

2010

SEMI-ANNUAL REPORT



The Personnel Board of Jefferson County

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MESSAGE FROM THE DIRECTOR

May 18, 2010

Dear CSC Members:

I present to you the 2010 Semi-Annual report of the Personnel Board of Jefferson County. Over the last six months our staff has experienced an historic volume of activity. I am pleased to report that they have handled this volume quite capably. This is thanks to the investments in technology that we have made over the past several years as well as the continuous efforts of staff to seek out operational efficiencies. Some highlights of this activity follow.

- The board received 19,445 applications, conducted 24 test administrations testing 4,707 individuals, placed 4,697 individuals on 144 registers, and issued 527 certifications to our appointing authorities.
- Our websites received over a quarter of a million visitors. We sent 193,198 Job Alert emails to prospective applicants. Our Interactive Voice Response (IVR) system handled 13,096 calls. We certified 54 payrolls. And we processed 4,545 complex personnel actions.
- We currently have up-to-date job analyses for 78% of the over 750 active Merit System job classes.
- 147 volunteers from across the United States served as subject matter experts in the development of tests and to assess applicant performance on selection procedures. This resulted in nearly 5,800 hours of work time donated by these volunteers.
- We received the strongest response in five years to the annual classification survey with 77% of eligible employees participating. This resulted in 1,083 completed surveys with 270 job audits.
- We trained 1,125 Merit System employees in a variety of the 48 training courses we offer. 70 of these employees have fulfilled the requirements to graduate from one of our three certificate programs.

We continue to seek out ways to improve. We have embarked upon eight strategic initiatives with the objective of improving our image and the services we provide. These initiatives were created through a collaborative effort of our employees who occupy leadership positions.

These eight initiatives are:

- Improve the quality of applicants on certifications
- Improve customer service
- Improve our employees' knowledge of the functions of our various departments
- Proactively identify Employee Relation trends to resolve issues prior to infractions
- Present a more cohesive presence of our web sites

- Create standards and consistency for our brand
- Create a centralized applicant information page
- Enhance and coordinate our community service efforts

Each of these initiatives is supported by a team of employees spearheaded by a team lead. I am very excited about the possibilities that these initiatives present and I look forward to reporting their progress and results to you at our Annual meeting in November.

Lorren Oliver

Personnel Director

ABOUT US



The Personnel Board of Jefferson County is an independent agency within the County and is not a part of any political, county, or municipal subdivision within the System. It reports to a Citizens' Supervisory Commission (CSC) comprised of 17 community leaders, including heads of local colleges, universities, and civic groups. The PBJC is governed by a three-member Board. Board members are appointed by the CSC and serve staggered six-year terms.

The PBJC was established by the State of Alabama legislature in 1935 as the human resources agency responsible for administering the civil service (Merit) system in Jefferson County, Alabama. Alabama's civil service statute applies to all counties in the state with 400,000 or more inhabitants. Within counties having multiple municipalities, the County's Merit System is inclusive of municipalities having 5,000 or more inhabitants and whose borders lie geographically within the county. Police Officers of municipalities having 2,500 inhabitants are also statutorily included.

Currently, employees of 18 municipalities are part of the County's Merit System. These municipalities, together with five countywide agencies, make up the Merit System's 23 member "jurisdictions". The Personnel Board proudly provides services to some 9,000 employees in over 800 occupations encompassing such diverse fields as accountants, information technologists, nurses, environmental specialists, and city administrators.

OUR PRINCIPLES

The Personnel Board of Jefferson County is committed to establishing a standard of excellence in service to its member jurisdictions and to the greater Birmingham community and to becoming an agency recognized for professionalism, expertise, and integrity. The PBJC has adopted principles by which it operates. These principles serve as benchmarks against which the organization's success is measured.

