

Priority: Accountability
Program Offer Type: Internal Service
Related Programs: 71006A, 71007, 71009, 71016
Frameworks:

Lead Agency: County Business
Program Contact: Dave Boyer

Executive Summary

The purpose of this program is to attract qualified, diverse applicants to County positions and manage layoffs in a compassionate manner. In performing this function, staff consult with managers to ensure that recruitment processes are merit based, fair, and consistent, and that layoff processes follow County personnel rules, and labor agreements.

Program Description

A. Recruitment Services: Staff work with managers to establish competency based hiring criteria. Staff assess the internal/external labor markets to determine qualified applicant availability. This enables program staff to identify recruitment methods and establish targeted outreach/selection procedures. Staff build and maintain relationships with potential candidates through job fairs and educational workshops on County employment processes. Outreach to applicants from underserved populations is achieved by advertising in minority publications, targeted advertising with local colleges and professional associations, and professional relationships with non profit agencies such as the local One Stop Employment/Career Centers and Job Corps. B. Layoff Management: Staff provide support and consultation to managers in interpreting and implementing layoff language in ten labor contracts. They coordinate placement/bumping of employees; provide timely notices to all staff affected by layoff; and coordinate transition services and other resources for affected staff. C. Seniority List Management: Publish the Local 88 County-wide seniority list annually and as County-wide bumping occurs. Manage and respond to seniority appeals as specified in union contracts. D. Electronic Applicant Tracking, Management, and Testing: Software systems allow applicants to apply on-line, participate in validated testing processes, and enable HR staff to track applicants. These systems produce data about applicant pool demographics and recruiting trends.

Program Justification

Multnomah County employs 4,500 people across 335 job classifications. Recruitment's link to the Accountability priority is through maintaining a merit based selection process critical to ensuring that the County attracts a highly qualified and diverse staff. Centralized Workforce Development and Employment services ensure compliance with federal, state, and local mandates requiring counties to establish and maintain merit based, non-discriminatory recruitment, testing, and selection processes. Effective management of layoff process and seniority lists ensures that the County is complying with established labor agreements.

Performance Measures

- 1) The quality of candidates and service as assessed by hiring managers is rated good to excellent at least 90% of the time.
- 2) The level of grievances filed on layoff actions at 5% or less of total actions processed.
- 3) The level of grievances filed on seniority appeals to 5% or less of total inquiries/appeals.
- 4) Employees removed from probation (other than layoff) will be under 10%.

Summary of last year's program results and this year's expected results

195 recruitments were processed in 2004. 51 hiring managers rated candidates and service using a Likert scale of 1(poor) to 3(excellent): candidates - 2.33 and service - 2.65. Ten layoff events affecting 100 employees were processed last year. One percent of all processed layoffs resulted in a grievance. Seven layoff and transition workshops were developed and offered to affected staff. Two county-wide seniority lists for Local 88 members were produced. A total of 216 seniority appeals were received and processed. All appeals were managed informally and none resulted in a grievance.

For FY06, develop targeted recruitment strategies to increase diversity and quality of applicant pool and contain costs. Improve quality of entry level clerical applicants by implementing a new skills based screening process. Maintain quality process for seniority list and layoff processes, as evidenced by few grievances filed. Streamline recruitment processes to improve hiring manager customer service rating.

Program Mandate: 2 Mandated Program with Funding/Service Level Choice

Title 7 of the Equal Employment Opportunity Commission Uniform Guidelines on Employee Selection Procedures; ORS 241.020-421.990; Title 1 of the Americans with Disabilities Act of 1990; and Multnomah County Code Chapter 9 and Multnomah County Personnel Rules all of which outline requirements mandating use of a merit based selection process; provide guidelines for avoiding adverse impact of minorities in employment testing processes; and requires covered entities to provide reasonable accommodation in employment and testing processes.

Revenue/Expense Detail

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|---------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses | 2005 | 2005 | 2006 | 2006 |
| Personnel | \$0 | \$597,996 | \$0 | \$687,426 |
| Contracts | \$0 | \$103,164 | \$0 | \$136,896 |
| Materials & Supplies | \$0 | \$62,567 | \$0 | \$23,517 |
| Internal Services | \$0 | \$9,000 | \$0 | \$75,626 |
| Subtotal: Direct Exps: | \$0 | \$772,727 | \$0 | \$923,465 |
| Administration | \$0 | \$0 | \$0 | \$86,600 |
| Program Support | \$0 | \$0 | \$0 | \$0 |
| Subtotal: Other Exps: | \$0 | \$0 | \$0 | \$86,600 |
| Total GF/non-GF: | \$0 | \$772,727 | \$0 | \$1,010,065 |
| Program Total: | \$772,727 | | \$1,010,065 | |
| Program FTE | 0.00 | 0.00 | 0.00 | 8.00 |
| Program Revenues | | | | |
| Fees, Permits & Charges | \$0 | \$4,896,444 | \$0 | \$971,584 |
| Program Revenue for Admin | \$0 | \$0 | \$0 | \$70,000 |
| Total Revenue: | \$0 | \$4,896,444 | \$0 | \$1,041,584 |

Explanation of Revenues

Recruitment receives its revenues by allocating costs back to each Department. The allocation is done by using the number of applications processed per Department. FY04 data was used to develop the allocation amounts for each Department.

Significant Program Changes

This unit was formed in the FY 04 budget year and FY 05 was its first full year of operation.