<p style="text-align:center">**Annual Program Review: Human Resources**</p>

<p style="text-align:center">Review time period: July 1, 2019 to June 30, 2020</p>

**1. Purpose of the Program**

    a. State the purpose of program, area, or unit.

The mission of the Human Resources Department is to provide the support and services required to recruit, develop, and retain a diverse and well-qualified workforce by implementing the Equal Employment Opportunity (EEO) guidelines, establishing equitable processes and procedures and ensuring compliance with allfederal, state, and local laws pertaining to personnel matters. Human Resources also contributes to achieving the mission of providing excellent educational programs and services that contribute to the success of our students and the vitality of the communities we serve.

    b. How does the program, area or unit support the College Mission?

Human Resources provides recruitment services, tracks evaluations, provides payroll services, offers health & welfare services, coordinates employee's retirement and well-being benefits. Human Resources provides recruitment services, compensation, benefits, health & welfare, classifications, trainings, leadership, professional development, evaluations, liability insurance, fingerprinting, collective bargaining, and labor/employee relations. Human Resources values every team member's contribution in achieving the mission in providing excellent educational programs and services that contribute to the success of our students and the vitality of the communities we serve.

**2. Population(s) Served**

    a. Describe the populations served by the program, area or unit, identifying special populations, if any.

Human Resources serves all college faculty, staff, student workers, administrators, management, board members, retirees, and job candidates across all district locations. In addition, serves the community and other outside organizations.

    b. Describe other populations that should be served by the program, area or unit and identify plans to implement.

    N/A.

**3. Accomplishments in Achieving Goals**

    a. List area related Strategic Planning Goals and program, area or unit specific goals, and describe progress in achieving each goal, strategy, objective, and appropriate task during the review period.

    Strategic Planning Goals:

| Task # | Task | Progress Report |
|---|---|---|
| 8.1.1.1 | Explore seminars, conferences, retreats, and other media that employees can attend individually or in small groups and promote those opportunities for the appropriate groups on an ongoing basis as they become known. | Human Resources provides trainings in-house or promotes professional development through different sources like;<br>• Career Expo<br>• Job Fairs<br>• Community College League of California (CCLC)<br>• Association of Chief Human Resources Officers (ACHRO)<br>• Association of Business Chief Officers (ABCO)<br>• UMOJA<br>• Hispanic Association of Colleges and Universities (HACU)<br>• Riverside County Office of Education (RCOE)<br>• American Association for Access, Equity, and Diversity (AAAED)<br>• Association of Title IX Administrators (ATIXA) |

| | | • Keenan & Associates |
|---|---|---|
| 8.1.1.2 | Provide on-site training opportunities with professional facilitators who are trained in stimulating and encouraging innovation in individuals at least annually. | Human Resources is actively finding ways to facilitate opportunities to stimulate all personnel.<br>• Cyber Security<br>• FRISK Documentation Model<br>• EEO Trainings<br>• Family Educational Rights and Privacy Act (FERPA)<br>• Train the Trainer<br>• Sexual Harassment<br>• Mandated Reporters<br>• Risk & Safety Trainings |
| 9.1.3.1 | Create a database of experts based on a survey of college faculty and staff by June 2018. | N/A |
| 9.1.3.2 | Create an annual schedule of regular seminars that promote professional development for each employee group. | Human Resources provides all appropriate departments with current conference schedule opportunities available to faculty, staff, and management. |
| 10.1.1.1 | Develop a Staffing Strength Report that shows the current human resources available in the organization (Fall 2017). | Human Resources creates and retains an annual equal employment opportunity report of all applicant's demographics that demonstrates the diverse population.<br>Human Resources continually updates the online Organizational Charts and identifies any gaps that may exist. |
| 10.1.1.2 | Have the Equal Employment Opportunity Advisory Committee review best practices and staffing models and select a model plan for further consideration and implementation (FY 2017-18). | EEOAC meets twice a year to discuss best practices and procedures to avoid any biases, and therefore maintaining a fair and competitive hiring process within the District. |
| 10.1.1.3 | Develop a transparent position request process, based on Program Review data, for identifying, prioritizing, and allocating additional human resources that are needed to accomplish the mission of the District through the end of the 2017-20 Strategic Plan (2017-18). | Human Resources is compliant with all program review and college planning processes. Human Resources follows EEO guidance, Board Policies, Administrative Procedures, CBAs, California Education Code, and other federal, state, and county requirements. |
| 10.1.2.1 | Follow the District's Equal Employment Opportunity Plan recruitment processes to ensure diversity in hiring pools (2017-18 and ongoing). | The current three-year EEO Plan was approved by the board on 5/12/2020. The District's hiring process adheres to the guidelines established in this EEO Plan. |
| 10.1.2.2 | Explore new venues to advertise open positions what will draw a wider, more diverse pool of applicants (2017-18). | Human Resources continues to utilize NeoGov and has expanded a wider avenue of advertisement platforms for open positions.<br>A reclassification study was completed to ensure compensation was competitive for each Administrative, Management, and Confidential position. The study resulted in an increase in compensation to attract a more qualified and diverse pool of applicants. |