- **Ethical & Legal Standards**
Maintain the highest professional, ethical, and legal standards in all our activities.
- **Quality Customer Service**
Maintain constant focus on the human resource needs of our member jurisdictions, including responding to customer requests and needs in a timely, efficient, and competent manner.
- **Fiscal Responsibility**
Work to ensure the efficient utilization and judicious accountability of all resources within our control, to include finding ways to add value and increase the return on investment for all our stakeholders.
- **Open & Honest Communication**
Communicate in an open, honest, respectful and positive manner with each other and with our stakeholders.
- **Community Awareness**
Fulfill the needs of the community and the jurisdictions we serve and ensure these entities are aware of PBJC services and activities.

Commitment to Diversity

The PBJC is committed to providing an environment that is free from discrimination. The Personnel Board is a diverse community in terms of race and ethnicity, culture, religion, personal values and traditions. PBJC values this diversity recognizing that our differences contribute to our strength as an agency serving a diverse population. It is to this end that the PBJC is committed to non-discrimination and advocates for an environment of tolerance with regard to cultural and personal differences. It is our belief that every employee has the right to be treated with dignity, respect, and self-worth and that it is in our best interest as an agency serving the public good to act in a manner free of bias, exclusion, and discrimination whether on the basis of faith, race, gender, culture, class, sexual orientation, or any other personal differences.

GOVERNANCE

Three-Member Board

| | |
|-------------------------|------------------------------|
| Alfred F. "Buddy" Smith | Chairman Place #1 |
| L. Kenneth Moore | Associate Member Place #2 |
| Ann Florie | Associate Member Place #3 |

Citizens Supervisory Commission

| | |
|-------------------------|---|
| Judge Alan King | Probate Judge, Chairman Jefferson County Courthouse |
| Dalton Smith | President Birmingham Business Alliance |
| James B. Wilson | Municipal Employee Representative |
| Dr. David S. McKee | President Jefferson County Medical Society |
| Dr. Thomas Westmoreland | President Samford University |
| Carolyn Harper | Chairwoman Birmingham Urban League |
| Dr. Carol Garrison | President University of Alabama at Birmingham |
| Hezekiah Jackson | President NAACP |
| Kirk Patrick | President Jefferson County Labor Council |
| Dr. Judy M. Merritt | President Jefferson State Junior College |
| Rev. Steve Small Jr. | President Interdenominational Minister's Alliance of Greater Birmingham |
| Donald R. McAlister | County Employee Representative |
| David Pollick | President Birmingham Southern College |
| Donna McCurry | President Jefferson County PTA |
| Dr. Perry W. Ward | President Lawson State Community College |
| Dr. George T. French | President Miles College |

