

DEPARTMENT OF HUMAN RESOURCES

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POWERS, DUTIES, AND FUNCTIONS

The Department of Human Resources (DHR) is the central personnel agency for the City. Its primary purpose as reflected in the City Charter is to establish a comprehensive personnel management program based on merit principles and generally accepted methods governing the classification of positions and the employment, conduct, movement and separation of public employees. This Department is charged with building a career service designed to attract, select and retain, on a merit basis, the best qualified civil servants.

The Director of Human Resources represents the Mayor in the collective bargaining process and directs and coordinates an employee-management relations program for the City. In this capacity, the Department negotiates and administers eight collective bargaining agreements covering City employees.

In addition, the Department of Human Resources carries out programs in the areas of recruitment, training, safety, workers' compensation, health services, incentives and awards, equal opportunity, and employee assistance.

The Department of Human Resources has a staff of 74 employees serving 8,335 permanent, 191 temporary and 335 exempt employees. In addition to the office of the Director, the Department is organized into the four major functional divisions of Classification and Pay, Employment and Personnel Services, Industrial Safety and Workers' Compensation, and Labor Relations and Training and one functional branch, Health Services. The Equal Opportunity Office operates within the Department's administrative function.

Highlights

- The Advantage HRM system was successfully implemented on February 16, 2010. End-user training guides were developed and approximately 300 employees were trained. Fifty report design specifications were completed and the remaining are currently in various stages of development. The system provides a single source of employee data and consequently better management information and tools; reduces paper usage through automation of business processes; reduces errors through system validation; and allows for shifting DHR's focus from processing to auditing, and ensuring compliance with business rules, policies and procedures, and regulatory requirements.
- Labor Relations negotiated collective bargaining agreements for Bargaining Units 1, 2, 3, 4, 10 and 13, which included furloughs. Most City workers are subject to 24 unpaid furlough days (2 per month) as part of cost saving measures for the July 1, 2010 though June 30, 2011 fiscal year.
- Staff assisted in filling key transit positions for the Rapid Transit division in the Department of Transportation, including development of the organizational structure and specialized job requirements to ensure the program needs can be met.
- Training Branch continued to plan and coordinate the Healthy Honolulu program, a way to promote a healthy lifestyle for the employees of the City and County of Honolulu.
- The Mayor's Office and the Department of Human Resources continued its Po'okela Fellows Program which provided 19 college students with valuable work experience under the mentorship of City employees.

CIVIL SERVICE COMMISSION

The primary functions of the Civil Service Commission are to prescribe rules to carry out the provisions of the City Charter, hear appeals, and advise the Mayor and the Director of Human Resources on issues and problems relating to the management of personnel.

Commission Activities

The Commission held 5 meetings during the year and 6 meetings were postponed. Ms. Virtta E.P. Hite and Ms. Lynn A. Ching elected as Chair and Vice-Chair, respectively, for the fiscal year ending June 30, 2010. Ms. Lynn A. Ching resigned September 1, 2009. Ms. Gwen K. Rulona ended her term on November 25, 2009, and Mr. Kingsley K.M.V. Ah You resigned on January 25, 2010. Mr. Hakim A. Quansafi and Mr. Robert T. Iinuma served as members.

CIVIL SERVICE COMMISSION APPEALS

July 1, 2009 - June 30, 2010

Backlog Received Withdraw Untimely Hearings Dismissed Upheld Denied Pending

Exams & Selections

Application Disqualification.....	--	1	--	--	--	--	1
Denial of Suitability.....	--	--	--	--	--	--
Medical Disqualification.....	--	--	--	--	--	--
Non-Selection.....	1	3	2	--	--	--

	<u>Backlog</u>	<u>Received</u>	<u>Withdraw</u>	<u>Untimely</u>	<u>Hearings</u>	<u>Dismissed</u>	<u>Upheld</u>	<u>Denied</u>	<u>Pending</u>
Classification Action	--	--	--	--	--	--	--	--	--
Discipline & Termination									
Disciplinary Action.....	1	2	--	--	3	--	1	--	2
Termination.....	2	4	2	1	--	--	--	--	3
Substandard performance evaluation report.....	--	--	--	--	--	--	--	--	--
Others									
City & County of Honolulu's failure to provide the Battalion Fire Chiefs with compensation & benefit adjustments as required by law.....	--	--	--	--	2*	--	--	--	--
Extension of probationary period beyond one year and conversion of status to limited-term appointment.....	1	--	1	--	--	--	--	--	--
Total	5	10	5	1	5	--	1	--	8

*Hearings on the Battalion Fire Chiefs' compensation and benefit adjustments appeal remanded by the Circuit Court for determination of damages.

EQUAL OPPORTUNITY OFFICE

Major Functions

The Equal Opportunity Office oversees the City's compliance with Federal, State and City laws on Equal Employment, Affirmative Action, Sexual Harassment, ADA and civil rights in general. The office is staffed with an Equal Opportunity Officer (EOO), a Title VI Coordinator, two Human Resources Specialists and several contract Investigators.

Major Duties and Responsibilities

Promote, coordinate and monitor City compliance with Federal, State and City laws and directives; establish policies and procedures to meet program objectives; provide technical guidance and advice in areas to include: employment practices discrimination, affirmative action, sexual harassment, Title VI oversight, ADA compliance and civil rights in general. Areas of compliance oversight include, but are not limited to: Titles VI and VII of the Civil Rights Act of 1964; Sections 503 and 504 of the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; Executive Order 11246, as amended by Executive Order 11375; State Fair Employment Practices Act, and City & County of Honolulu Revised Ordinances. Provide oversight and coordination for the proper handling of complaints and charges relating to alleged discrimination in employment practices as well as programs and services provided to the public. Provide technical resource and assistance to executives, managers and administrative officers.

Activities and Highlights

To increase awareness and facilitate compliance with various employment laws, the Equal Opportunity (EO) Office coordinated training on topics related to discrimination and the prevention of sexual harassment. In addition, four days of internal investigations training was provided to managers and administrative personnel.

The investigation and monitoring of complaints of discrimination is generally the responsibility of line departments with oversight and guidance provided by the EO Office. The EO Office provides guidance and review with regard to internal complaints, formal charges filed with federal Equal Employment Opportunity Commission (EEOC) and/or Hawaii Civil Rights Commission, as well as litigation asserting violation of civil rights laws, policies and procedures.



Internal Investigations Training held April 27 – 30, 2010

Formal Charges of Discrimination Filed with EEOC/HCRC

<u>FY</u>	<u># Filed</u>	<u># Closed</u>
07/01/09 – 06/30/10.....	21	24

CLASSIFICATION AND PAY DIVISION

Major Functions

Plan, develop, and administer the classification and pay plans; conduct research on classification and pay matters; recommend pricing for new classes established; participate in State-wide meetings on statutory equal pay pricing requirements; participate in collective bargaining wage negotiations; develop salary and benefit adjustment recommendations for excluded managerial employees; assist departments and coordinate with other personnel management processes on personnel implications and problems relating to reorganizations, reassignment of work and creation of new classes.

Classification Activities

Staff continued to provide significant personnel management advisory assistance on various classification issues and/or proposed reorganizations involving many City departments and agencies, including the following:

- Rapid Transit Division, Department of Transportation Services
- Facilities Division, Department of Design and Construction
- Wastewater Division, Department of Design and Construction
- Office of Administrative Support, Department of Environmental Services
- Recycling Branch, Department of Environmental Services
- Work Hawaii Division, Department of Community Services
- Purchasing Division, Department of Budget and Fiscal Services
- Division of Road Maintenance, Department of Facility Maintenance
- Division of Automotive Equipment Service, Department of Facility Maintenance
- Office of the Director and Chief Engineer, Department of Facility Maintenance
- Royal Hawaiian Band

In addition to the foregoing, staff served as a resource at Stakeholder Group meetings convened to assess the feasibility of merging the Honolulu Fire Department and the Emergency Services Department. The meetings culminated with an open forum at the State Capitol and recommendations being made to the Mayor by the heads of both departments.

Staff also worked closely with the Honolulu Police Department in coordinating, reviewing and processing revised position descriptions covering over 2,500 uniformed positions to ensure accurate data is entered and maintained in the new Advantage system.

Work continues in filling key transit positions. Staff reviewed proposed positions for the Department of Transportation Services' Rapid Transit Division, revised the classification alignment based on changes to the anticipated organizational structure, and developed specialized job requirements to ensure the needs of the program can be met.

Staff continues to work closely with line departments to explore ways to streamline the processing of classification actions and better serve the needs of their programs.

Staff also continues to participate on the departmental team that plans and implements the activities of the Mayor's Po'okela Fellows Program. This program was designed to provide college students with valuable work experience under the mentorship of a City employee. The program aims to expose students to government operations and provide positive experiences to illustrate that the City is a great place to work.

The division's overall classification activity and resulting changes to the City Classification Plan are shown in the following:

FY 2010 CLASSIFICATION ACTIONS

Initial Allocations	26
Reallocations	534
No Change Actions	113
Revised Descriptions	2,054
Requests Returned Without Action	12
Abolished Positions	1
TOTAL	2,740

CHANGES TO CLASSIFICATION PLAN

New Classes	2
Amended Class Specifications	18
Retitled Classes	3
Re-Established Classes	0
Abolished Classes	30

Classification Training

In December 2009 and June 2010, staff conducted training which provided an overview of what you need to know and do to properly prepare and write position descriptions. Participants included Administrative Services Officers, Managers and Supervisors.

