



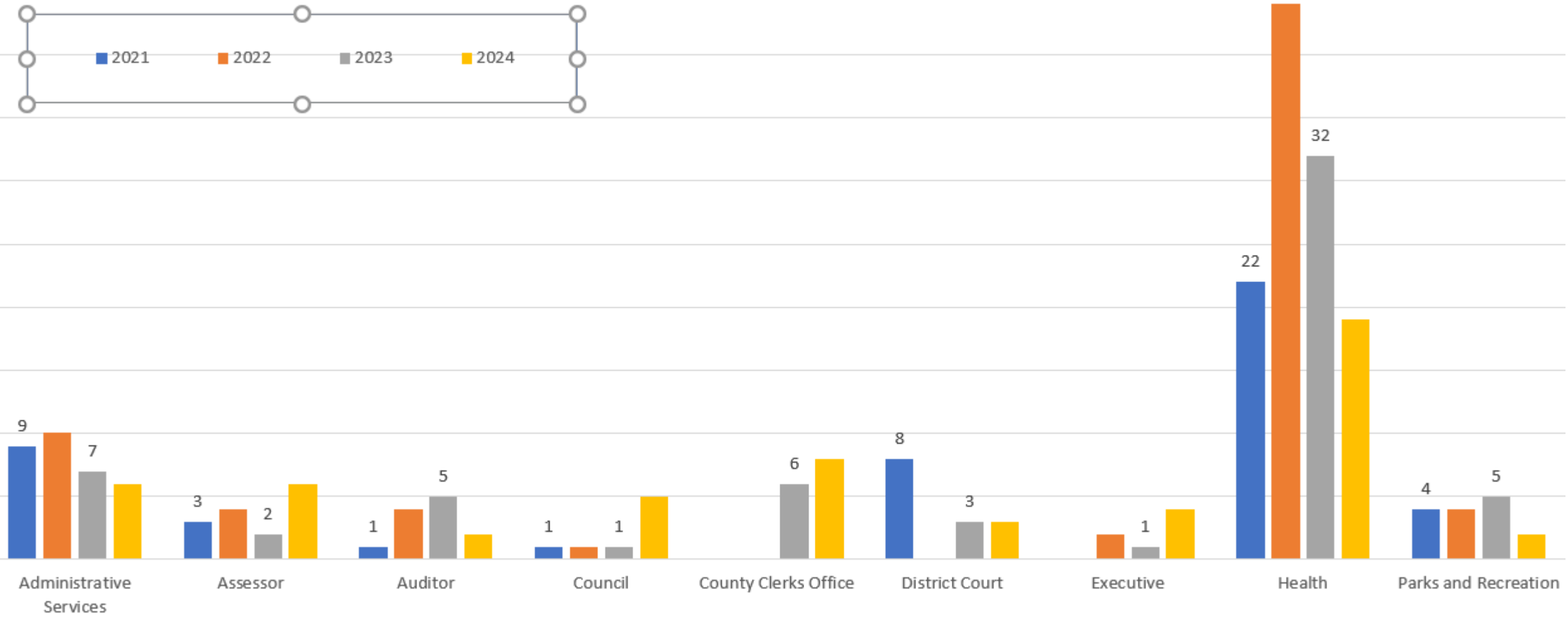
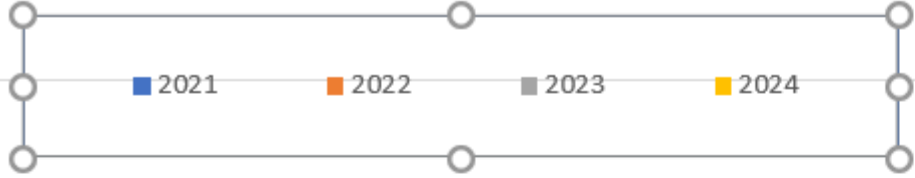
A.S. Human Resources (HR) Report to Council