MEMBER JURISDICTIONS

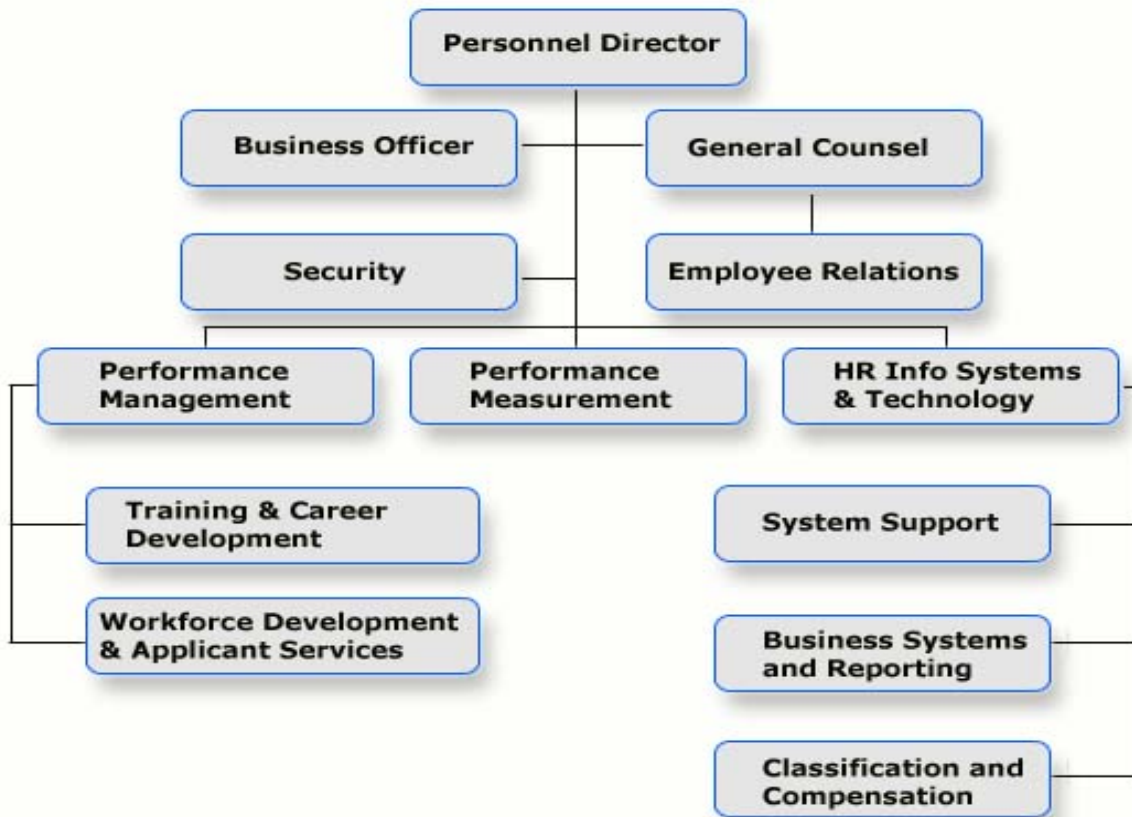
Municipalities

City of Bessemer
City of Birmingham
City of Center Point
City of Fairfield
City of Fultondale
City of Gardendale
City of Graysville
City of Homewood
City of Hueytown
City of Irondale
City of Leeds
City of Midfield
City of Mountain Brook
City of Pleasant Grove
City of Tarrant
City of Trussville
City of Vestavia Hills
City of Warrior

County Government

Emergency Management
Jefferson County Commission
Jefferson County Department of Health
Judges
Personnel Board of Jefferson County