City and County of Honolulu Enterprise Resource Planning System (C²HERPS) Project

Division staff serves as the HR/Payroll Project Manager, Training and Transition Manager, Reports Manager, Security Administrator, and HRIS project team responsible for the design, planning, development and implementation of the Advantage HRM solution, Meridian Global Learning Management System, Human Concepts OrgPlus organizational charting and modeling system, and Advantage Employee Self-Service for the City's Enterprise Resource Planning (ERP) system. In these capacities, staff directs the overall design and development of the system; oversees, coordinates and engages subject matter experts, departmental liaisons and outreach members; oversees and coordinates resolution for outstanding issues and problems; coordinates and organizes various project activities; maintains data load files; updates and maintains reference tables; reviews and validates conversion data for each round of testing; develops report design specifications and coordinates report testing sessions; develops, evaluates and implements business process changes; develops, implements and maintains security and workflow requirements; ensures proper system access; reviews and evaluates project documents and reports; communicates and ensures project requirements are met; facilitates the resolution of open issues; coordinates and monitors staffing requirements; coordinates appropriate training for project team members; and coordinates and conducts outreach meetings for City employees.

The Advantage HRM system was successfully implemented on February 16, 2010. Four outreach meetings designed to facilitate transition to the new system were conducted. In addition, seven payroll, time and attendance training sessions for 213 timekeepers were coordinated. Development of end-user training curriculum, content, and training guides were completed. Twenty-two hands-on classes and 3 general human resources classes comprised the end-user training curriculum. Approximately 300 employees were trained. Of the approximately 96 HR reports required, 50 report design specifications were completed, and the remaining are currently in various stages of development.

Post-implementation support is on-going. Seventeen post-implementation workshops, designed to provide personalized support to employees were held. DHR project staff walked-through and/or assisted employees on a one-to-one basis, and assisted in processing employee's work assignments. In addition, staff continues to respond to inquiries received directly, via ERP mailbox, or from the Department of Information Technology help desk.

While the basic system was implemented, work related to the ERP project continues. The Project Team continues to address outstanding issues; develop new and modify existing interfaces; develop, modify and correct reports; and develop and coordinate expanded functionality. Staff has been and continues to be involved in reconfiguring the system for processing furloughs; responding to departmental inquiries and impact to employees' records and paychecks; and developing furlough reports. An outreach meeting was conducted for departmental personnel staff regarding processing requirements and impact of the Fair Labor Standards Act (FLSA) with regards to furloughs. A furlough processing training guide was developed and disseminated to departmental personnel/administrative staff. In addition, year-end rollover activities required for Advantage HRM system maintenance was completed.

As Security Administrators for the Advantage HRM system, staff developed the DHR HRIS Security Access Request form, which is used to request initial access, modify existing access or terminate system access. Staff continues to review, evaluate and approve/disapprove departmental and/or employee requests for system access, and modifies or terminates user access on an on-going basis.

Development and testing of the Meridian Global Learning Management System continues, with staff finalizing processing and security and workflow requirements. While it was anticipated the system would be implemented by the end of the fiscal year, a number of defects were identified during the testing process. These defects were accepted and patches are being developed. Preliminary train-the-trainer sessions were conducted.

Two other systems, OrgPlus Enterprise and Employee Self Service are anticipated to be incrementally implemented within the next fiscal year.

Staff serves as a member of the Executive Steering Committee, which is responsible for setting project direction, resolving outstanding issues relating to project scope and organization and ensuring the success of the project. Additional staff of the division (as well as other department divisions) will serve as subject matter experts and be closely involved in the design and implementation throughout the next fiscal year.

To address process and procedural changes resulting from the ERP system, staff worked with Department of Information Technology to modify three existing eforms: Request to Create/Fill Positions, Request to Reallocate/Fill Positions, and Request for Personal Services Contracts. Modifications are still in development.

Fair Labor Standards Act (FLSA) FairPay Regulations

Monitoring City compliance with the FairPay regulations issued by the U.S. Department of Labor continues. Staff continues to monitor and maintain currency in FLSA regulations and legal decisions, including coordination and participation in webinars such as "A Guide to Combating Wage and Hour Liability", "Wage and Hour Compliance Trends: Protecting Your Organization Against Increased Enforcement and Continued Class Action Threat", "FLSA: You Could Be More Exposed Than You Think", and the "FLSA Virtual Summit."

Staff continues to serve as City "experts" in FLSA exemptions, providing direction and advice to department and agency supervisors and administrative staff to ensure compliance. Staff reviewed training materials and participated in the City's FLSA Fundamentals: What You Need to Know session. In addition, staff provided assistance to other government jurisdictions relating to exemptions and interpretations.

Pay Activities

Pay staff reviewed the proposed pricing of 43 new classes established by the State of Hawaii, the Judiciary, the Hawaii Health Systems Corporation, the Department of Education, and the counties of Hawaii, Maui and Kauai for equivalency with City classes

as required by Section 76-1, HRS. This provision mandates that “equal pay for equal work shall apply between classes in the same bargaining unit among jurisdictions for those classes determined to be equal through systematic classification of positions based on objective criteria and adequate job evaluation, unless it has been agreed in accordance with Chapter 89 to negotiate the repricing of classes.”

In October, staff participated in an inter-jurisdictional conference to discuss issues relating to compensation and equal pay requirements of HRS Section 76-1.

Staff continues to monitor various compensation related legislation, including the Ledbetter Fair Pay Act, participated in the webinar “Matters of Pay: The Impact of Ledbetter and Other Legislation” and participated in IRS Training for the State and Counties of Hawaii (session relating to Independent Contractors vs. Employee).

The engineering, architect, land surveying, computer programmer, data processing systems analyst, construction, building construction and industrial construction inspector classes were continued on shortage. The recruitment and retention incentive (RRI) for the Physician and Medical Assessment Specialist classes were continued. The RRI for the Fleet Mechanic and related classes were discontinued. Staff continues to review and recommend approval of salary rates for all employees hired above the minimum or entry rate.

Staff responded to a variety of surveys, including four surveys conducted by the Hawaii Employer’s Council, and surveys by the City of Philadelphia (2 surveys), the City and County of Denver, the U.S. Census Bureau’s Annual Survey of Public Employment and Payroll, and the 2009 National Paramedic Survey.

Staff continues to serve as liaison and point of contact for other state and county jurisdictions, providing information, advice and support on a variety of organizational, classification and compensation matters, including:

- Classification and/or compensation of various classes/positions.
- Visitor industry & convention positions
- Auditor positions
- Community policing
- Golf course maintenance superintendents
- Purchasing positions
- Water safety officers
- Abstractors and Abstracting Assistants
- Band positions
- Pathologist
- Information technology support positions
- Engineers

Staff serves as a member of the Pay Equity Task Force that was established by the State Legislature. The Task Force is awaiting a response from the State Legislature prior to taking any further action.

Staff developed proposed compensation changes to the collective bargaining agreements, and presented the proposal to the Employer group. While the proposal was not accepted by the group, several jurisdictions indicated their desire to join with the City in developing a supplemental agreement within the next fiscal year.

Finally, staff provided support of the Salary Commission in its hearings and deliberations and continues to provide prevailing wage rate information to Budget and Fiscal Services Purchasing Division contractors and their employees.

EMPLOYMENT AND PERSONNEL SERVICES DIVISION

MAJOR FUNCTIONS

The Employment and Personnel Services Division (EPS) encompasses the following centralized human resources functional areas:

- Recruitment
- Examination
- Benefits, Research and Transactions
 - Personnel Transactions
 - Employee Awards Program
 - Benefits Processing
 - Compliance

The Recruitment and Examination branches facilitate the City’s staffing of various departments and agencies by assessing position vacancies; planning and executing recruitment activities to attract qualified applicants; evaluating applicants’ qualifications; developing and administering examination programs in accordance with merit principles and professional standards; referring candidates to departments for employment consideration; and advising departments and agencies on employment interviews and other selection matters.

The Benefits, Research, and Transactions branch assists departments with the processing of personnel transactions such as promotions, retirements, separations and other actions; auditing and certifying all personnel actions affecting City officers and employees;

conducting initial payroll and benefits processing for new employees; administering the benefits and employee awards programs; administering the City's leave sharing program; ensuring the City's compliance with federal, state, and local laws and policies in the areas of fair labor standards, drug and alcohol testing, protection of personnel information (POPI), the **Lautenberg Amendment** to the Federal Gun Control Act of 1968, and other federal and state employment laws within the division's scope of responsibilities.

Recruitment Activities

Hiring restrictions placed in FY 09 on non-federally funded and other funded vacancies were continued in FY 10. Recruitment staff worked closely with departments and agencies to identify and close recruitments which were no longer a priority and to expedite the processing and recruiting for "hard-to-fill" positions such as engineers, skilled trades, and accountants. Staff provided assistance to agencies exempted from hiring restrictions to fill vacancies in wastewater and other technical and professional occupations.