September 24, 2024

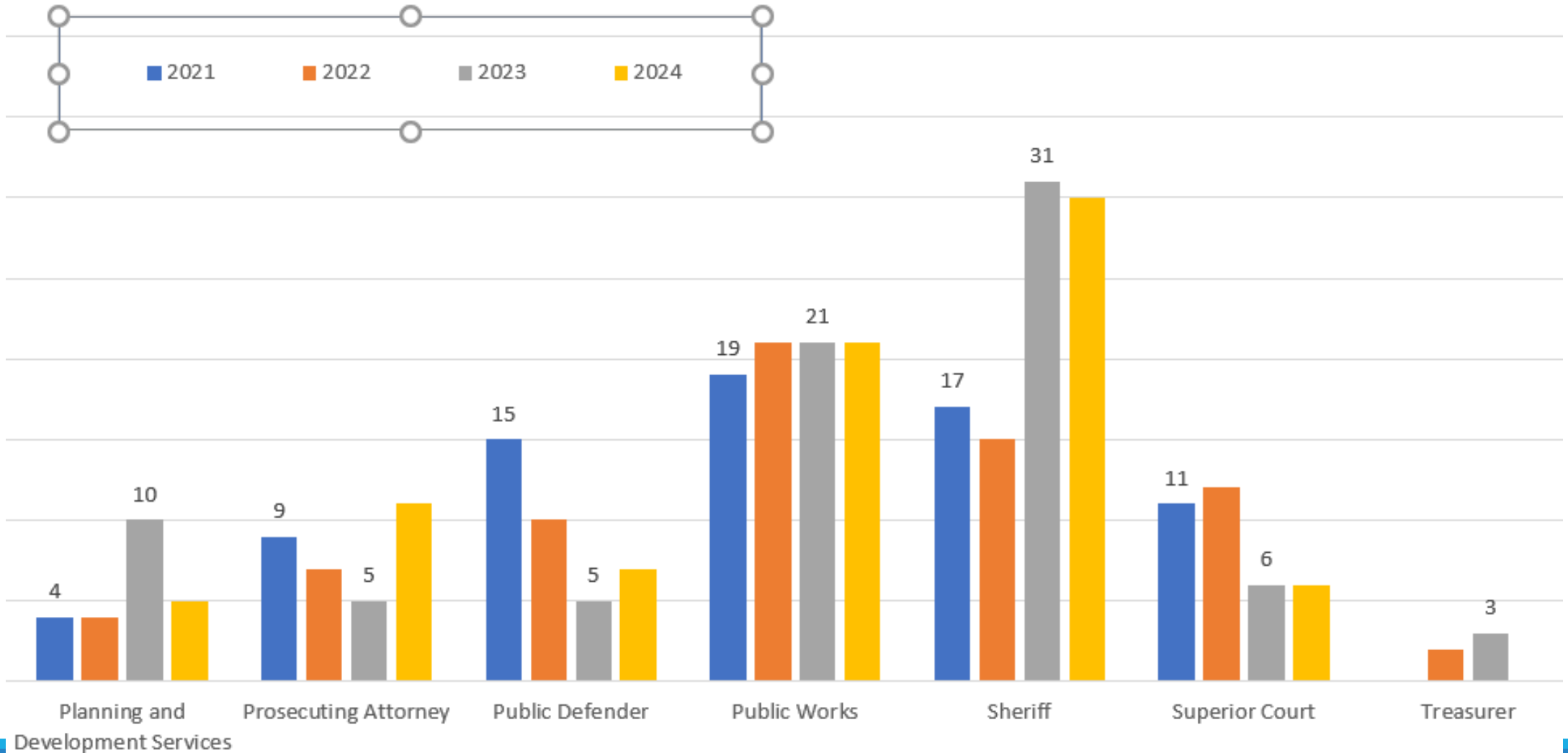
Workload Factors

| YEAR | FULL-TIME FTES | HIRES | SEPARATIONS | W/C CLAIMS |
|--------------------|----------------|-------|-------------|------------|
| 2024 as of 9/16/24 | 1079 (+2%) | 135 | 74 | 41 |
| 2023 | 1056 (+9%) | 143 | 80 | 49 |
| 2022 | 969 (+5.5%) | 140 | 96 | 79 |
| 2021 | 918 (+3%) | 123 | 107 | 52 |
| 2020 | 891 (+2%) | 59 | 73 | 41 |
| 2019 | 873 (+1.4%) | 89 | 74 | 52 |
| 2018 | 861 (+1%) | 105 | 67 | 54 |
| 2017 | 852 (+1.7%) | 59 | 68 | 64 |
| 2016 | 838 (+1%) | 69 | 47 | 59 |
| 2015 | 830 (+2.3%) | 81 | 71 | 48 |
| 2014 | 811 | 61 | 58 | 76 |