ORGANIZATION



STAFFING CHANGES

Employees Hired Since November 1, 2009 – April 30, 2010

Angelica Collins

PC/Network Support Technician

Employees Promoted Since November 1, 2009 – April 30, 2010

Bronze McGhee

Senior Assessment and Development Specialist

Employees Separated Since November 1, 2009 – April 30, 2010

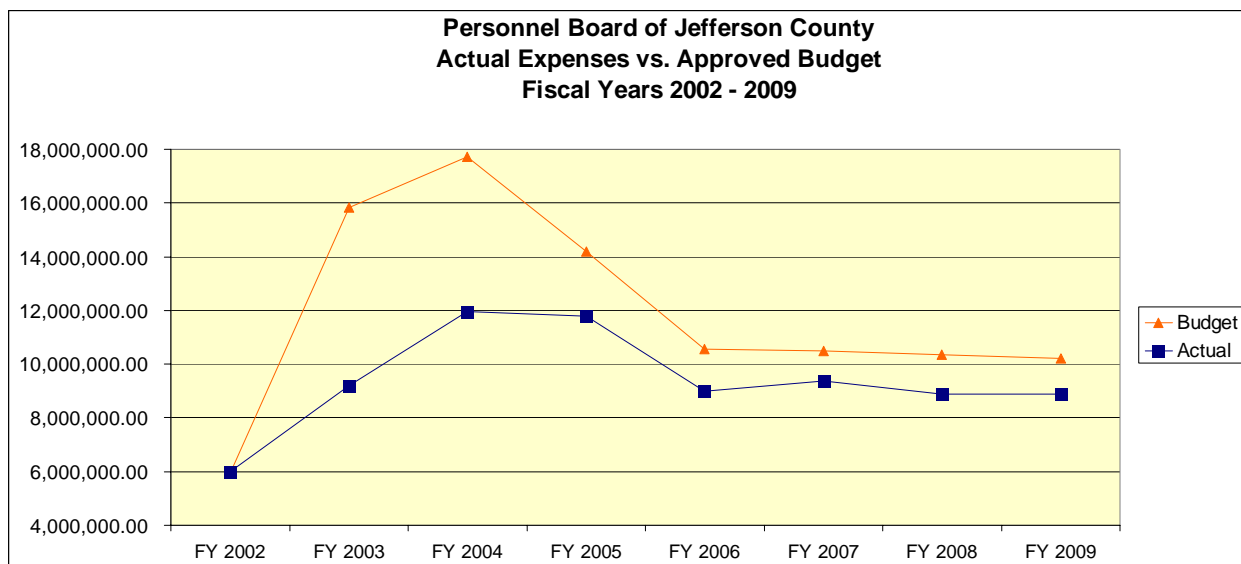
None

FINANCIAL REPORT

The PBJC takes its fiscal responsibilities very seriously and is sensitive to the financial impact it has on the budgets of member jurisdictions and the taxpayers. Beginning in 2005, the PBJC instituted strict fiscal policies and internal financial controls to ensure the proper utilization and accounting for both its physical assets and financial resources

The PBJC is particularly aware that the current economic environment has created financial stress for the jurisdictions that it serves. The Personnel Board is making every effort to decrease expenditures to the extent possible without compromising its statutory mandate. A number of cost control measures have been implemented for the current fiscal year including restricting travel, foregoing step and cost of living increases, and eliminating all non-essential purchases.

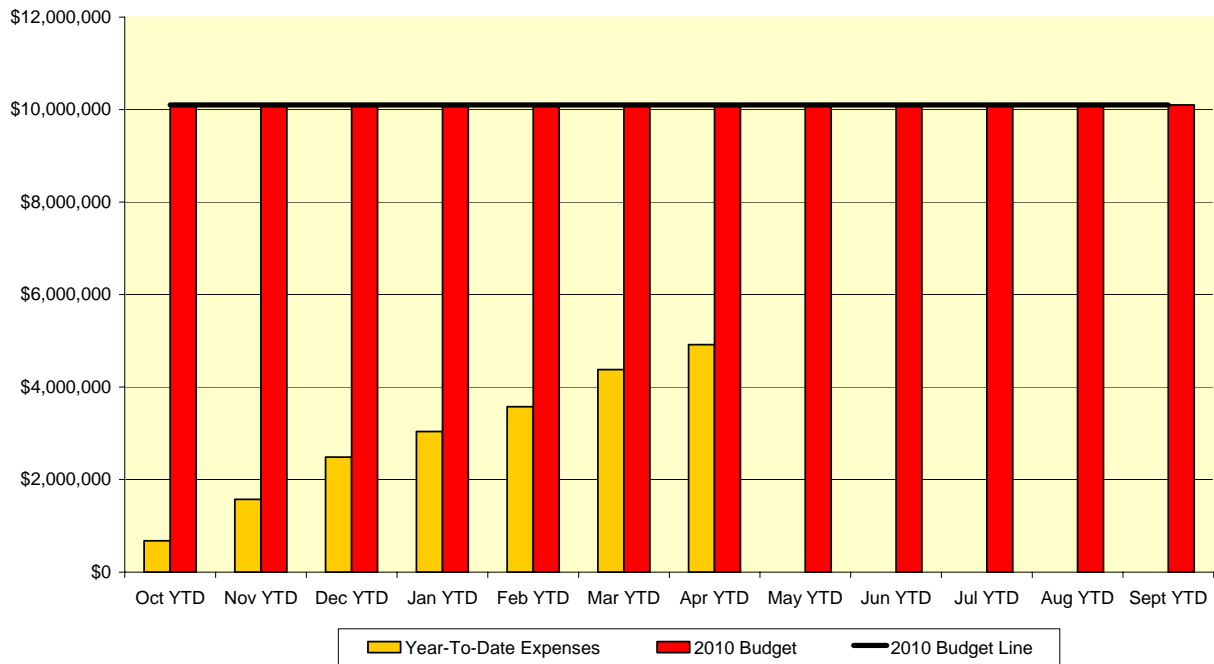
The PBJC's budget since 2005 is a testimony to its focus on reducing costs. The actual expenditures of the Board for FY2005-2006 were \$1,581,364.13 less than budget, for FY2006-2007 the actual expenditures were \$1,111,694.37 less than budget, for FY2007-2008 the actual expenditures were \$1,486,450.00 less than budget and for FY2008-2009 the actual expenditures were \$1,325,432.12 less than budget.