Proactive recruitment efforts included attendance at quarterly job fairs held at the Neal Blaisdell Center (NBC) and other specialized job fairs such as the Joint Employment Management Systems (JEMS) job fair (a joint Navy and Marine Corp organization) and the University of Hawaii (UH) School of Engineering. Recruitment staff spearheaded the City's efforts to enhance its targeted recruitment initiatives by coordinating the attendance at these venues of City engineers and other representatives from departments that have key vacancies in specialized areas; departments such as Transportation Services (DTS), Design and Construction (DDC), Environmental Services (ENV), the Board of Water Supply (BWS), and Emergency Management (DEM) participated.

In order to expand the City's internet presence, job announcements were placed on Career Builder, Monster.com, Hire-Net, Jems.com and other free employment-related websites.

The use of enhanced display materials, distribution of handouts and a multi-media advertisement on monitors placed at high-traffic points at the NBC and other job fairs, added impact to the City's presence. Job fair attendees were encouraged to regularly visit the City's employment page on the website for complete information on new recruitments and to utilize the online application system powered by NeoGov. Attendees were also informed that they could fill out on-line interest cards which would allow them to receive email notifications when recruitments of interest became available. The City's efforts to encourage job fair attendees and others to utilize on-line tools paid off—as evidenced by the decrease in paper applications filed from 5% in FY 09, to 1% in FY 10. The number of interest cards submitted by applicants seeking notification of job openings increased 40% from 12,603 in FY 09 to 17,654 in FY 10.

The City partnered with Success Advertising to include enhanced advertisements in the workforce handout and used the Honolulu Advertiser's featured jobs to highlight critical jobs on the front page of the jobs section. Several different types of advertising displays to brand the City were developed with Advertiser and Star-Bulletin staff and used on weekly print advertisements for jobs.

This year the search for the Chief of Police in July required staff to expand its normal recruitment efforts to reach potential candidates from a nation-wide pool. EPS staff assisted Police Commission officials to create recruitment materials, handouts and fillable application forms to make it easier to apply instead of using the multipage paper applications used previously. Honolulu Police Department (HPD) and division staff worked together to design advertising and recruiting formats for use on both the International Association of Chiefs of Police (discoverpolicing.org) and HPD websites.

Large recruitments conducted this year included Metropolitan Police Recruit and Police Radio Dispatcher in January 2010. HPD and division staff partnered in designing material to promote the recruitments at the Workforce Job Fair in January.

Since our recruitments typically result in large numbers of applicants applying for City jobs in general, many of our popular recruitments were limited to either one, three or five days instead of the usual ten-day recruitment period. This resulted in large numbers applying for popular jobs such as Senior Clerk Typist which was restricted to a one day recruitment period. The limitation on the recruitment date did not affect the number of applicants as 216 applied during the one-day recruitment as opposed to 214 in 26 days in 2008.

For Summer Recreation Aides, staff coordinated with appropriate outside agencies in getting the word out on these recruitments. In addition, for the Summer Recreation Aide recruitment, staff posted advertisements in the Department of Human Resources' (DHR) newsletter and arranged for continuous advertising on the DHR website and elsewhere. Recruitment efforts were a success and a large number of applications were received for each of these recruitments, which staff quickly processed. This was especially important for the Department of Parks and Recreation's (DPR) Summer Fun Program as the program requires hundreds of employees to operate. The large applicant pool of 825 enabled DPR to successfully hire more than 350 Summer Aides for the 2010 Summer Fun Program.

Continued hiring restrictions in FY 10 resulted in delayed requests to fill vacancies and an overall 16% decrease (from 144 to 121) in the number of recruitments conducted this fiscal year. The total number of applications received for open-competitive, promotional, labor registration and summer college student recruitments declined 38% from 17,537 to 10,875. The decrease in applications received also affected the number of qualified applicants who were placed onto eligible lists; this figure decreased 33% from 5,376 to 3,609.

While more applications were received and more eligibles were placed onto lists in FY 09, 63% of those who applied were rejected for not meeting minimum qualification requirements. In FY 10 although fewer applicants were established to lists, only 57% of those who applied did not meet the minimum qualification requirements or 4,980 out of 8,589.

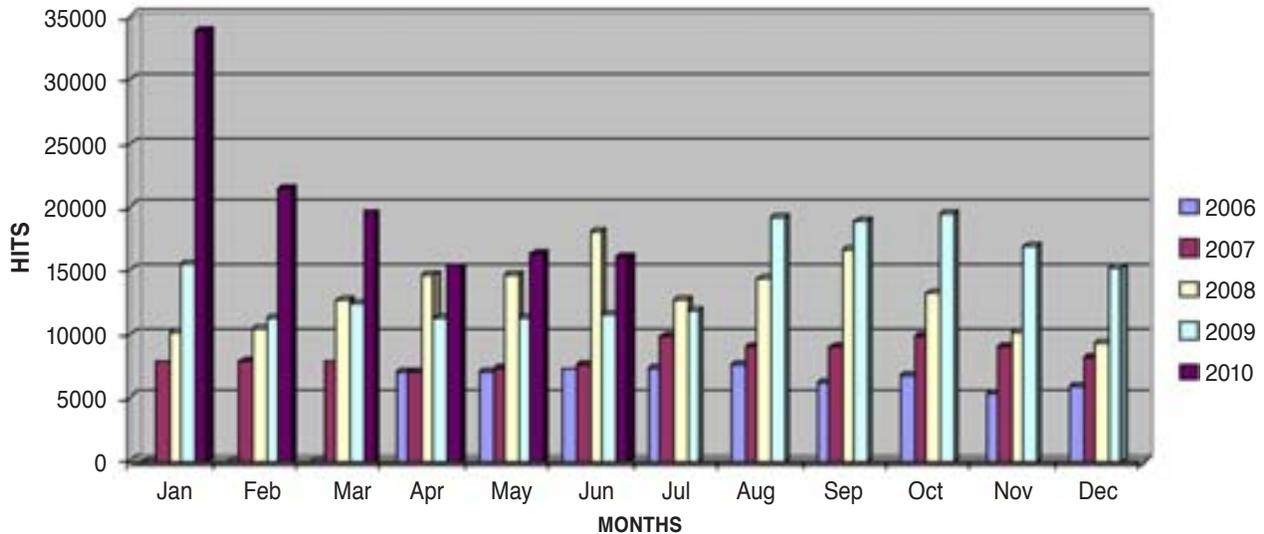
Although the number of vacancies to be filled increased 6.8% from 510 in FY 09 to 545 in FY 10, the actual number of vacancies filled from applicants on the eligible lists decreased 37% 595 in FY 09 to 373 in FY 10. The decrease was attributed to budget cutbacks and resulted in delays in filling vacancies. The number of internal departmental competitive examinations administered by City departments, however, increased 1.8% from 163 to 166.

Despite the offering of shortage category pay rates and recruitment incentives, the City continues to have difficulty recruiting for certain job classes such as engineers, mobile emergency care specialists, electricians, skilled trades, construction inspectors, and other construction related job classes. Understanding the City’s need to fill these critical vacancies, staff has continued to research innovative programs and partnerships to help fill these needs.

City outreach activities and presentations continued at the departmental level for critical jobs. City departments such as Emergency Services, HPD, and Honolulu Fire Department (HFD) made presentations in the community. They also encouraged elementary, middle, high school, and college students—the future workforce—to consider the City as an employer.

Recruitment staff continued to assist departments in the placement of injured workers, determining appropriate movements, processing and approving employee-employer contracts, independent contracts, demotions, transfers, promotions, extensions and conversions of limited-term appointments, drafting procurement documents and inter-departmental agreements.

Website hits comparison



Total website activity increased in FY 09 by 13,827 visits (10.1%) over FY 08 visits, even though some month to month comparisons were lower. Website activity in January 2009 of 15,588 visits surpassed January 2008 visits by 52% and represents the third highest value for a single month since monitoring began in 2006. This may be attributed in part to large activity generated by DHR recruitments for Emergency Medical Technician I ~ 831 applications and for Booking Representative I ~ 209 applications. A NeoGov report showed that 1,478 total applications were received in January 2009. In addition, the City had a visible presence at the Job Quest job fair held January 14, 2009 which drew record attendance.

Examination Activities

Metropolitan Police Recruit

The Department of Human Resources conducted an open-competitive examination for Metropolitan Police Recruit (MPR) on January 25, 2010. This is the first year, due to budget constraints, the Honolulu Police Department did not conduct mainland recruitments. However, a key feature in our NeoGov on-line application system allows individuals to be notified via electronic mail when positions are available. During the one-year hiatus since the last recruitment closed, 3,326 individuals submitted interest cards, of this group 38% or 1,282 were from the mainland. A total of 2,870 individuals applied for Metropolitan Police Recruit.

Police Radio Dispatcher I

Exams staff has worked closely with HPD Career Center and HPD Communications Division to do an in-depth review of the Police Radio Dispatcher I position. Together, we revised the entry-level written test and developed a performance test which will be implemented as part of the selection process for the next training class for Police Radio Dispatcher I.

Selection Interview Training

Examination branch has expanded the Selection Interview Training with the addition of a new course that specifically targets Supervisors and Managers who are responsible for the selection process. This training session provides guidance in preparing for an interview from the start of the process to the selection of the best-qualified person for civil service employment. Examination staff continues to assist all departments with their selection and interview issues.