New Hires by Department



New Hires by Department



Vacancies by Department

May 2024 and September 2024

| Department | Budgeted FTEs | Current Vacancies | Vacancy Rate |
|------------------------------------|----------------|-------------------|--------------|
| Administrative Services | 83.00 | 8.00 | 10% |
| Assessor | 32.00 | 1.00 | 3% |
| Auditor | 17.00 | 1.00 | 6% |
| Council | 12.50 | 1.00 | 8% |
| County Executive | 12.00 | 1.00 | 8% |
| DC Probation | 16.50 | 3.00 | 18% |
| District Court | 22.50 | 1.00 | 4% |
| Health | 151.20 | 9.50 | 6% |
| Juvenile Court/Detention | 37.00 | 2.00 | 5% |
| Medical Examiner (NEW) | 6.00 | 6.00 | 100% |
| Parks | 32.00 | 3.00 | 9% |
| Planning & Develop Svcs | 51.00 | 4.00 | 8% |
| Prosecuting Attorney | 60.00 | 5.00 | 8% |
| Public Defender | 50.00 | 0.00 | 0% |
| Public Works | 189.00 | 22.00 | 12% |
| Sheriff - BLEIS & DEM | 128.50 | 9.00 | 7% |
| Sheriff - Jail | 96.50 | 13.00 | 13% |
| Superior Court/County Clerk | 54.70 | 6.00 | 11% |
| Treasurer | 14.00 | 1.00 | 7% |
| WSU Extension | 2.00 | 0.00 | 0% |
| Total FTEs/Avg vacancy rate | 1067.40 | 96.50 | 9% |

| Department | Budgeted FTEs | Current Vacancies | Vacancy Rate |
|------------------------------------|----------------|-------------------|--------------|
| Administrative Services | 84.00 | 10.00 | 12% |
| Assessor | 32.00 | 3.00 | 9% |
| Auditor | 17.00 | 1.00 | 6% |
| Council | 12.50 | 0.00 | 0% |
| County Executive | 12.00 | 2.00 | 17% |
| DC Probation | 16.50 | 4.00 | 24% |
| District Court | 23.50 | 1.00 | 4% |
| Health | 152.20 | 12.60 | 8% |
| Juvenile Court/Detention | 37.00 | 2.00 | 5% |
| Medical Examiner (NEW) | 6.00 | 4.00 | 67% |
| Parks | 32.00 | 2.00 | 6% |
| Planning & Develop Svcs | 52.00 | 1.00 | 2% |
| Prosecuting Attorney | 60.00 | 1.00 | 2% |
| Public Defender | 50.00 | 2.00 | 4% |
| Public Works | 190.00 | 19.00 | 10% |
| Sheriff - BLEIS & DEM | 128.50 | 2.00 | 2% |
| Sheriff - Jail | 96.50 | 13.00 | 13% |
| Superior Court/County Clerk | 62.00 | 6.00 | 10% |
| Treasurer | 14.00 | 3.00 | 21% |
| WSU Extension | 2.00 | 0.00 | 0% |
| Total FTEs/Avg vacancy rate | 1079.70 | 88.60 | 8% |

Urgent Staffing Needs

MEDICAL EXAMINER – NEW DEPARTMENT

Created job classifications:

- Medical Examiner
- Operations Manager
- Death Investigator
- Autopsy Technician

Bargained impacts with Teamsters; developed LOU

Recruitment and onboarding underway

AUDITOR

Election Temps (Onboarding 20 new and rehiring 30)