For fiscal year 2010 (October 1, 2009 through April 30, 2010), the PBJC has expended approximately \$4.9 million dollars and has \$1.3 million dollars in open purchase orders. Of the \$4.9 million dollars that has been expended, \$3.1 million were expended in salaries and fringe benefits; \$141 thousand dollars were expended for annual maintenance support agreements related to IT systems and Testing equipment as well as \$202,000 for the hosting of IT data; \$174,000 for legal and hearing officer expenses; \$450,000 for the payment related to consent decree legal fees ordered by the Federal Court as part of the PBJC's termination of its consent decree (the \$450,000 payment is the second payment of five scheduled payments ordered by the Federal Court and is an obligation which is outside the Board's control. However, significant reductions have been made in other areas to cover this expense to ensure that the Board does not exceed its 2010 budget); \$45,000 in other professional services (court-appointed monitor, IT consultant and examination

services); \$105,000 for advertising of Merit System positions; \$35,000 for public employment and business liability insurance; \$114,000 for the rental of hotels for volunteer testing assessors; \$75,000 for volunteer assessor meals and travel; \$371,000 for lease payments to Jefferson County for the rental of office space in the 2121 Building; and \$162,000 in other items such as recruitment travel to career events, office supplies, copier machine rentals, and publications. As of April 30, 2010, the Board has committed approximately 61% of its \$10.1 million budget.