RECRUITMENT AND EXAMINATION ACTIVITIES

	<u>FY 2009</u>	<u>FY 2010</u>	<u>% Change</u>
Recruitments			
Open-Competitive and Promotional.....	144	121*	15.9% Decrease
Applicants			
Open-Competitive and Promotional Examinations.....	14,475	8,589	40.6% Decrease
Labor Registration	2,206	1,461	33.7% Decrease
Summer College Student Program.....	856	825	3.6% Decrease
Examinations			
Internal Departmental Competitive Promotions (Audited)	163	166	1.8% Increase
Applicants Placed on Eligible Lists.....	5,376	3,609	32.8% Decrease
Vacancies Filled from Applicants Referred	595	373	37.3% Decrease
Number of Vacancies	510	545	6.8% Increase

* Lower numbers due to closure of many continuous recruitments, to include Metropolitan Police Recruit and Police Radio Dispatcher.

Personnel Research and Services Activities

Research

The Research staff was actively involved in the development and implementation of the City's Enterprise Resource Planning System (C²HERPS). C²HERPS is an integrated software that provides the City with greater availability for financial and human resources management. The Transactions and Research staff participated in various informational briefings with the vendor; developed report design specifications; worked together with the vendor to test and finalize reports designed by the vendor or staff; and developed user guides and conducted training sessions for users. At the close of the fiscal year, staff remained committed to post implementation support.

The Research Section serves as the department's resource in tracking bills and hearings relating to human resources. Staff worked with the Mayor's Office, the Director and other jurisdictions to coordinate a uniformed position on certain bills and prepared testimony as well as notified affected divisions when a bill was enacted into law.

The Research Section developed and conducted an HR Fundamentals training series to provide personnel staff from all departments with a basic understanding of the City's Human Resources system which would enhance their ability to correctly complete personnel transactions in the new system.

The Research Section, along with staff from all sections of the Branch, was involved with preparations for and the implementation of the furlough plan. This included providing input on furlough related questions and answers, and making necessary revisions to employment documents.

Compliance

The Compliance Manager developed and conducted an FLSA Basics training session for decision makers and departmental personnel staff. The training included information on the effects of the furlough on employees FLSA status as well as refresher information on FLSA requirements.

The Compliance Manager continued to provide advice and support to departments on the various City drug and alcohol testing programs. This included providing reasonable suspicion training for City supervisors. The training is required under the CDL and other drug testing programs in order for a supervisor to require an employee to undergo reasonable suspicion testing. The Compliance Manager also keeps current on changes in the Federal Regulations or other laws that may affect the City's programs.

The Compliance Manager remains the City's representative on the Information Privacy and Security Council (IPSC) and continues to lead the City's efforts to comply with the provisions of Act 10, Special Session 2008. Act 10 implemented the recommendations of the State's Identity Theft Taskforce which are related to the protection of personal information collected and maintained by State and county governments. The Act requires that government agencies provide various reports to the IPSC and adopt policies that enhance the protection of sensitive information such as social security numbers. The Compliance Manager has developed model policies for departments and has provided the required reports to the IPSC.

Service and Incentive Awards

The Benefits, Research, and Transactions Branch of the Department of Human Resources annually plans and coordinates two distinct and separate employee recognition programs that are described below. In conjunction with these two programs, the Director gave recognition to the City's Outstanding Deputy Corporation Counsel and Outstanding Deputy Prosecuting Attorney.

1. **The 2009 Mayor's Recognition Luncheon** – This program brings special recognition to the departmental Employee of the Year nominees, Manager of the Year nominees and Outstanding City Attorneys in a private luncheon setting. This setting gives Mayor Hannemann the opportunity to personally acknowledge the honorees for their hard work and dedication.

The annual event was hosted at the Neal S. Blaisdell Center's Hawaii Suite on October 14, 2009. Two (2) Outstanding City Attorneys, twenty-four (24) departmental Employee of the Year nominees and eight (8) Manager of the Year nominees were recognized for their exemplary work ethic and invaluable contributions to our City.

- The 2009 Employees' Recognition Awards Program – This event brings City employees and their families together to give special recognition to an extraordinary group of employees for their outstanding contributions to our community, for their length of service and for exceptional achievements.

The recognition program was held at the City's Neal S. Blaisdell Concert Hall for the fourth consecutive year on November 19, 2009. Mayor Hannemann recognized twenty-four (24) departmental Employee of the Year honorees and eight (8) Manager of the Year honorees, as well as 182 employees with 25 years of service, 27 employees with 35 years of service, and 1 employee with 45 years of service with the City and County of Honolulu. Three (3) Exceptional Achievement Award recipients received recognition. In addition to these awards, recognition was given to the Outstanding Deputy Corporation Counsel and the Outstanding Deputy Prosecuting Attorney.



L to R: Dale Senaga (2009 City Employee of the Year), Mayor Hannemann, Karen Miyake (2009 City Employee Manager of the Year).

The program was highlighted with the Mayor's announcement that Royal Hawaiian Band's Musician IV, **Dale Senaga** was selected as the City's 2009 Employee of the Year, and the Department of Community Services Executive Assistant I, **Karen Miyake** was chosen as the City's 2009 Manager of the Year. The Mayor presented awards to these two individuals and all the honorees. City Council members also attended this program. Musical entertainment was provided by the Royal Hawaiian Band and Royal Hawaiian Band Glee Club.

Benefits Processing Session

Another function that the Benefits, Research and Transactions Branch oversees is the Benefits Processing Session, formerly titled "New Employee Orientation Session." Sessions were conducted twice a month at the Fasi Municipal Building and special sessions were established to accommodate departments with new employees in a specified program.

For this fiscal year, the Benefits Section staff provided Benefit Processing Sessions for approximately 571 new City employees. Each session is approximately 3 to 4 hours in length. The session has been enhanced by including representatives from the City Ethic's Commission, the Employee Assistance Program, and the deferred compensation program. The Benefits Section staff orients all new City employees except those from the Honolulu Police Department and the Board of Water Supply.

The Benefits Section also coordinates the preparation and distribution of 288 Retirement Certificates. The Benefits Section staff coordinated the monthly retirement ceremony held in the Mayor's private office, which includes a photo of each retiree with the Mayor. This fiscal year, a total of fifty-two (52) retirees participated in this ceremony.

Pre-Retirement Planning Seminars

The Benefits Section plans and coordinates Pre-Retirement Planning Seminars for general employees, uniformed fire and sworn police personnel. The seminar is designed for City employees who plan to retire within the next five years and provides employees with pertinent information that will assist them in preparing for a fulfilling retirement. The seminar brings together speakers from the State of Hawaii's Employees' Retirement System (ERS), Hawaii Employer-Union Health Benefits Trust Fund (health benefits), ING (the City's Deferred Compensation Plan provider), and the Social Security Administration* (the SSA participates in the General Employee sessions only) to provide important information about retirement facts, health insurance benefits, and social security benefits. Once again, a speaker from our Health Services Division provided an informative presentation on planning for a healthy retirement.

PRE-RETIREMENT PLANNING SEMINAR

Seminar Date	Location	Department	Number of Participants
October 26, 2009	Mabel Smyth Auditorium	General Employees	131
April 28, 2010	McCoy Pavilion	General Employees	192

UPCOMING PRE-RETIREMENT PLANNING SEMINAR

Seminar Date	Location	Department	Number of Participants
August 4, 2010	McCoy Pavilion	Sworn Police Personnel & Uniformed Fire Personnel	Upcoming event
August 17, 2010	McCoy Pavilion	General Employees	Upcoming event

Planning For a Comfortable and Secure Retirement (Mid-Career Planning Seminar)

The Planning for a Comfortable and Secure Retirement seminar (previously called "Successful Planning for Tomorrow" and "Mid-Career Seminar") is designed for employees who are 10 to 20 years away from retirement. Among the topics covered are: long-term care, defining your financial goals, managing your cash flow and debt, and planning for a comfortable retirement by having enough income, good health and an awareness of the various support services available to seniors.

PLANNING FOR A COMFORTABLE AND SECURE RETIREMENT SEMINAR

<u>Seminar Date</u>	<u>Location</u>	<u>Department</u>	<u>Number of Participants</u>
June 9, 2010.....	Fasi Municipal Building 10 th Floor Conference Room	General Employees	28

Leave Sharing

Established in 1994, the City's Leave Sharing Program allows employees to voluntarily donate their vacation leave credits to another employee who has a serious illness or injury, or to an employee who has a family member suffering from a serious illness or injury. At the start of FY10, there were two (2) recipients carried over from the previous fiscal year. Twenty-three (23) applications were received and reviewed for initial leave sharing and for extensions to the leave share period. Of the 23, three (3) were denied, and ten (10) were extensions.

The central leave bank received a total of 1,542.55 donated hours which is 37.38% less than the preceding fiscal year.