Hiring Changes

| Rolling Hire Dates | | Structured New Hire Dates First Monday of Every Pay Period | |
|----------------------------|------------------------------------|--|-------------------------|
| Pros | Cons | Pros | Cons |
| Flexibility | Inconsistent onboarding experience | Standardized onboarding process | Limited flexibility |
| Rapid integration of staff | Resource allocation challenges | Efficient resource planning and allocation of Administrative Services staff time | Potential staffing gaps |
| Reduced time to fill | Administrative complexity | Predictable scheduling and better organization | |
| | Unpredictable workflows | Stronger engagement | |

HR Technology

Cloud-based Software as A Service (SaaS)

Timeline:

- Fall 2022 – INSIGHT, GOVERNMENTJOBS
- Summer 2024 – ONBOARD
- Spring 2025 – PERFORM
- Current Budget Request – LEARN
- Future Budget Request - EFORMS

NEOGOV is the industry leader in human resources software for the public sector.

The NEOGOV platform combines four modules – Recruit, Develop, Manage, and Comply – to automate and support the entire public sector employee lifecycle.



RECRUIT

IN

INSIGHT | Applicant tracking software helps you recruit and hire high-quality candidates, complete with compliance reporting.

GJ

GOVERNMENTJOBS.COM | The largest public sector-specific job board in the USA, designed to help you attract quality applicants, hire faster, and save on advertising.

ON

ONBOARD | Onboarding software ensures day-one readiness for new employees, accelerates productivity, and helps you keep your hires longer.

AT

ATTRACT | Capture leads, manage relationships, automate communications, and measure recruiting data with our Candidate Relationship Manager (CRM).

DEVELOP

PE

PERFORM | Performance management software to nurture communication, identify and promote employee strengths, and establish a sense of purpose.

LE

LEARN | Learning management software that increases the productivity, safety, and retention of your workforce with engaging training.

MANAGE

HR

HRIS | Our Human Resources Information System makes it easy for you to automate Core HR, Payroll, Benefits, and Time & Attendance and track data.

COMPLY

PO

POLICY | A secure, cloud-based repository to develop, review, approve, distribute, and track policies and procedures across their entire lifecycle.

eF

EFORMS | Store and centralize personnel files, create electronic forms and convert existing ones, and build routing and approval workflows in a secure repository.

New Technology Efforts

- **NEOGOV – improves government new hire onboarding with digital paperwork, more visibility, and agency-wide efficiency**



New Hire Onboard Feedback



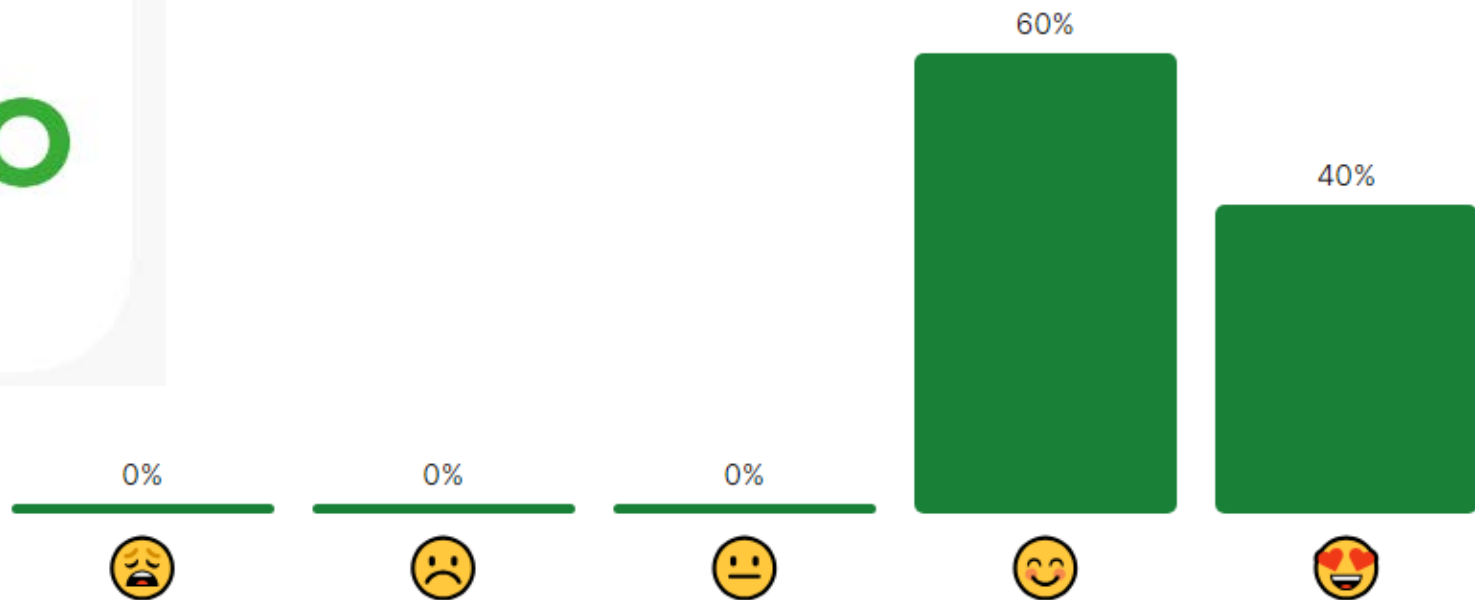
How would you rate your overall new hire experience with NEOGOV Onboard?

