

**Proposed Service Level Agreement with
Marin County's
Department of Health and Human Services and
Department of Human Resources**

October 18, 2010

Background

The Department of Human Resources (HR) is responsible for the administration of County-wide Human Resources, including administration of Civil Service regulations & employment law, Talent Acquisition, Volunteer Programs, Classification & Compensation, Labor Relations, Employee Relations, Payroll, Benefits Administration, Leave Management, Equal Opportunity Programs, Employee Training and Organization Development.

The Department of Health and Human Services (H&HS) has the largest segment of the County workforce with nearly 900 employees. These employees provide community services throughout Marin County in a variety of facilities that are not readily connected to core HR services. In order to provide support to the workforce, H&HS has planned and budgeted for a high-level HR professional to report within their organizational structure and serve as a liaison to the HR Department.

The past model of providing HR services has not consistently met the needs of H&HS due to the lack of connection between the assigned HR professionals and the central service provider. In an effort to improve HR Services to H&HS while better coordinating with the central service provider, we are proposing to move the H&HS position to report within the HR department while serving as an on-site resource to the department.

Proposed Service Model

In order to ensure we have clarity of expectations and roles for this proposed model; the following agreement has been designed to serve as a foundation for moving forward.

H&HS will:

- Work to ensure that the H&HS Personnel Manager position will be used to fund a 12 month fixed term position assigned to work for HR. This budget action will be reviewed after a year, potentially leading to a permanent reassignment of the budgeted position if both parties agree.

- Engage in the recruitment and selection of a Senior Personnel Analyst for this new role.
- Provide working space at H&HS facilities – the Wellness Campus, 20 North San Pedro and other facilities when necessary.
- Provide an agreed upon work plan for the Liaison employee.
- Engage in the performance evaluation process for the Liaison employee, providing feedback to measurable outcomes.
- Bring concerns to the attention of the Deputy Director of HR early and often to resolve any potential conflicts.
- Engage in a 3 month, 6 month and 12 month evaluation of the staffing model designed to make any necessary changes to ensure effective services.

HR will:

- Prepare a letter to the BOS creating a 12 month regular, fixed term assignment for a Senior Personnel Analyst. This action will include a one-time transfer of funding for the position from H&HS to HR; however, the budgeted position will remain with H&HS.
- Provide an on-site Senior Personnel Analyst, for 30 – 32 hours per week within the H&HS department. The work of this position includes:
 - Serve as an on-site performance coach to managers/supervisors. Examples of work products are support in the development of Employee Performance Evaluations and the development of Corrective Action Plans.
 - Support the management team in their strategic efforts to re-structure their organizational models in response to shrinking resources.
 - Provide technical information related to leave management including FLMA, etc.
 - Possess a high level of knowledge related to Employment Law and Marin County Personnel Regulations.
 - Be able to readily access support and technical information from other members of the HR Team.
 - Assist in the design and serve as a champion of efforts to promote healthy workplace cultures.
- Provide working space for up to 10 hours per week to ensure a high level of coordination and collaboration of HR services to H&HS.
- Provide supervision for the employee and be responsible for performance evaluations.
- Provide any necessary employee training to ensure compliance with governing agencies and effective skill development.

- Conduct a 3 month, 6 month and 12 month evaluation of the staffing model designed to resolve problems and ensure effective HR services.
- Work with H&HS to ensure that the HR Management Academy and related supervisorial trainings are scheduled and conducted on at least a bi-annual basis.