<u>Fiscal Year</u>	<u>2000 - 01</u>	<u>2001 - 02</u>	<u>2002 - 03</u>	<u>2003 - 04</u>	<u>2004 - 05</u>	<u>2005 - 06</u>	<u>2006 - 07</u>	<u>2007 - 08</u>	<u>2008 - 09</u>	<u>2009 - 10</u>
Leave recipients at the start of fiscal year.....	7	8	1	4	3	3	2	3	2	2
Added recipients during the fiscal year.....	13	7	10	15	13	9	14	22	13	10
Remaining recipients at the end of the fiscal year.....	8	1	4	4	4	2	2	2	3	2

PERSONNEL TRANSACTION STATISTICS

<u>Entrance to the Service:</u>	<u>FY 2009</u>	<u>FY 2010</u>
Exempt Appointments.....	4,652	2,329
Limited Term	113	64
Provisional.....	1	--
Short Term--.....	--	--
Initial Probation	436	284
Subtotal	5,202	2,677

<u>In-Service Changes:</u>	<u>FY 2009</u>	<u>FY 2010</u>
Changes in Status.....	1,737	1,424
In-Service Movements.....	1,313	1,807
Other Transactions	965	1,670
Reorganization.....	--	--
Salary Adjustments.....	9,253	4,047
Subtotal	13,268	8,948

<u>Separations:</u>	<u>FY 2009</u>	<u>FY 2010</u>
Resignations	348	290
Service Retirement	200	304
Death.....	16	15
Disability.....	2	8
Layoff.....	--	--
Discharge.....	31	11
End of Appointment	139	97
Exempt Employee.....	447	25
Personal Services.....	1,917*	1,197
Subtotal	3,100	1,947

GRAND TOTAL 21,570..... 13,572

* Large number reflects processing of intermittent, on-call employees.

NUMBER OF EMPLOYEES AS OF JUNE 30, 2010

	Civil Service		Exempt*	Total
	Perm.	Temp.		
Executive Branch				
Board of Water Supply.....	468	12	4**	484
Budget & Fiscal Services.....	291	0	4	295
Community Services.....	100	60	4	164
Corporation Counsel.....	32	--	45	77
Customer Services.....	250	--	3	253
Design & Construction.....	224	--	4	228
Emergency Services.....	329	60	2	391
Enterprise Services.....	208	24	4	236
Environmental Services.....	857	--	4	861
Facility Maintenance.....	496	12	4	512
Fire.....	1,067	1	4	1,072
Human Resources.....	71	1	2	74
Information Technology.....	123	--	2	125
Managing Director.....	--	--	11	11
Mayor's Office.....	--	--	21	21
Medical Examiner.....	14	--	2	16
Neighborhood Commission.....	--	--	15	15
Emergency Management.....	9	1	--	10
Parks & Recreation.....	737	13	4	754
Planning & Permitting.....	255	--	3	258
Police.....	2,535	--	5	2,540
Prosecuting Attorney.....	121	7	112	240
Royal Hawaiian Band.....	34	--	1	35
Transportation Services.....	87	--	4	91
SUBTOTAL.....	8,308	191	264	8,763
Legislative Branch				
City Clerk.....	25	--	8	33
City Council.....	2	--	63	65
SUBTOTAL.....	27	--	71	98
GRAND TOTAL.....	8,335	191	335	8,861

* Exempt from civil service under provisions of the City Charter. Includes elected officials, department heads and their deputies, private secretaries, law clerks and attorneys, and employees in the offices of the Mayor and Managing Director. Excludes personal services contract employees who are students or whose services are special or unique, part-time or intermittent, or of a temporary nature.

**Does not include individuals hired under Experimental Modernization Project (EMP).

HEALTH SERVICES BRANCH

Our Mission

To support the City's ability to attract and retain the best workforce possible by assisting our employees in gaining and maintaining good health so they may live well and perform their work duties safely and efficiently.

This support has resulted in a fifty percent reduction in medical issues associated with diabetes through health counseling in the medical section and follow up telephone discussions from medical records.

The Employee Assistance Program has doubled its number of cases and sessions in support of employees and their families.

Health Services is credited with saving two lives this year through health assessment findings of life threatening conditions that required immediate referral.

Major Functions and Accomplishments

Physical Examinations

The staff performed pre-employment screening and physical examinations for prospective City employees. Periodic physical examinations are conducted specific to job requirements and special attention is given to providing health promotion and disease prevention counseling to City employees. Department of Transportation (DOT) medical certification is provided to commercial City drivers and operators of crane & hoist equipment. Examinations mandated under the Hawaii Occupational Safety and Health (HIOSH) are conducted to support departmental hearing conservation, respiratory protection, and blood borne pathogen programs.

Fitness for Duty and Return to Work evaluations are special examinations performed when it is necessary to determine the employee's ability to safely perform the essential functions of the employee's present position. These evaluations are conducted as requested from City departments. Consultative support for complicated evaluations is provided to various city departments.

The Drug Screening Program is administered for many pre-employment positions which included Medical Review Officer (MRO) assessment for pre-employment, the Honolulu Police Department (HPD) and the Honolulu Fire Department (HFD) random testing. The MRO assessed urine drug screens of candidates for the Department of Parks and Recreation Summer Fun Program.

Health and wellness programs have been noted as showing over a 200% return on investment. A targeted program has been developed for safety officers and commercial drivers which has resulted in several employees retaining employment rather than being disqualified thus saving the City expenses in recruiting and training and also gaining a happier and healthier employee. Continuing improvements include:

- Reorganization of the examination appointment schedule to allow for increased health promotion and disease prevention counseling time.
- Standardized test procedures (EKG, hearing, vision, PFT, etc.) are reviewed/updated annually.
- Electrocardiogram (EKG) baselines are being established for all employees with regular examinations. Almost all employees who do not have an EKG on file have had an EKG performed. Expected completion in August 2011.
- Health information bulletin board continues to be updated with current relevant medical and health information is available for viewing in the waiting room area.
- Coordinated effort with HFD to obtain baseline heavy metal testing on all HFD employees falling under HIOSH, Hazardous Materials (HAZMAT) who had not completed their baseline.
- TB screening program updated to reflect Center for Disease Control and Prevention (CDC) guidelines. TB skin testing has been discontinued as an annual requirement for fire fighters as of next fiscal year. This decision was on recommendation of the State Department of Health (DOH), Director of Communicable Diseases.
- Annual chest x-ray of HFD rescue divers has been discontinued to obtain as indicated, decreasing the frequency and number of chest x-rays needed for clearance.

Employee Assistance Program (EAP)

The Employee Assistance Program offers counseling and referral services to employees needing assistance to help them with personal, family, or work situations with the ultimate goal of improving quality of life and job performance.

Employees needing further services beyond the EAP benefit are referred to a variety of internal and community resources, including the following:

- Elder care programs for family caregiver issues
- Alcohol and substance abuse program for professionals
- Community grief group for ongoing bereavement issues
- Veterans counseling service for veteran and post-combat zone stress responses
- Homeless and food resources for a homeless employee
- Credit counseling service for financial issues
- Employees' primary care physician for medical issues
- State Bar Association for legal referrals for personal legal matters
- Private psychologists and other behavioral health professionals for ongoing counseling and psychotherapy
- Equal Opportunity Office (EOO) of the Department of Human Resources (DHR) for consultation on employee allegations of discrimination
- Outside employment services for contract employees whose contracts were not renewed by the City.

The EAP also offers training at departmental request and conducts classes coordinated through the DHR Labor Relations and Training Division.



Norm Gibson, Employee Assistance Program counselor, is offering assistance to a C&C employee at the Iwilei EAP office.

The EAP counselor provided counseling to 56 employees from fifteen City departments. The EAP counselor also provided workplace training, management consultation, EAP orientation, and phone consultation to a total of 605 people from fourteen departments. The EAP also provided liaison services for the contracted EAP program for several City departments.

The EAP engaged in contract administration duties with the contracted external EAP provider to verify continuing education requirements have been met for all SAP providers. Contract EAP reports and statistics are monitored by the City EAP.

The following are examples of some of the consultation issues that managers and supervisors discussed with the EAP Counselor:

- Suggesting use of the EAP for employees with work performance problems.
- Providing resources in the community for employees who resigned for various reasons. Coaching supervisors who are managing employees with possible psychiatric disorders.
- Consultation regarding employees whose behaviors may pose a safety risk to others.
- Consultation regarding groups of employees who do not get along with each other.
- Consultation regarding employees with attendance problems.
- Consultation regarding effects of investigations on departments' personnel.
- Coaching in handling subordinate supervisors who behave disrespectfully to employees.

Enhancements made to the Employee Assistance Program this year included the following:

- Updated the EAP brochure to include information on the number of EAP sessions available to employees.
- Updated the EAP webpage to include links to frequently asked questions and answers about the EAP, training subjects relevant to the EAP that are available to departments, and furlough dates for the 2010-2011 fiscal year.
- Developed supervisor training entitled, "Effective Supervision through Respectful Communication."
- Quarterly EAP reports to individual departments were re-designed to give departments more useful information about the manner in which EAP services are utilized, while at the same time preserving the privacy of all users of services.



Robert Canfield, APRN, is presenting health promotion and prevention strategies during a class at Kapolei Hale.

Health Promotion

Special classes are developed and presented to promote health, job retention, reduce risks, and prevent injuries. The primary focus is to provide informative, beneficial, and easy to understand classes. Vaccination programs include a city-wide notification of flu vaccine availability; and Hepatitis B series to specific employees. Tuberculosis (TB) testing is performed on Honolulu Emergency Services Department (EMS) and Zoo employees and TB screening is performed during all physical examinations. Health promotion and disease prevention counseling is included during each physical examination.