[Share](#) ▾

Rating Poll 5 votes 5 participants



Score: 4.4



New Hire Onboard Feedback

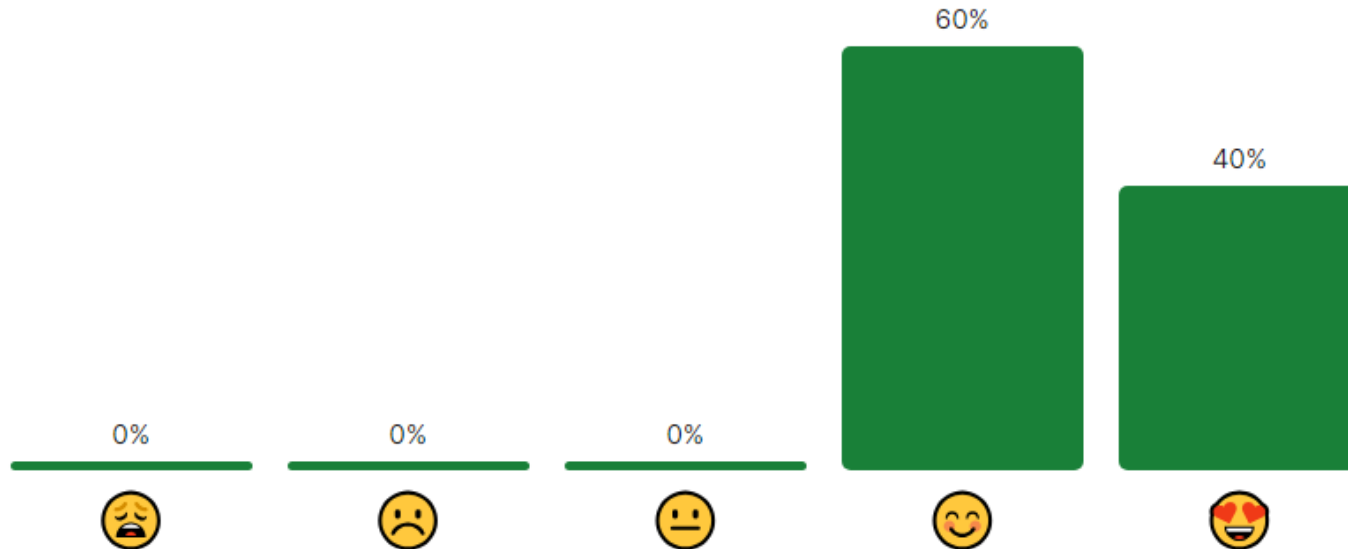


How would you rate the user intuitiveness and ease of navigation?

Rating Poll 5 votes 5 participants

Share

Score: 4.4



New Hire Onboard Feedback



Were the resources, tasks, and training provided in Onboard sufficient to help you understand your role and County policies?

