to make changes to their benefits and to meet with our benefit providers.
- ✓ The Personnel Officer **attended** the followings in May:
 - St. Charles Parish Hurricane Ida After Action Review
 - IPMA-HR Southern Region Conference – Unmask Your HR Potential
 - Blue Cross Blue Shield Group Leader Forum
- ✓ **Personnel Staff visited River Parishes Community College** to share current job opportunities with students.
- ✓ There was **one in-house grievance**.
- ✓ The Personnel Officer facilitated a kick-off meeting for the **2022 Pulse Engagement Panel**.
 - Our PEP focus will be on employee engagement and appreciation.
 - Discussing items that impact employees such as policies and providing feedback
 - Providing feedback, guidance, and planning for employee appreciation events
 - Continuing discussions regarding improvement strategies and best practices across all department.
- ✓ The Personnel Officer facilitated **training on FMLA and the employee personal medical process** for all St. Charles Parish Managers.
- ✓ The Personnel Officer supported the St. Charles Parish School System by participating in their **2022 Discipline Committee Meeting**.
- ✓ On May 26th, Parish President Jewell and the Personnel Office hosted a recognition for employees who were nominated by their peers for **Employee of the Month in April and May**.
- ✓ Personnel Staff visited and toured the Sunset Drainage area and facilities.

Personnel Activities

June 2022

- ✓ The Personnel Officer **attended** the following in June:
 - Society for Human Resources Management (SHRM) Conference – Cause the Effect
 - United Way of St. Charles campaign update meeting
 - Program planning meeting for 2022-2023 SCP wellness program
- ✓ The Personnel Officer hosted in-person annual **Louisiana Ethics Training** for field employees at the EAD Community Center. Employees can also complete the training through the Louisiana Ethics on-line training portal.
- ✓ On June 29th, Parish President Jewell and the Personnel Office hosted a recognition for employees who were nominated by their peers for **Employee of the Month in June**.
- ✓ The Personnel Officer **hosted a visit** for the Tangipahoa Human Resources Director, to share best practices in St. Charles Parish.
- ✓ A **Pulse Engagement Panel meeting** was held in June to discuss parish-wide employee related topics.
- ✓ **Final meeting with SSA Consultants** was held with the Executive Staff, the Parish President, and Personnel.
- ✓ Personnel and Executive Staff **finalized parish-wide compensation plan details and preparations** for July employee meetings.

July 2022

- ✓ The Personnel Officer and the Parish President met with **Directors, the Pulse Engagement Panel, and hosted two full days of meetings for all employees** regarding the compensation study and the proposed compensation plan. A representative from SSA Consultants, Cody Saucier, was in attendance to answer any questions regarding the market research conducted for all positions.
- ✓ The Personnel Officer met with **Public Works leadership** to discuss options for discipline procedures and best practices related to **leave without pay (LWOP) and absenteeism**.
- ✓ On July 11, 2022, the Personnel Office and **Nationwide** Representative, David Miller, hosted a seminar for Parish employees at the EAD Community Center. Mr. Miller discussed the **volatile stock market and provided guidance** on surviving this downturn.

Personnel Activities

August 2022

- ✓ Personnel and the Parish President ***hosted meetings*** with the ***Civil Service Board and Parish Council Members*** to provide information regarding the proposed parish-wide compensation plan.
- ✓ A ***Civil Service Board Meeting*** was held on Tuesday, August 9, 2022.
 - Request for approval of minutes
 - Request for approval of changes to the Civil Service Pay Plan in accordance with the Compensation and Pay Classification Study conducted by SSA Consultants
 - Request for approval of change to Rule 4.0 Compensation Plan, Section 4.04. Appointment Rate, b. Promotion
 - Request for approval of change to Rule 4.0 Compensation Plan, Section 4.04. Appointment Rate, c. Demotion
 - Request for approval of change to Rule 4.0 Compensation Plan, a. Original Appointment, 1. Exceptional Qualifications
- ✓ The Personnel Officer attended the August 15th Council Meeting to present the ***Resolution to approve the Civil Service Pay Plan.***

Compensation Plan Update:

- ✓ All Personnel meetings with each department are complete.
 - Provided the JAQs that were submitted to SSA Consultants for each department.
 - Provided a first draft of the available job descriptions for each department.
- ✓ Process in place to allow for position reconsideration under certain criteria.

Thank you for your time.
