

**HR Department
JFS Staffing Team**

On June 6, 2008, a Service Agreement (*see attached Service Agreement*) was entered into between the Hamilton County Department of Job and Family Services (JFS) and the Hamilton County Personnel Department to provide human resources services to the JFS. "The provision of these services to HCJFS will minimize HCJFS' overall labor costs, maintain consistent policies and practices where mutually agreeable and practical, and enhance employee relations and customer service".

By providing human resource services in an efficient timely manner to the JFS, the Staffing team participates in and has an impact on the Agency's ability to meet mandated program services that the JFS provides to the community. (See attached JFS Mandates)

As part of the service agreement, a staffing/payroll team is assigned to the JFS which consists of the following positions:

1 - Senior JFS Staffing & Payroll Manager	PR E
1 - Personnel Administrator	PR 24
1 - Payroll Supervisor	PR 22
4 - Human Resource Officers	PR 22
2 - Personnel Aides	PR 17
1- Payroll Assistant	PR 17

The team is responsible for providing recruiting, staffing, and payroll services to the Hamilton County Department of Job and Family Services which has 1600 authorized positions. In addition to their JFS recruiting and staffing responsibilities, two of the Human Resources Officers are staffing positions for other agencies under the BOCC including administering CDL requirements; and one HRO serves as the JFS Diversity and Civil Rights Coordinator.

Services provided include, but are not limited to the following:

Recruitment – recruitment responsibilities include but are not limited to attending job fairs, visiting colleges and universities to recruit for various agency positions, most often for jobs classified as Children's Services Worker. Turnover among this classification of employee annually runs between 20 – 25% and requires constant vigilance to maintain appropriate staffing levels to allow the JFS to meet its required mandates especially with regard to the safety of families and children in Hamilton County. Advertisements are created and placed with media representatives to obtain the best results for recruitment of qualified potential employees. Sources of possible applicants such as placement offices at universities are contacted. Questions from applicants are answered. The HRO's manage the Network Computer process and use On-Base optical imaging system to establish external applicant pools, and work within the advertising and travel budget to meet HCJFS needs. **ORC124-04 (F)**

Staffing – staffing services include but are not limited to working with HCJFS managers regarding their hiring/staffing needs; job orders are received from various sections to fill vacancies; administrative approval and Fiscal authorization to fill positions are obtained; current job information is reviewed before posting the position; the job posting process for bargaining unit and non-bargaining unit jobs is managed; job vacancies are prepared

and posted internally on the HCJFS intranet and with external sources when requested; en applications are cleared and screened; submits approved applications to supervisors. For external hires, the HRO contacts applicants, schedules appointments, conducts interviews, does background checks (references, police, CDL if necessary, etc.); schedules hire dates, receives selection notices, and sends out selection and non-selection notices to affected applicants. Creates and processes personnel action forms to hire, promote, demote, transfer etc. and submits actions to Payroll for entry into the pay system. Maintain staffing statistics and employee personnel files. The staffing team also manages the Temporary Assignment posting process for the JFS. (**Civil Service – Ohio Constitution XV-10) ORC Chapter 124, ORC 124-06, Department of Administrative Services-Personnel) (124-27) 124-29 (B), OAC (123:1-2-01) (123:1-2-02), OAC Merit System Compliance 123:1-2-02; OAC 123-:1-1-02 (B)**)

In 2007, the Staffing team hired 273 new employees, promoted 94, handled 27 voluntary demotions and 19 lateral class changes, etc.

Job Recruitment - Attend job fairs, visit colleges and universities to recruit for various agency positions, most often the classification of CSW

Place newspaper ads

Personnel Officer responsibilities - Post positions, clear & screen applications, forward applications to supv's, receive selection notices, send out selection and rejection notices to affected applicants, process PA's to hire, promote, demote and take any other personnel action.

Advise supervisors with regard to personnel action being taken with staff with regard to AWS, disciplinary actions and hearings, EAP referrals, work action plans, FMLA, ADA, FLSA, union contract.

Exit Interview Process - Receive resignations, schedule exit interviews, exit interview questionnaires, send out COBRA notices, retrieve agency badge, property, conduct correspondence with resigning employees, both in person, on the phone, by e-mail or in writing.