Share

Multiple Choice Poll 5 votes 5 participants

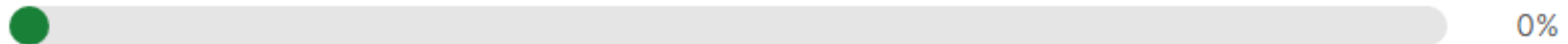
Yes - 4 votes



Somewhat - 1 vote



No - 0 votes



New Offboarding Exit Survey

2. What prompted you to leave County employment? Select all that apply. *

- Career advancement
- Retirement
- Dissatisfaction with job duties
- Better compensation
- Quality of supervision
- Work culture
- Working conditions
- Family circumstances
- Other

Next

New Offboarding Exit Survey

3. How supported did you feel by your manager and colleagues? *



Poor



Fair



Average



Good



Excellent

4. Please rate the level of your workload. *



I was bored



Too light at
times



Just right



Too busy at
times



I couldn't
keep up

5. How likely are you to recommend Whatcom County to a friend as a place to work? *



Not at all



Depends



Definitely

Up Next

➤ **NEOGOV Perform Module**



**PERFORMANCE
MANAGEMENT BUILT FOR
THE PUBLIC SECTOR**

Discover an integrated performance management software system designed to build a more capable public sector workforce. Manage employee feedback, performance evaluations, and professional development while maintaining public sector compliance.

Budget Request

➤ NEOGOV Learning Management System



HIGHLIGHTED FEATURES

CUSTOM COURSE LIBRARY

Build customized courses, upload SCORM, or use any of the 1500+ courses in NEOGOV's course library. With a robust and growing catalog, Learn offers pre-built courses in Employment Liability, Human Capital, Health and Safety, Law Enforcement, Public Works, and many more public sector-focused courses. Create your own courses and add quizzes to Word, PowerPoint, Adobe Acrobat, online videos, and more.

- Growing library of 1500+ pre-built courses
- Easy to upload or build custom courses and quizzes
- Easily group courses into learning plans for new supervisor training
- Courses specifically for hiring managers, such as Lawful Hiring, Guide to Interviewing, and Uncovering Implicit Bias

Budget Request

[Link to Full Article](#)

*We are very focused on equity
as we roll out tools and build our
policies and practices at King County.*

MICHAEL STRUTYNSKI
ANALYTICS AND CONTINUOUS IMPROVEMENT PROJECT MANAGER

King County

USING LEARN TO EDUCATE EMPLOYEES ON UNCONSCIOUS BIAS

King County's commitment extends beyond their recruiting processes. As they've been able to gain a better understanding of the employee experience and how to improve it, NEOGOV's learning management system has been a huge help.

They used the Learn product to roll out the County's "Investing in You" initiative, which centers the employment experience around the individual and

promotes open communication between employees and management. Learn empowers agencies to create customized courses or select from over 1,200 pre-built courses in NEOGOV's public sector-focused course library. With an emphasis on hiring managers, King County will be utilizing Learn to deliver unconscious bias training for employees in an effort to facilitate more equitable interview processes and a more inclusive workplace environment. ►

NEOGOV

888.636.4681 | sales@neogov.com | neogov.com | [@neogov](https://twitter.com/neogov)

Training & Development

LEADERSHIP

- EAP Leadership Series and Supervisory Excellence Series
- Sexual Harassment Training
- Supervisory Bootcamp, Performance Evaluations, Challenging Conversations

RISK MANAGEMENT

- Respectful Workplace and Sexual Harassment Training for all new hires
- Safety Training: Defensive Driving, First Aid/CPR/AED, Bloodborne Pathogens

ALL STAFF

- Mental Health First Aid
- Surviving the Active Lethal Threat
- Ethical Decision Making
- DEI, Sexual Harassment Pilot; Sexual Harassment

Sexual Harassment Training Leadership Feedback



How helpful was the training to you?