Current classes offered in the training catalog are: cardiovascular health, cholesterol, diabetes, alternative medicine and cancer (understanding, detecting, and preventing). Specialized classes developed for pre-retirement, mid-career and HFD recruit populations discuss health maintenance with a particular focus on diet/exercise, health screening, heart health, cholesterol and diabetes. This year over 500 employees attended the various classes.

Other media for health promotion include a Health Column on the Hawaii Fire Fighters Association (HFFA) website and in their quarterly newsletter. Some topics covered included heart health, flu shots, and health risk assessments.

Department of Facilities Management (DFM) employees are authorized one additional visit to Health Services to discuss health issues and/or facilitate their medical clearance. This visit does not require the employee to use leave time.

The Health Promotion Program under Robert Canfield, APRN, coordinated with Hawaii Business Health Council (HBHC) and local pharmacies to provide 635 City employees with free flu vaccines (at no cost to the City) in October 2009.

A Pandemic Flu plan was developed to coordinate care for City employees and efficient return to work evaluations during a pandemic.

Continuing improvements:

- Catalog Classes are offered at Kapolei Hale and FMB.
- Health Services continued to offer Hepatitis B vaccinations to EMS and HFD recruits, and Ocean Safety Officers. By offering in-house services, cost savings are approximately \$50/employee.
- On-site TB screening provided for Zoo personnel.

Physical examination scheduling continues to provide employees with additional face time with the examiner for discussing personal health issues.

Medical Records

The Health Services Branch provides storage and safekeeping of all physical examination and Occupational Health and Safety records. This section is responsible for generating all physical exam notifications and tracking pending clearances. Telephone counseling is provided to assist employees having difficulty attaining medical clearance.

Telephone counseling under the guidance of the medical providers to employees who are having difficulty achieving medical clearance has resulted in expedited medical clearance for employees and improved health for many of these employees. A personal approach in communicating directly with the employee has resulted in improved customer relations for the employee and the employee's department.

Other improvements noted:

- Electronic Medical Records has been updated and all Health Services staff are now trained in using the program.
- Continued tracking of all pending (yellow letter) medical clearances.
- Continued a notification process for department HIOSH Safety Officers for monitoring their Hearing Conservation and Respiratory programs.
- Revised yellow notification letters.
- Revised several forms used for physical examinations and screening.
- Retrieves physical examination data for statistical comparison.

Laboratory

Lab staff team members are the backbone of physical examinations. Their duties include:

- Vital signs measurement
- EKG
- PFT (pulmonary function testing)
- Vision testing
- Hearing testing
- Urinalysis/Microscopy
- Urine drug screen collection
- Capillary Blood Glucose analysis
- Farnsworth D15 testing
- Immunizations
- TB screening

The following equipment was calibrated in accordance with regulations:

- Toledo scale
- Maico audiometer
- Pulmonary Function Test syringe
- Pipette for DUI analysis
- Ace Alera (Alcohol analyzer)

The laboratory is also responsible for HS building safety and conducts fire drills and building evacuation procedures.

Driving Under the Influence (DUI) Program

The DUI Program in conjunction with the HPD provides blood analysis for suspects arrested for driving under the influence; and reliable chain of custody and testimony to support findings. This program assists HPD and City Prosecuting Attorney with the prosecution of DUI offenders.

- Lab staff continues to provide 24 hour/365 day coverage for HPD.
- Total blood draws: 290 (Hospital draws 188 and Health Services draws 102).
- The DUI license was renewed by the State DUI coordinator which allows the performance of blood alcohol analysis in accordance with Hawaii Administrative Rules, Title 11, Chapter 14.
- The laboratory license was renewed following inspection by the Department of Health (DOH) State laboratory. Laboratory license is based on CLIA standards and are good for two years.
- The laboratory staff provided in-service training on how to draw and label DUI samples at HMC-West and Queens Hospitals.

Deoxyribonucleic Acid (DNA) Program

Blood samples are drawn on convicted felons and sexual offenders for DNA under special circumstances only.

As of October 2008, the Honolulu Police Department ceased blood collections for felons and sex offenders. Health Services continues with blood DNA sample collection for special requests such as ongoing murder and rape investigations.

Staff Training

- Evolution of Psychotherapy Conference in Anaheim, CA—Norman Gibson, MFT
- Ongoing payroll functions cross training for Karen Ho to assume payroll responsibilities in the absence of HS secretary
- NIMS 100 training accomplished by 11/12 HS employees
- OHMweb training-all HS staff

Summary of Activities

<u>MEDICAL EVALUATIONS</u>	<u>FY2009</u>	<u>FY2010</u>
Pre-employment evaluations	359	304
Pre-employment evaluations – drug testing only	1,371	192
Annual physical evaluations	3,675	3,705
Other physical evaluations (includes return to work and fitness for duty)	497	576
Total Medical Evaluations	5,902	4,777
Total Medical Evaluations minus drug test only	4,531	4,585
 <u>MEDICAL PROCEDURES</u>	 <u>FY2009</u>	 <u>FY2010</u>
Urinalysis.....	4,001	3,870
Urine Microscopy *new statistic as of 01/10		217
Immunizations.....	524	401
Vision tests.....	4,080	3,939
D15 color vision testing *new statistic for FY2010.....		113
Hearing tests	4,445	4,129
Pulmonary function tests	1,131	1,047
Electrocardiogram (EKG).....	2,693	3,495
Blood alcohol analysis (for DUI arrestees)	285	290
Glucose	88	67
DNA sample collection	18	1
Total Medical Procedures	17,265	17,279

<u>DRUG SCREEN REVIEWS</u>	<u>FY2009</u>	<u>FY2010</u>
Random drug testing – HFD/HPD	2,300	2,011
Random testing positives	1	2
Pre-Employment drug testing	1,369	1,351
Pre-Employment testing positives	19	6
Total MRO determinations	3,669	3,362

<u>EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICES</u>	<u>FY2009</u>	<u>FY2010</u>
Employee counseling sessions	54	111
New counseling cases	30	56
Employee (non-case) consultations	6	18
Management consultations	44	54
EAP orientations to new employees	38	30
Training sessions	1	7

INDUSTRIAL SAFETY AND WORKERS' COMPENSATION DIVISION

Major Functions

Develop, promote, coordinate and maintain a safety program for the City and County of Honolulu to comply with the Hawaii Occupational Safety and Health Law and administrative rules; help departments develop and implement safety programs; and maintain statistics of lost time industrial injuries and illnesses and vehicle accidents to use in developing safety and accident prevention programs and strategies for the City.

Administer the City's self-insured workers' compensation program to comply with the Hawaii Workers' Compensation Law (Chapter 386, Hawaii Revised Statutes) and related laws and administrative rules; administer the City's retention, rehabilitation and placement and limited duty programs; and represent the City before the Department of Labor and Industrial Relations on workers' compensation related issues.

Safety Branch Activities

The staff safety specialist inspected various work sites for compliance with the Hawaii Occupational Safety and Health Law and recommended corrective actions as necessary. The safety specialist continued to review and investigate accidents and injuries involving City employees, making recommendations as appropriate. He also responded to departmental requests for guidance in matters concerning safety and health. Injury and workers' compensation statistics were compiled, evaluated and summaries distributed to City departments and agencies to help in their efforts to develop, refine and improve their safety, training and return to work programs.

The Vehicle Accident Review Committee (VARC) met monthly to review accidents involving City vehicles, excluding Honolulu Police Department (HPD) and Board of Water Supply (BWS). For FY 2009-10, the committee held hearings on 308 vehicle accidents and found 224 (73%) of these accidents to be avoidable. City drivers were notified of the Committee's decisions with recommendations to prevent similar accidents.

The Safe Driver Recognition and Awards Program recognized 381 employees for sustained superior driving performance. Of these drivers, 60 received awards for 11 or more years of accident-free driving.

Table 1 summarizes the City's lost-time claims, disability days and avoidable vehicle accidents for the past 5 fiscal years. For FY 2009-2010, lost-time claims (new) are for claims received and accepted as of June 30, 2010. The columns Lost-Time Claims (All) and Disability Days (All) show all open lost-time claims and the disability days associated with these claims for each fiscal year. Avoidable accidents statistics include BWS but not HPD.

Table 1
Lost-Time Incidence Rate and Vehicle Accidents

<u>Fiscal Year</u>	<u>Number of New Claims</u>	<u>Lost-Time Claims (New)</u>	<u>Lost-Time Claims (All)</u>	<u>Disability Days (All)</u>	<u>Avoidable Accidents</u>
2005-06	1,499	482	595	47,193	246
2006-07	1,459	407	628	47,362	248
2007-08	1,468	456	582	48,987	210
2008-09	1,546	498	653	51,864	235
2009-10	1,428	363	657	51,618	208

Workers' Compensation Branch Activities

During the year, the Division processed 1,717 new or reopened workers' compensation claims in addition to 1,426 claims carried forward from the previous year, for a total of 3,143 claims handled. With twelve full-time equivalent claim adjuster positions, this represents an average of 262 claims handled by each adjuster during the fiscal year. Table 2 summarizes annual caseload statistics for the last five fiscal years.