| 10.1.2.3 | Develop and implement a new employee orientation process to improve employee on boarding, satisfaction, success, and retention (2018-19). | Human Resources provides a one-on-one orientation to explain each new employee's benefits, time keeping, and resources. In addition, Human Resources provides each new employee with the contact information for their respective Union president, who then provides that employee with additional Union information and benefits. |
|---|---|---|
| 10.1.2.4 | Review all HR related Board Policies and Administrative Procedures and update as needed to reflect new processes and best practices (2019-20). | Applicable Board Policies and Administrative Policies have been reviewed in conjunction with accreditation activities. Through the Community College League of California's trainings, the district has utilized their templates/updates. Policies and procedures are continually posted online via BoardDocs. |
| 10.2.1.1 | Ensure that annual budgets include funding for ongoing professional development opportunities for all employees. | Academic/faculty divisions have an annual $2,500 budget for Professional Development or conferences. Classified employees were awarded a total of $5,000 from the Chancellor's Office. The District also provides ongoing required and professional development trainings through Keenan & Associates and/or legal counsel. |
| 10.2.1.2 | Utilize existing expertise for professional development within the college whenever possible and appropriate. | Human Resources engages in train-the-trainer activities as well as bringing professional training onsite to provide a more accessible opportunity for groups of faculty, staff and management. The District has provided Evaluation and Attendance Tracking training for Administrators and Management. Training was also provided for transitioning to a remote workforce due to the COVID Pandemic. |
| 10.2.1.3 | Provide events and activities every semester that stimulate a cooperative campus climate and a collegial working environment. | Human Resources also provides presentations and activities during monthly all staff meetings and Institute Day on needed topics. |

b. Explain modifications, if any, of program, area or unit specific goals for the upcoming year.

N/A

## 4. Service Area Outcomes (SAO)
a. Revise if needed and provide metric data for Service Area Outcomes in the area or unit.
b. What changes and initiatives were undertaken during the review period to improve SAO outcomes?

| Service Area Outcome (a.) | Service Area Outcomes- Metric (b.) |
|---|---|
| SAO #1: The Human Resources Department provides and coordinates benefits, payroll, and professional development services to all employees. | Number of district employees: <br> 40 – Faculty <br> 70 – Adjuncts <br> 37 – FT Classified <br> 15 – PT Classified <br> 15 – Management/Confidential <br> 10 – Administrators <br> 31 – Student Workers |
| SAO #2: The Human Resources Department provides advertising, application tracking, and hiring processing for district recruitment activities. | Number of job opportunities posted via NeoGov: <br> Fiscal Year 2019/2020 = 28 <br> Number of job applications received: <br> Fiscal Year 2019/2020 = 289 |
| SAO#3: The Human Resources Department has contracted with NeoGov for a better application process. | Able to attract an increased amount of applicants that are more qualified and diverse. |

| SAO#4: The Human Resources Department enhances the onboarding process. | Provides onsite fingerprinting and one-on-one orientation to explain each new employee's benefits, time keeping, and resources. |
|---|---|
| SAO#5: The Human Resources Department improves the hiring process. | A compensation and reclassification study for Administrative, Management, and Confidential positions, was completed to remain competitive with other Districts. |

**5. Strengths, Weaknesses & Accomplishments/Activities**

a. List and comment on the major strengths of the program, area, or unit.