Schedule and lead bi-weekly Orientation for new hires to the JFS - orientation sessions are conducted with new employees to review and explain agency staff handbook regulations, HCJFS functions and expectations, the County Personnel Manual, payroll processes, and benefits. Offers new employees the opportunity to complete necessary paperwork, review eligibility for benefits and get overview of benefits, meet face-to-face various agency leaders and representatives from programs, the union etc. Provide overview of payroll unit services to newly hired employee; distribute materials. **ORC 124.04 (H)**

Training – Civil Treatment training is held for all new JFS hires. Special certification is required in order for the trainers to conduct these sessions. The Diversity Coordinator conducts and/or facilitates mandatory LEP training for all JFS employees. **ORC 124.04 (H), Title VI.**

Civil Rights Coordinator – an HRO serves as the JFS Civil Rights Coordinator who is required to field complaints receive by the Ohio Department of Job and Family Services (ODJFS) Office of Civil Rights; acts as liaison between ODJFS and HCJFS program areas to facilitate the process; writes an official response to ODJFS with regard to the

original consumer complaint; initiates a response to the complaint filed against HCJFS within 24 hours of receipt. * (see below)

EEO Officer - an HRO acts as the HCJFS representative and the liaison to the Prosecutor's Office when responding to employee Equal Employment Opportunity/Ohio Civil Rights complaints; meets with all required deadlines per the BOCC Policy Manual and all deadlines required by the Equal Employment Opportunity Commission or Ohio Civil Rights Commission with regards to responding to such complaints. **Investigate EEOC and OCRC complaints** - filed both internally and externally, by agency employees. Interview witnesses, complainant, arrive at conclusions, write final report to agency administration, follow up to verify that recommendations made have been implemented. *(see below)

Diversity Coordinator – an HRO serves as the JFS Diversity Coordinator and provides support for the HCJFS' Cultural Initiative program; chairs the HCJFS Diversity Committee, a.k.a. Cultural Initiative Committee (CIC). Facilitates HCJFS' CIC team meetings; coordinates the CIC calendar; and other various activities as mutually agreed by the HCJFS and HCHR. *(see below)

Provide LEP (Limited English Proficiency) training to all JFS staff – Create curriculum, present to Executive Team for approval, schedule training for all JFS staff, train staff, address concerns with LEP issues throughout agency programs.

Preside over the function of cultural diversity for the JFS thru the Cultural initiatives Committee – sponsorship of various agency diversity functions.

Table of Organization Maintenance – services included working with the JFS Fiscal Department and various JFS sections to maintain the JFS table of organization and authorized budgeted staffing levels; processes table of organization changes; prepares bi-weekly reports on staffing activities that are used by Fiscal Officers for funding purposes and which Information Systems personnel use to establish security/access levels. In 2007, 596 tables of organization changes were process in addition to seven spreadsheets with mass moves. **ORC 124-04, 124-09 (C)**

Agency Communications – non-computerized agency-wide communications are disseminated related to HR polices and procedures; Federal, State, and local laws, rules and regulations by posting notices and maintaining HCJFS public notice boards. **(Service Agreement with JFS)**

ADA Accommodation workplace reviews

***Title VII-Civil Rights Act of 1964; Age Discrimination in Employment Act of 1967 as amended 1986; Rehabilitation Act of 1973; ORC 4112.01-4122.99; ORC 5903.1; OAC 123-1-49; Executive Order 2007-10S; Immigration Reform & Control Act of 1986; OAC Chapter 123:1-49**

JFS Payroll Team

On 6-6-08, a Service Agreement was entered into between Hamilton County Department of Job and Family Services and the Hamilton County Personnel Department to provide biweekly Payroll services to HCJFS staff. The provision of these services will minimize

overall labor costs, maintain consistent policy administration and practices where mutually agreeable and practical, and enhance timely delivery of payroll services to our consumers. The service agreement provides for a payroll team consisting of:

- 1 – Payroll Supervisor PR 22
- 1 - Payroll Assistant PR 17
- 1 - Personnel Aide 2 PR 17

The payroll team is responsible for processing, verifying and administering a biweekly payroll for approximately 1600 HCJFS staff positions; the Personnel Aide 2 also provides support services to the Staffing Unit. (**ORC 124.14F**)

Services provided include, but are not limited to, the following:

Time/Attendance - The team processes 152 Unit timesheets submitted by 131 Unit Timekeepers on a daily basis which involves data entry of all time usage (sick, vacation, etc.) used. The documents are reviewed for accuracy and completeness and the time-off totals balanced each day for all work units.