**Personnel Board of Jefferson County
Year-To-Date Expenditures
Fiscal Year 2010**



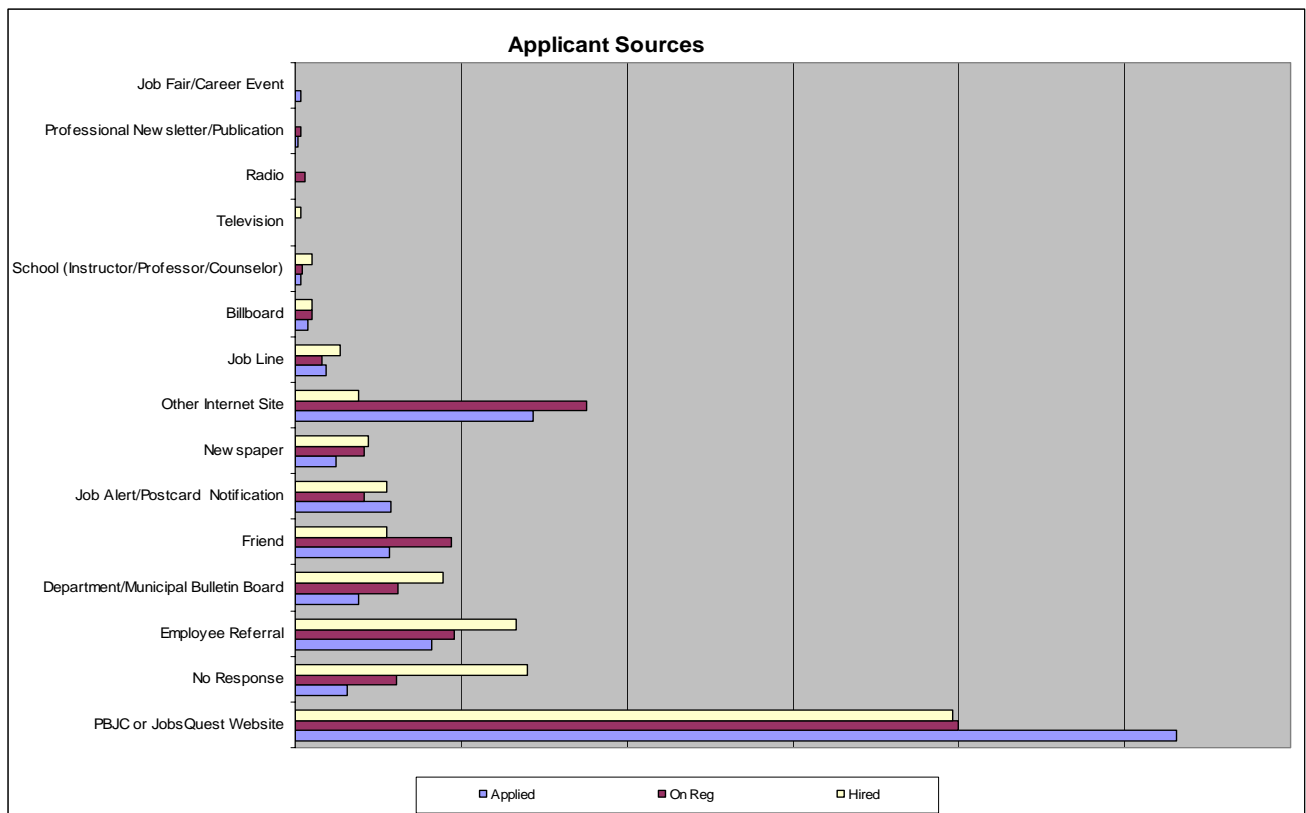
WORKFORCE DEVELOPMENT AND APPLICANT SERVICES



Workforce Development and Applicant Services is responsible for developing recruitment and marketing strategies to encourage individuals to consider careers in civil service and that promote the Merit System as an employer of choice in Jefferson County. The department is committed to providing equal opportunity in the recruitment process regardless of race, creed, color, national origin, religion, age, disability, or veteran status to the full extent protected by the law.