Human Resources has implemented a process to offer students the opportunity to gain employment experiences. These experiences include resume building, application submittals, interviewing, orientations, learning effective communication, and improving job skills. It also provides students with the experience in working in a higher education establishment, which promotes the ability to compete in future competitive career positions.

1. All students must submit an application online.
2. All departments are involved in putting Student Workers through an interview process.
3. Student Workers Manual is updated.
4. All Student Workers must attend orientation.

b. List and comment on the major weaknesses of the program, area, or unit. Discuss gaps or issues identified in section 4 and propose solutions.

The biggest challenge Palo Verde Community District faces regarding recruitment and retention is the District's remote location. It is hard to keep external applicants at this remote, rural community with an extreme desert environment, and very little entertainment.

c. List activities and discuss accomplishments during review period.

Human Resources has been continually working on ensuring that all processes are innovative and updated to keep up with the ever-changing environments and technologies.
1. Online application portal with NeoGov.
2. Electronic employment packets.
3. Online mandated trainings.
4. Onsite pre-employment fingerprinting.
5. Assisting college technical/educational programs with onsite fingerprinting.
6. Student Workers hiring process experience.
7. Remote workforce training.

**6. Human Resources and Staff Development**

    a. Provide current organization chart of the program, area, or unit, showing key functions and responsibilities.
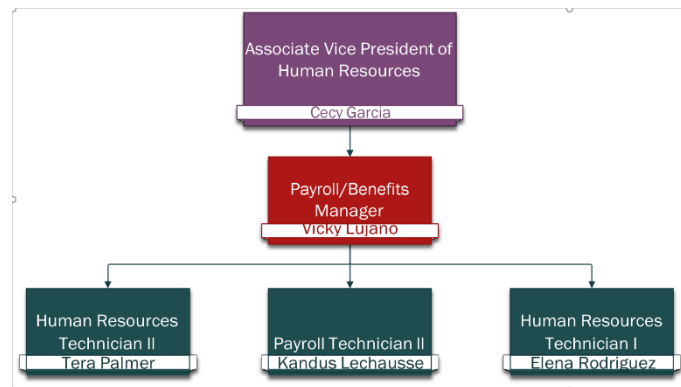


    b.  Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area, or unit goals? Explain.

Yes, this is currently adequate.

    c.  Describe specific professional development activities in which program, area or unit members participate and explain how such activities benefit or enhance the program and support and facilitate student learning.

Human Resources advocates its employees for professional development. This allows the District to attract and maintain a diverse workforce. Staff receives the appropriate professional development experiences to support services.

-         AAAED American Association for Access, Equity and Diversity
-         ATIXA Association of Title IX Administrators
-         ACHRO/EEO Human Resources Annual Training
-         ACCCA/ACHRO Leadership Academy
-         ACCCA Admin101 & Admin 201
-         PIHRA Professionals in Human Resources Association
-         Asilomar Leadership Skills Seminars
-         LLN Latina Leadership Network
-         HSI Hispanic Service Institute
-         HACU Hispanic Association of Colleges and Universities
-         Black College Fair
-         Black College Spring Tour
-         Community College League of California
-         Innovative Educators Training
-         The Academic Network, Inc.
-         Keenan & Associates Risk & Safety Trainings
-         ACBO Business Official Annual Training
-         Rural Community College Alliance
-         California Promise Pathways
-         Human Resources Leadership Academy
-         ERTSC Annual Conference
-         Riverside County Office of Education Personnel Administrators' Association
-         Brown Act Training

d. Describe areas of unmet professional development needs among personnel in this program, area or unit, if applicable, and outline plans to address these needs.

    N/A

e. Describe organizational changes that would improve program, area or unit performance.  Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

N/A

## 7. Facilities

a.  Are current facilities adequate to support the program, area, or unit? Explain.