Coding/Time Adjustments - Requests to add, delete or correct timesheet entries are received daily and followed up on as indicated. Many adjustments require updates to multiple mainframe applications and/or reports to effect the change. The payroll team monitors such requests to identify any discrepancies and/or potential pay errors and follows up as indicated.

Leaves of Absence - The payroll team coordinates leave of absence status with Program Compliance Officer. Review available time balances, apply donated hours, if applicable, and remove from active payroll file as indicated. Monitor return to work dates to reinstate to active payroll file timely. (**OAC 124.1-34-01, ORC 124.38, AFSCME**)

Payroll Processing - The payroll team works in conjunction with the JFS Information Systems technical support staff and the County Auditor's Office to balance and administer a biweekly payroll (26 pay periods) for the county pay vendor, CERIDIAN. All regular, overtime and holiday hours are verified before final processing. The payroll team is responsible for the sorting, mailing and distribution of biweekly pay checks for approximately 1600 staff positions (**ORC 325.17**)

Payout Administration - The payroll team reports the number of hours of sick, vacation and/or compensatory time to be paid at termination and/or retirement to the County Auditor's Office who submits the information to the pay vendor; JFS averages 250 terminations per year (**ORC 124.39, 124.384**)

Compensation/Salary Updates - The payroll team coordinates the implementation of salary/pay range/merit and/or bargaining unit provisions as indicated. The team works cooperatively with IS technical support manager to verify eligibility, current pay status and effective dates. (**ORC124.14F**)

Leave Donation Program - The payroll team manages the County-wide Leave Donation Program for JFS staff. The team verifies eligibility and monitors biweekly time balances against hours donated. Time balances are adjusted accordingly and payments processed per policy. The team oversees employee leave of absence activity in conjunction with the Program Compliance Officer to insure that all medical

documentation has been submitted and approved as required. Coordinates posting of leave donation requests. (**ORC 124.391, OAC 123.1-46-05**)

Wage/Employment/OPERS verifications –The team completes verifications upon request via telephone or in written form. Certify final dates of compensation for OPERS reporting purposes. Conducts correspondence to verify prior service credit.

Charitable Donations - Processes voluntary donations for the United Way, Fine Arts and/or Community Shares campaigns via biweekly payroll deductions or as a one-time lump-sum contribution. Updates county payroll system accordingly. (**ORC 123:1-28**)

Agency Communications - The payroll team responds to consumer inquiries regarding payroll policies and procedures (ie., tax status and exemptions, direct deposit, and time/attendance issues) via face-to face contacts, e-mail and other written requests. The team participates in new hire Orientation sessions to provide information specific to Payroll and its functions. Periodic training sessions are scheduled with Sections, upon request, to review and inform staff about time/attendance procedures, etc. (**Service agreement with JFS**)

OPERS Forms - Verify final date of compensation for resigned/terminated employees; certify final three pay dates for regular and disability retirement applications; route all to Auditor's Office for authorized signature who then forwards the completed documents to OPER.S.

W-2 Tax Form Distribution -Sort documents into work units for distribution; verify addresses of former employee prior to mailings; request duplicate forms as indicated.

Biweekly Pay Check Distribution - Pick up documents from Auditor's Office to sort into work units; verify addresses for mailing and "hold" pay checks for former employees for receipt of agency equipment, if indicated. Update sort list to identify other employee status changes before routing. Prepare envelopes for status change notification and attach to individual pay checks. Type check mail list.

Biweekly Payroll Closing - Balance daily timesheet totals against grand total for the pay period. Supply totals to IS to verify against payroll run; clarify any discrepancies. Review final payroll documents for accuracy, breakdown supplemental payout totals for Auditor's Office; make pay adjustments as required.