**Table 2
Annual Workers' Compensation Caseload Statistics**

<u>Fiscal Year</u>	<u>2005-06</u>	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Beginning Active Claims	1,413	1,556	1,470	1,307	1,426
Claims New or Reopened	1,825	1,786	1,842	1,889	1,717
Claims Closed*	1,682	1,872	2,005	1,770	1,684
Continuing Active Claims	1,556	1,470	1,307	1,426	1,459
Claims Per Adjuster	324	334	276	266	262

* This includes claims with multiple openings/closures (110 in FY 2009-10)

The City recovered \$413,978 for workers' compensation cases involving outside parties causing or contributing to injuries sustained by City employees. Most of this recovery came from third party insurance carriers for injuries caused by automobile accidents.

The City's two in-house vocational rehabilitation counselors provided job placement services to 256 disabled employees. This included employees needing temporary modified work during periods of medical recovery and those requiring permanent job reassignments because they could not return to their usual and customary work.

The bar graph below shows City temporary disability, indemnity and medical workers' compensation expenditures for the last five years. Comparing FY 2010 to FY 2009, expenditures for indemnity decreased 27% while medical benefits increased 7.5%; temporary disability (wage replacement) benefits increased 10%.

Workers' Compensation Temporary Disability, Indemnity and Medical Expenditures

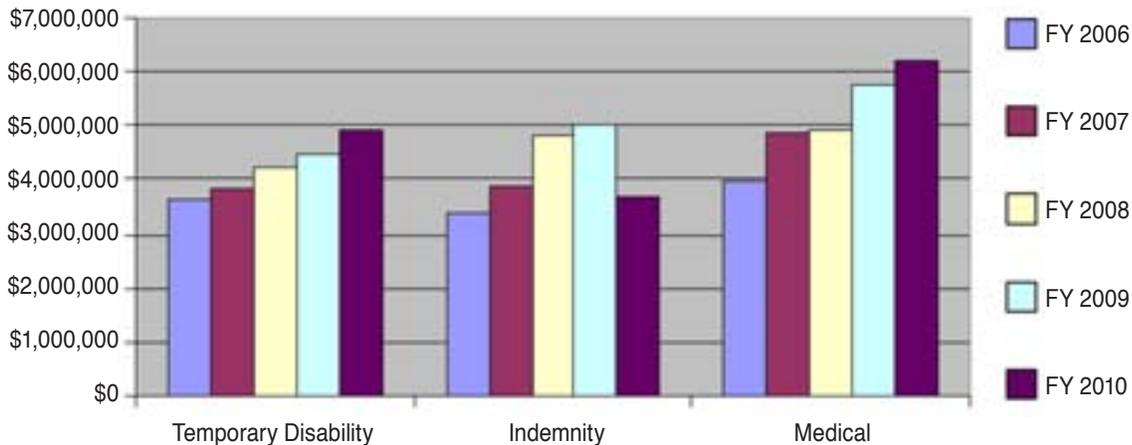


Table 3 shows City injury and workers' compensation expenditure statistics. Total workers' compensation expenditures decreased \$420,357 (2.5%) from the prior fiscal year. There were 118 fewer claims filed for workers' compensation benefits than the previous fiscal year. FY 2009-10 lost-time injuries (363) and disability days (20,057) are for only those claims received and accepted as of June 30, 2010. Table 4 summarizes workers' compensation expenditures and new claims filed by City department or agency.

**Table 3
Comparison of Injury and Expenditure Statistics**

<u>Fiscal Year</u>	<u>Workers' Compensation Expenditures</u>	<u>Number Of New Claims</u>	<u>Lost Time Claims</u>	<u>Disability Days</u>
2005-06	12,623,203	1,499	482	42,822
2006-07	14,138,275	1,459	407	34,537
2007-08	15,383,219	1,468	456	40,598
2008-09	16,887,045	1,546	498	33,711
2009-10	16,466,688	1,428	363 *	20,057 *

* Statistics are based on claims received and accepted as of June 30, 2010

**Table 4
FISCAL YEAR 2009-10**

<u>Department/Agency</u>	<u>Total Cost (\$)</u>	<u>New Claims</u>
Board of Water Supply	950,584	75
Budget and Fiscal Services.....	75,226	13
City Clerk.....	43,199	2
City Council & Council Services.....	0	0
Community Services.....	4,694	4
Corporation Counsel.....	5,931	1
Customer Services	161,599	22
Design and Construction	10,479	1
Emergency Management (formally Civil Defense)	0	1
Emergency Services – Administration	5,196	0
Emergency Services – EMS (Ambulance)	677,769	58
Emergency Services – Ocean Safety	631,031	46
Enterprise Services – Excluding Golf	315,795	50
Enterprise Services – Golf Courses	166,642	13
Environmental Services – Administration & Env. Quality.....	6,279	2
Environmental Services – Wastewater.....	774,392	74
Environmental Services – Refuse	982,907	93
Facility Maintenance – Administration.....	39,807	3
Facility Maintenance – Building & Electrical Maintenance	70,684	21
Facility Maintenance – Road Maintenance	740,964	55
Facility Maintenance – Automotive.....	216,676	39
Honolulu Fire Department	1663,851	164
Human Resources	47,373	4
Information Technology	87,896	0
Liquor Commission.....	101,351	1
Managing Director's Office	2,389	0
Mayor's Office.....	7,911	1
Medical Examiner	12,138	2
Parks and Recreation	1212,025	109
Planning and Permitting.....	29,092	5
Police.....	5960,264	562
Prosecuting Attorney	115,146	3
Royal Hawaiian Band.....	5,954	3
Transportation Services	39,698	1
Special Comp Fund Assessment	887,990	-
Medical Bill Audit/Payment Services	413,747	-
TOTAL	16,466,688	1,428

LABOR RELATIONS AND TRAINING DIVISION

Major Functions

Administer eight collective bargaining agreements; provide assistance to management on employee-employer relations, contract administration and training matters; negotiate collective bargaining agreements; represent the City in grievance meetings and serve as employer advocate in arbitration proceedings.

Plan, develop and implement management, supervisory, and personnel development training programs to improve the efficiency, economy, and quality of public service provided by employees.

Labor Relations Activities

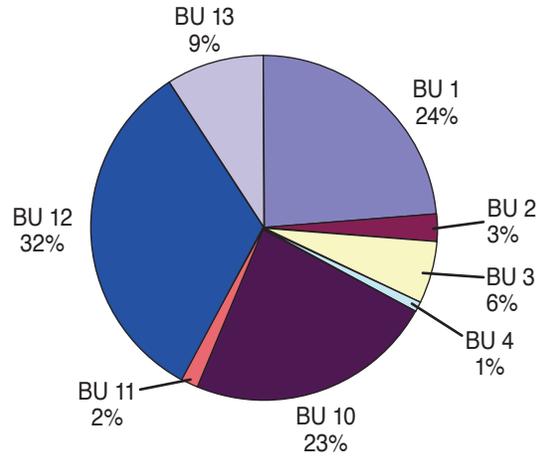
City employees are represented by eight bargaining units and four different unions: Hawaii Government Employees Association (HGEA), United Public Workers (UPW), State of Hawaii Organization of Police Officers (SHOPO), Hawaii Fire Fighters Association (HFFA). The Labor Relations Branch administers the City's labor-management activities.

Negotiations with Bargaining Unit 1 (blue collar non-supervisory), Bargaining Unit 2 (blue collar supervisory), Bargaining Unit 3 (white collar non-supervisory), Bargaining Unit 4 (white collar supervisory), Bargaining Unit 10 (institutional, health and correction workers) and Bargaining Unit 13 (professional and scientific) have been focused on furloughs with agreements being reached for the period July 1, 2009 to June 30, 2011. Bargaining Unit 11 (firefighters) and Bargaining Unit 12 (police) had previously reached four-year agreements for the period July 1, 2007 to June 30, 2011.

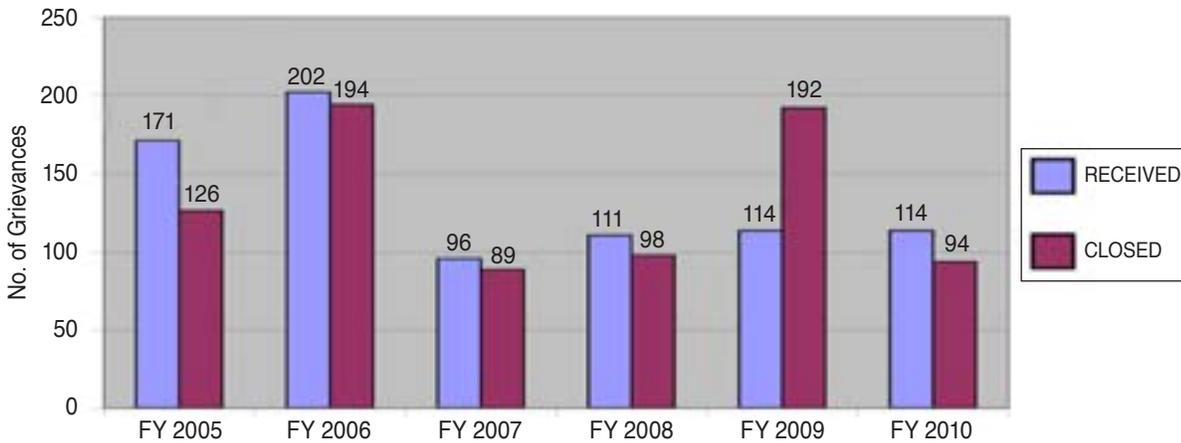
During this past fiscal year, the Labor Relations staff resolved 94 grievances with the unions. 114 grievances were filed and 78 decisions were issued. 273 grievances were pending at the Employer level or arbitration at the end of the fiscal year. The chart on the following page shows a breakdown by departments and bargaining units of grievances received at the Employer level.