Remodeling of the second floor of the College Services Building to optimize space needed for the Human Resources Department has begun.

b.  Describe plans for future changes to support facilities.

Upon completion of the second-floor remodeling of the College Services Building, the layout and needs of the Human Resources Department will be addressed.

## 8.  Technology and Equipment

a.  Is the current technology and equipment adequate to support the program, area or unit? Explain.

The Human Resources Department acquired the fingerprinting equipment to provide onsite fingerprinting for personnel and educational programs. In addition, an increase in equipment and technology resources were provided to support the needs of remote workforce.

b.  Describe plans for future changes to support technology or equipment.

Upon completion of the remodeling project of the second floor of the College Service Building, and once Human Resources relocates, the technology and equipment needs will be reevaluated.

## 9. Financial Resources

a.  Provide an appropriate financial report for program, area, or unit during reporting period.  Explain any significant deviations from previous reporting period.

| Code | Object Code Description | Budget | Expenses |
|------|------------------------|--------|----------|
| 2108 | CL SALARY ADMINISTRS | 263,359.41 | 258,869.52 |
| 2109 | CL SALARY OTHER | 150,717.00 | 123,356.44 |
| 3220 | PUBLIC EMPLOYEES' RETIREMENT SYSTEM (PERS), CL EMPLOYEES | 75,378.47 | 75,378.47 |
| 3320 | LOCALLY DEFINED OASDI, CL EMPLOYEES | 20,366.12 | 20,366.12 |
| 3325 | MEDICARE, CL EMPLOYEES | 5,452.14 | 5,452.14 |
| 3420 | HEALTH & WELFARE BENEFITS, CL EMPLOYEES | 86,792.38 | 86,792.38 |
| 3430 | HEALTH & WELFARE BENEFITS, OTHER CE EMPLOYEES | 546.95 | 546.95 |
| 3520 | STATE UNEMPLOYMENT INSURANCE, CL EMPLOYEES | 189.95 | 189.95 |
| 3620 | WORKERS' COMPENSATION INSURANCE, CL EMPLOYEES | 6,065.98 | 6,065.98 |
| 4550 | OFFICE SUPPLIES | 8,290.34 | 223.04 |
| 4556 | COPYING | 478.76 | 478.76 |
| 4710 | FOOD | 417.26 | 417.26 |
| 5045 | POSTAGE | 1,244.60 | 1,244.60 |
| 5220 | CONFERENCES | 3,187.87 | -76.00 |
| 5310 | MEMBERSHIPS | 47.88 | 47.88 |
| 5450 | CLAIMS EXPENSE | 15.00 | 15.00 |
| 5530 | WATER | 312.19 | 312.19 |
| 5620 | ALL OTHER CONTRACT | 17,814.00 | 12,724.46 |
| 5740 | ADVERTISING | 1,343.34 | 0.00 |
| 5840 | PHYSICALS | 500.00 | 500.00 |
| 5850 | FINGERPRINTS | 2,241.29 | 2,241.29 |

b. Describe whether the current budget is adequate to carry out the responsibilities of the program, area or unit or operation.

The General Funding for Human Resources is currently adequate. Extra methods of outsourcing for funding through varies programs are utilized to increase resources to better enhance the Human Resources functions.

c. Describe plans for future budget changes, if any.

Continue to monitor the Human Resources budget for adequate spending and funding.

**10. Four-year plan**
a. Place future request for resources (human, facilities, technology & equipment, and financial) in a four-year matrix to facilitate future planning.

| | | | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---|---|---|---|---|---|
| **Future Area Needs** | **Human Resources** | | Electronic Employment Packets | Contract a company to perform a Job Analysis of the essential duties of job descriptions | Trainings and Conferences | |
| | **Fiscal Resources** | | Advertisement resources | Conferences and Retreat | Contract a company for retention audit | |
| | **Physical Resources** | | Completion of remodeling, relocate, and restructure office layout. | Location for COVID Rapid Testing | More storage space and central location for archive materials | |
| | **Technology Resources** | | Laptops and internet sources for remote workforce | ID Card system | Archiving resources | |