Prepare Payroll Certification Letter for Director's signature - Sort timesheets by work unit for the pay period for return to Timekeepers.

Employment/Wage/ Prior Service Verifications -Verify employment/earnings for Day Care, loan applications, BWC, Social Security Administration, accident/insurance claims, Child Support inquires, etc. Prepare prior service letters to report dates of service and unused sick leave balances to other county departments.

Overtime/ IT Charge Transfers - manually track extra hours worked by staff outside their regular work units to report hours and earnings to Fiscal Unit for transfer to appropriate fun. Prepare IT form for Fiscal to charge back earnings for intra-agency assignments.

Agency Timekeeping, Time/Attendance Reporting - Perform data entry tasks on a daily basis for approximately 138 work units to document time usage for 1460 employees for

biweekly time/attendance reports. Process coding/pay adjustments; update UPEM, TIUH and ONBASE to document changes. Monitor total FMLA usage to prevent coding in excess of maximum 480 hours

Administer the JFS Merit/Bonus Process - Identify eligible employees; prepare notifications and spreadsheets for Section Chiefs and/or Assistant Directors to verify valid work locations for staff as of end of targeted rating period; monitor and verify approved recommendations against unit allotments; prepare payroll tape and total dollar calculations for the County Auditor's Office for retro payments and lump sum Bonus awards. All merit increases (which number up to 1,000 or more) are keyed manually into Source pay system to adjust hourly pay rates.

Health Care Co-Payments - Monitor pay status of employees on unpaid leaves of absence to identify the pay dates for which no biweekly medical co-pay was deducted; notify affected employees regarding amount due; process payments received for routing to County Personnel.

Variety of other ongoing HR/Payroll functions performed by HR

- **Assist in enrollment of each JFS employee in health care benefits.** Introduce benefits plan during orientation. Follow-up by Personnel Aide with FOC form and enrollment packet. Help employees complete form, review for completeness, copy for our file and send to CPD for entry into actual carrier database.
- **Act as coordinator of the County's EAP program for the JFS** – Meet or discuss with managers the EAP program, advise of the appropriate step to take with regard to the program, requests formal referral forms from CPD, lead formal referral meetings with affected staff, contact with EAP providers, liaison with CPD
- **Provide adjunct instruction to County employees for the CPD HRD** – Certified Achieve Global trainer, instruct approximately 8 hours per quarter the County's Leadership For Results program
- **Issue disciplinary actions** - (suspensions, demotions, removals) to affected staff
- **Serve as Civil Rights coordinator** - for JFS with regard to complaints filed by agency consumers against the Department.
- **Represent agency administration in pre-disciplinary hearings** - write up pre-notices, schedule pre-d's, find neutral hearing officers, advise supv's on expectations, documentation, and decorum in a pre-d
- **Assess ADA accommodation requests** - provide ergonomic assessments for staff, work with BVR and Building Services to provide necessary reasonable accommodations

- **Review FMLA requests** - send out notices to staff, advise supervisors and staff with regard to documentation requirements. Process FML and all leaves of absence requests. For the year 2007, 270 leave requests have been handled.
- **New Hire Files** -Create personal history files for new, transferred or rehired staff on JFS mainframe and Source payroll to identify pertinent tax, wage and benefits information.
- **Pager (Cell Phone) Pay** - Direct entry on Source to generate reimbursement for CS workers required to be “on call”. This function must be performed at Auditor’s Office on biweekly basis; not accessible from desktop)
- **Status Changes** - Update mainframe and Source payroll files for promotions, demotions, suspensions, transfers, leaves of absence, ,reinstatements, TWL’s,, address/name changes and terminations. Process miscellaneous payroll deductions such as Federal and State exemption status, union dues, deferred comp, other local municipalities and school taxes, PA overpays, etc).
- **Leaves of Absence** - Monitor begin and end dates of absence; oversee coding of daily timesheets against available balances and credit with any donated hours; place in unpaid status when time exhausted. Track medical co-pay deductions and notify employee of any amount due. Verify addresses for check mail purposes and reinstate to mainframe and Source payroll files upon return.
- **State/County Audits** -Work with State and County Audit teams to retrieve time/attendance and/or payroll documents for “test groups”; answer questions, explain policies and procedures as necessary. Prepare payroll narrative for State that provides overview of Payroll Unit functions and responsibilities. Follow up with Corrective Action Plan in the event of any audit exceptions.
- **Labor Relations – IS Actions** - Coordinate implementation of new contract provisions with IS Technical Support staff and the County Auditor’s Office. Update hourly rates, retro pay, pay range adjustments and any lump sum payments. Assimilate new policies/procedures into daily routines (for example – new vacation thresholds and accrual rates).Process”across-the-board union dues increases.
- **Labor Relations – Contract Administration** - Advise managers and employees on contract language, agency practice.
- **Labor Relations – MWO Facilitation/Maintenance** - Maintain database of MWO’s for BU staff, facilitate MWO meetings
- **Labor Relations – Job Audits/Reclassifications** - Conduct job audit and reclassification requests. Review job duties and make recommendation of proper classification or reclassification.
- **Labor Relations – Grievances** – Maintain file of all grievances filed, decisions. Advise Managers on grievance hearing process and responding to grievances. Act as Peer Review Coordinator for Peer Review grievances. Act as Management Representative for Peer Review Grievances.