Rating Poll

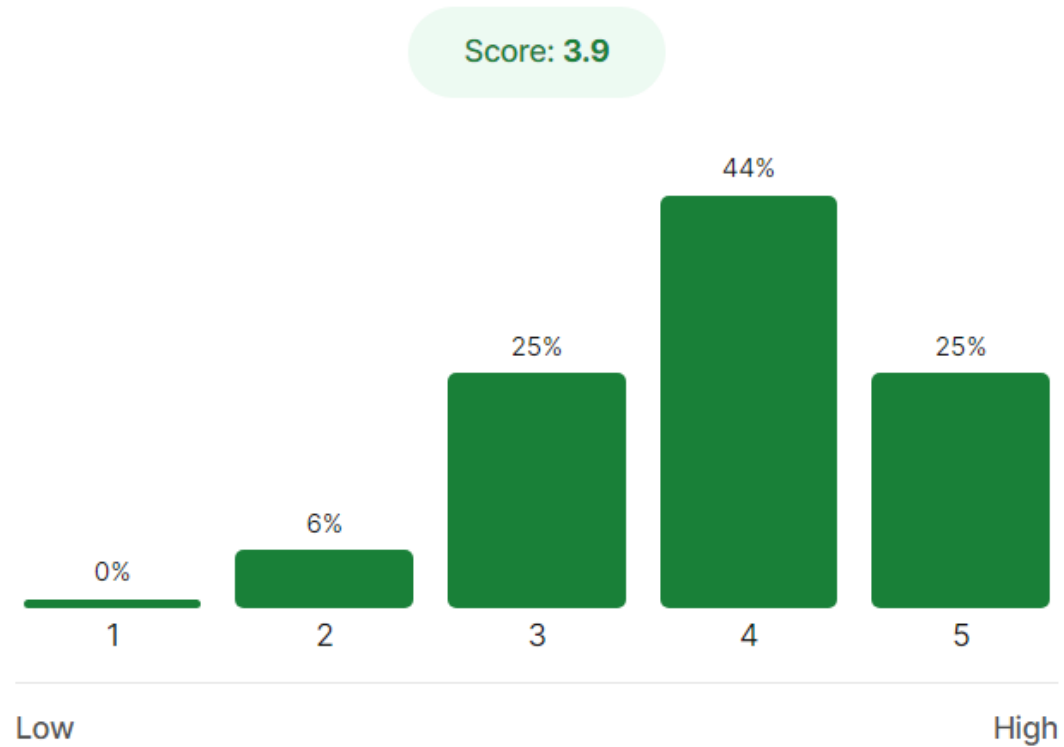


32 votes



32 participants

Share



Sexual Harassment Training Leadership Feedback

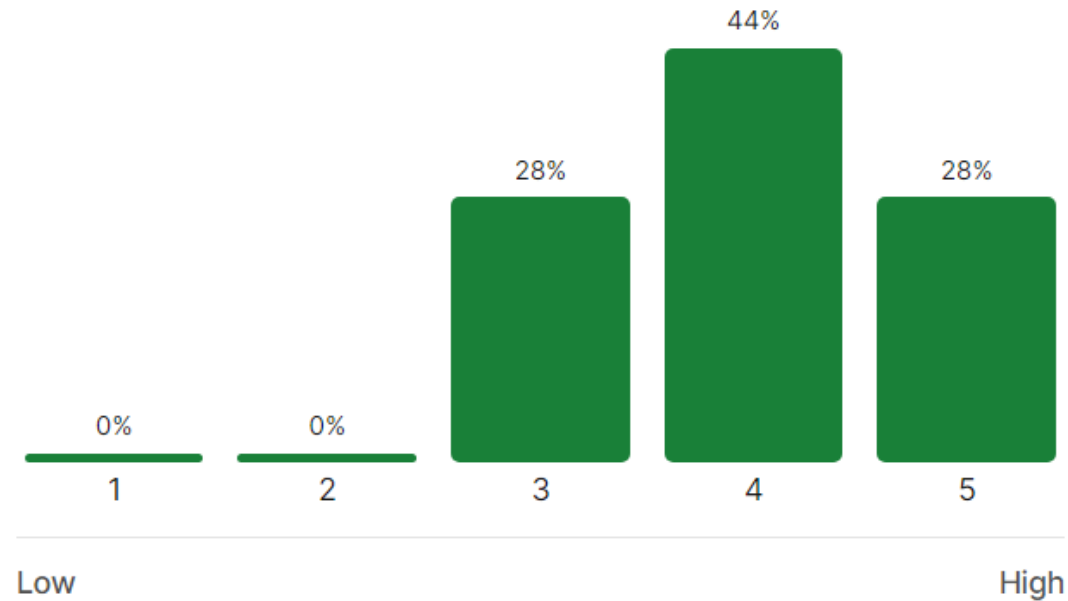


How would you rate the quality of the content?