There were eleven grievance arbitration awards rendered during the fiscal year. Arbitrators denied three grievances, including a termination involving misappropriation of City property, and modified or sustained eight grievances.

**Grievances Received by Bargaining Unit
Fiscal Year 2010**



Grievances Received/Closed



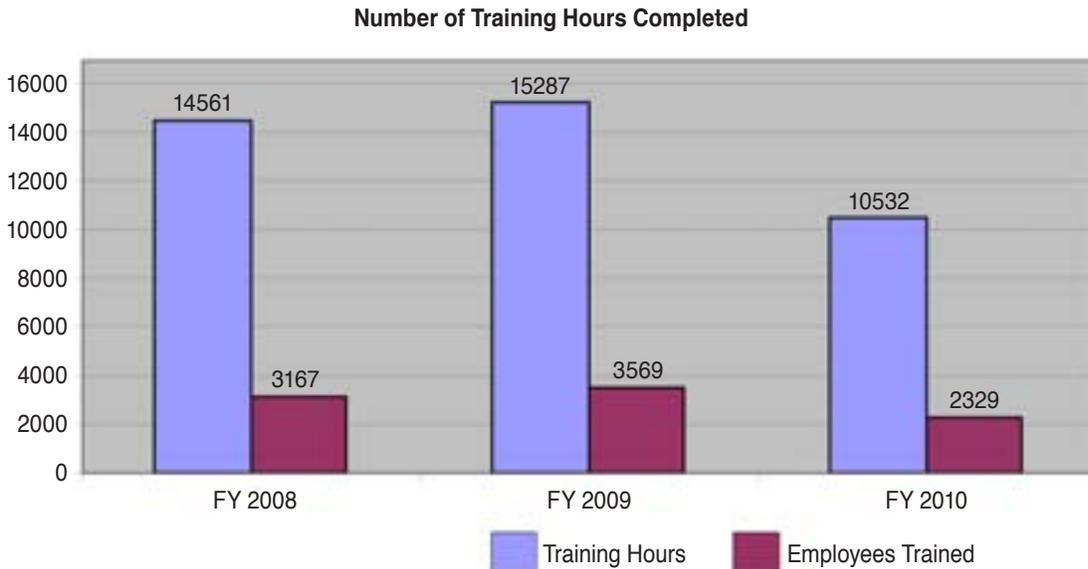
**EMPLOYER LEVEL GRIEVANCES BY DEPARTMENT AND BARGAINING UNIT
July 1, 2009 to June 30, 2010**

DEPARTMENT	BARGAINING UNITS										TOTAL
	1	2	3	4	10	11	12	13			
BOARD OF WATER SUPPLY	1	-	3	-	-	-	-	-	1	-	5
BUDGET & FISCAL SERVICES	-	-	1	-	-	-	-	-	3	-	4
CITY CLERK	-	-	-	-	-	-	-	-	-	-	0
COMMUNITY SERVICES	-	-	-	-	-	-	-	2	-	-	2
CUSTOMER SERVICES	-	-	-	-	-	-	-	1	-	-	1
DESIGN AND CONSTRUCTION	-	-	-	-	-	-	-	1	-	-	1
EMERGENCY SERVICES	-	-	-	-	23	-	-	-	-	-	23
ENTERPRISE SERVICES	5	-	-	-	-	-	-	-	-	-	5
ENVIRONMENTAL SERVICES	7	1	-	-	-	-	-	-	-	-	8
FACILITY MAINTENANCE	8	-	-	-	-	-	-	-	-	-	8
FIRE	-	-	-	-	-	2	-	-	-	-	2
LIQUOR COMMISSION	-	-	1	-	-	-	-	-	-	-	1
MEDICAL EXAMINER	-	-	-	-	3	-	-	-	-	-	3
PARKS AND RECREATION	6	1	-	-	-	-	-	-	-	-	7
POLICE	-	-	-	-	-	-	38	1	-	-	39
ROYAL HAWAIIAN BAND	-	-	1	-	-	-	-	-	-	-	1
(CITY-WIDE)	-	1	1	1	-	-	-	-	1	-	4
TOTAL	27	3	7	1	26	2	38	10			114

Training Activities

In FY 2010, **2,329 employees** participated in Training Branch-Sponsored Classes for a total of **10,532 training hours**.

Number of Training Hours Completed through Training Branch-Sponsored Classes*



**Numbers do not reflect training sponsored or conducted by other departments such as computer training and other department-specific training.*

In the area of Supervisory Development, the Training Branch offered a Supervisory Development Curriculum including the following classes: Disciplinary Guidelines and Grievance Handling; Drug and Alcohol Policy Training; Effective Business Writing; Employment Interviewing for Supervisors and Managers; Ethics Training; Fundamentals of Management; Investigation 101; Learn to Listen, Listen to Learn; People Smarts; Performance Appraisals; Prevention of Workplace Violence; and Writing Position Descriptions.

In the area of Employee Development, the Training Branch offered a series of employee development courses including: Adult Cardiopulmonary Resuscitation (CPR) and First Aid; Customer Service; Effective Email Writing; Generational Differences in the Workplace; and Minutes Writing/Note Taking. Employees were also able to participate in various Wellness Development classes provided from the Department of Human Resources, Health Services Branch and Hawaii Medical Service Association (HMSA).

The Training Branch also conducts New Employee Orientation for all new employees. Participants receive an introduction to City operations; an overview of the City's Information Technology Security, Prevention of Sexual Harassment, and Prevention of Workplace Violence policies; and an overview of Drug and Alcohol Awareness.

In addition to scheduled training sessions, the Training Branch assists with customizing training plans for various departments upon request. Departments may seek help in coordination of classes for a particular need within their department/division. Specialized departmental training have included curriculum in customer service, policy training, and supervisory training.

Overall Satisfaction of Training Session* FY 2010

Employees participating in Training Branch-Sponsored Classes rate their satisfaction on a range of training components.



Healthy Honolulu

The Training Branch continued involvement with the coordination and planning of Healthy Honolulu. The Healthy Honolulu program started in January of 2007 as a way to promote a healthy lifestyle for the employees of the City and County of Honolulu. Once a month, an hour-long session prior to the work day is coordinated for all City employees to attend. Session activities have included Zumba, Tai Chi, light aerobics, and dragon boat races to name a few. Honolulu Fire Department also volunteers their time to perform blood pressure readings. The event wraps up with Mayor Hannemann leading a walk around the block. Participants have the opportunity to meet and interact with co-workers and the Mayor, while supporting the importance of wellness in the City.



City employees engage in Zumba during a Healthy Honolulu session.

Po’okela Fellows Program

The Mayor’s Office and the Department of Human Resources launched the Po’okela Fellows Program in January 2008. This program was designed to provide college students with valuable work experience under the mentorship of a City employee. One of the goals of the program is to expose students to government operations and have them leave with positive experiences that the City is a great place to work. For one semester, students are paired up with a knowledgeable City mentor in their field of study. In addition to their work experience, students are also invited to attend exclusive tours with various City Departments/Agencies throughout the semester to provide exposure to various City operations. Tours have included: the Honolulu Zoo, Ocean Safety operations, H-Power Plant, Emergency Management operations, and the Board of Water Supply Waihe’e Watershed.

In FY 2010, 19 college students have completed the program. These students were represented in 10 City departments/agencies, with majors including Management, Accounting, Finance, Human Resources, Marketing, Economics, Communications, Political Science, Management Information Systems, Engineering, Global Leadership, Sustainable Development and Disaster Management, Natural Resources and Environmental Management, and Apparel Product Design and Merchandising. A total of 5 students participating in the Po’okela Fellows Program for this fiscal year have continued to work with the City after their completed semester.

<u>Semester</u>	<u>Fall 2009</u>	<u>Spring 2010</u>
No. of Students	10	9
Departments/Agencies represented.....	6	7
Students extended on contract after completion of participating semester	4	1

Trades Apprentice Program

A total of 37 apprentices are currently participating in trade occupations. During the fiscal year five apprentices completed the program. The City’s Apprenticeship Training Program, in partnership with Honolulu Community College, continues to train employees in the trade occupations of:

Apprenticeship Training Program

<u>Department</u>	<u>Trade</u>	<u>Employees in Program</u>	<u>Employees Completed Program</u>
Board of Water Supply	Pipefitters	11	4
Facilities Maintenance	Bridge and Heavy Construction Carpenters	1	
	Fleet Mechanics.....	4	
	Heavy Construction Masons.....	6	
	Line Electricians.....	10	1
Transportation Services.....	Traffic Signal Electricians.....	5	
Total		37	5