- **Labor Relations – Mgt Rep for Pre-D** – Act as the management representative in pre-disciplinary hearings.
- **Unemployment** – Respond to requests from Comp Management on Unemployment hearing requests.
- **Consumer Complaints against Employees** – Consumers sometimes present complaints about an employee accessing confidential information concerning their cases for personal reasons.
- **Management Training** – Participate in trainings provided by HR trainer.
- **Random Review of Internet Usage - Provide** monthly random review of employee internet usage.
- **Information Systems** - Alert technical support staff to any errors in mainframe programs. Provide notification regarding any exceptions to usual program rules. Cooperate to edit/enhance mainframe database screens. Coordinate implementation of labor contract provisions, personal day payouts, and other year-end payroll processes.
- **Update JFSWEB HR page**
- **Communication to all staff** - Send information to Communications regarding HR issues or benefits for global e-mail creation
- **HR Committee Membership**
 - JFSWEB Advisory Board
 - Customer Service Taskforce
 - Pandemic Flu Planning Committee
 - Chair - Cultural Initiatives Committee
 - Crisis Prevention & Mgmt Team (CPMT)
 - Top Management Team
 - Executive Team
 - COA Accreditation Committee
 - Fresh Ideas Committee
- **Annual Benefits Open Enrollment** – gather, collate & distribute enrollment information for approximately 1500 JFS staff, communicate benefit options, schedule informational meetings with staff and carriers, meet individually with staff, check enrollment information and forms, copy information and forward to CPD.
- **Employment:**
 - Work with managers regarding vacancies
 - Review job orders and obtain Fiscal approval
 - Prepare job postings (Exempt and Bargaining Unit)
 - Check/clear applications for minimum qualifications
 - Respond to non-consideration appeals
 - Establish applicant pools

- Contact external applicants and arrange interviews
- Interview applicants and administer tests
- Conduct reference, background, and police record checks. Roll fingerprints for BCI/FBI checks
- Notify applicants of selections or non-selection for positions
- Prepare personnel actions for new hires, promotions, transfers, and other staff changes

Staffing from 1/07 through 6/07
 New Hires – 116
 Promotions – 50

Staffing from 1/06 through 12/06
 New Hires – 325
 Promotions – 92

Conduct Civil Treatment Training

Provide on-site consultation services to staff, supervisors, managers, executive team

Maintain Agency's table of organization – 343 position/staff changes processed from 1/07 through 6/07

Create or change jobs, review/create position descriptions, work with section managers to organize units. Work with Assistant Directors or Director to create new divisions and sections in the Agency.

Maintain tracking databases.

Maintain employee history information.

Submit reports to the Fiscal Section to assist with maintenance of budgeted staffing levels.

Provide monthly reports to Public Relations regarding staff retirements and promotions.

Manage the staff performance evaluation process – probationary and annual

Manage the Temporary Assignment internal posting process.

Process DR-4 forms for OPERS disability retirement applications and sick leave conversions forms. Provide direction to employees with OPERS questions.