Rating Poll 32 votes 32 participants

Share

Score: 4



Sexual Harassment Training Leadership Feedback

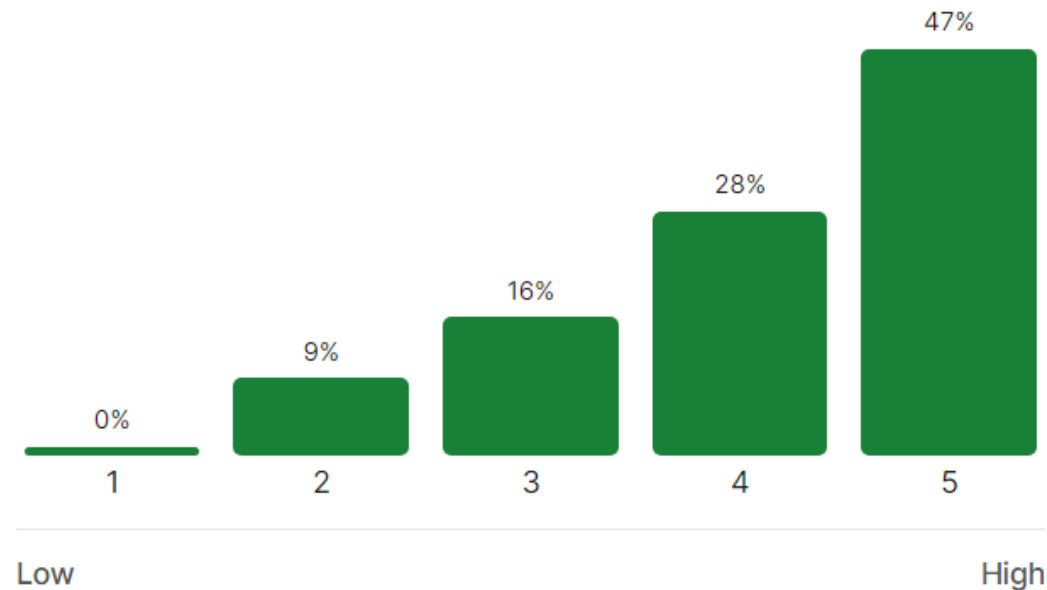


Do you have a clear understanding of your responsibilities as a supervisor or manager after completing this training?

Share ▾

Rating Poll 32 votes 32 participants

Score: **4.1**



Flu Shot Clinic



Fall is near and it's time to prepare for the flu season!

County Executive Sidhu has approved 30 minutes of paid time for employees to get a FREE flu shot during one of our two clinics:

Wednesday, October 2nd
7:00AM-9:00AM
Public Works Central Shop
901 W. Smith Rd

Friday, October 11th
11:00AM-2:00PM
Garden Level Conference Room
322 N. Commercial Street

Collective Bargaining

Interest arbitration ELIGIBLE

| Union | Contract Term |
|----------------------------|---------------|
| Deputy Sheriff's Guild | 2023-2025 |
| Teamsters Corrections | 2023-2025 |
| FOP Sheriff Management | 2022-2024 |
| FOP Corrections Management | 2022-2024 |

NOT INTEREST ARBITRATION

| Union | Contract Term |
|------------------|---------------|
| Teamsters Master | 2023-2025 |
| WSNA (nurses) | 2023-2025 |
| IBU/MMP (Ferry) | 2023-2025 |
| AFSCME PD | 2022-2024 |
| PROTEC17 | 2024-2025 |

HR Team

½ DAY STAFF RETREAT JULY 2024

- **Team building, communication, trust, stress and coping strategies, work/life balance**
- **Focus on recognition and retention of experienced and highly productive staff**



Left to Right: Karen Hemmett, Ryan Chace, Heidi Christie, Donnie LaPlante, Melissa Keeley, Julie Smith, Bea Acland, Shara Struiksma

Questions?