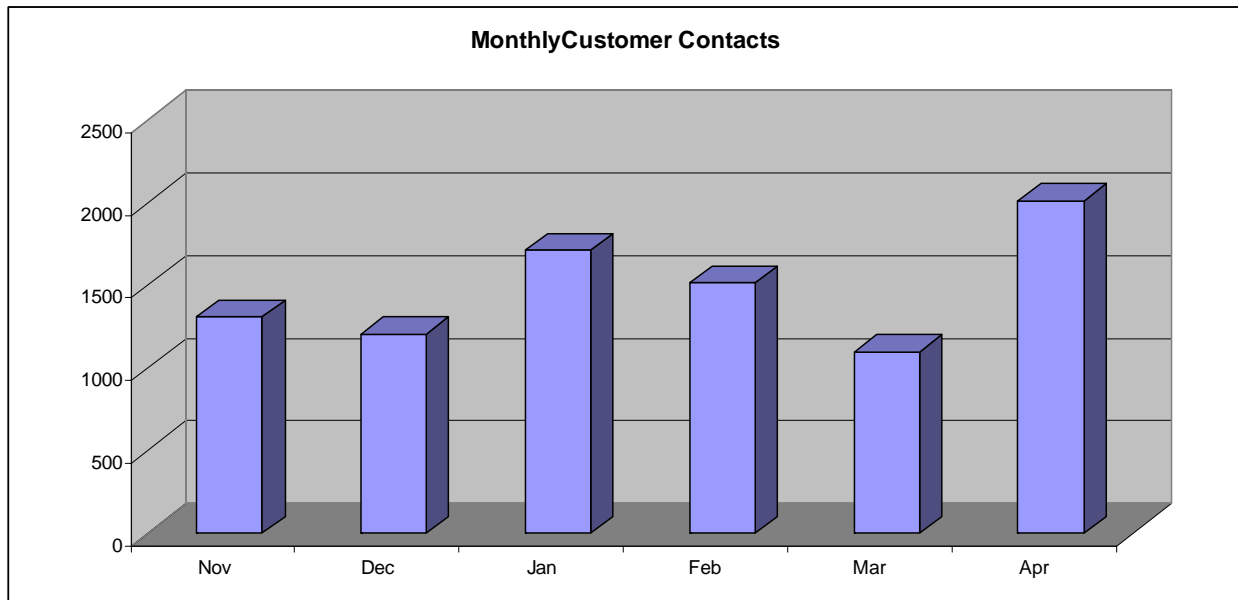
Recruiting

The Personnel Board received 19,445 applications for 310 openings for the period November 1, 2009 through April 30, 2010.



Applicant Services

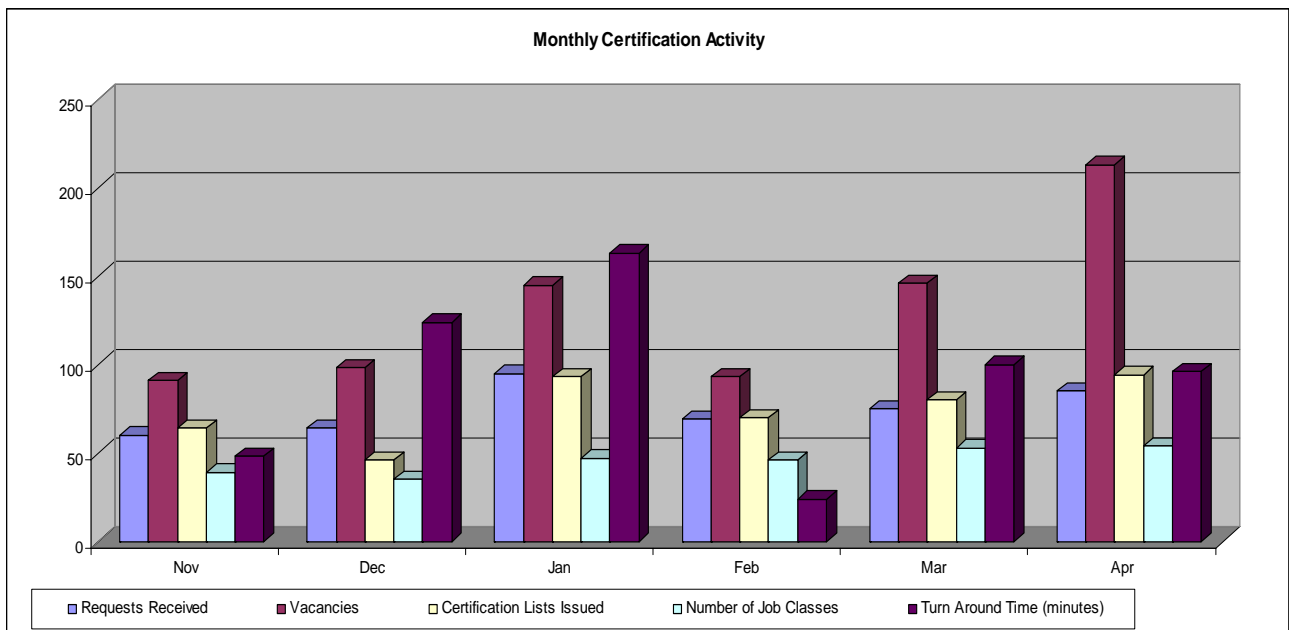
Staff handled 8,847 customer contacts from November 1, 2009 through April 30, 2010.



Note. Customer contacts include telephone calls, emails, and in-person communications.

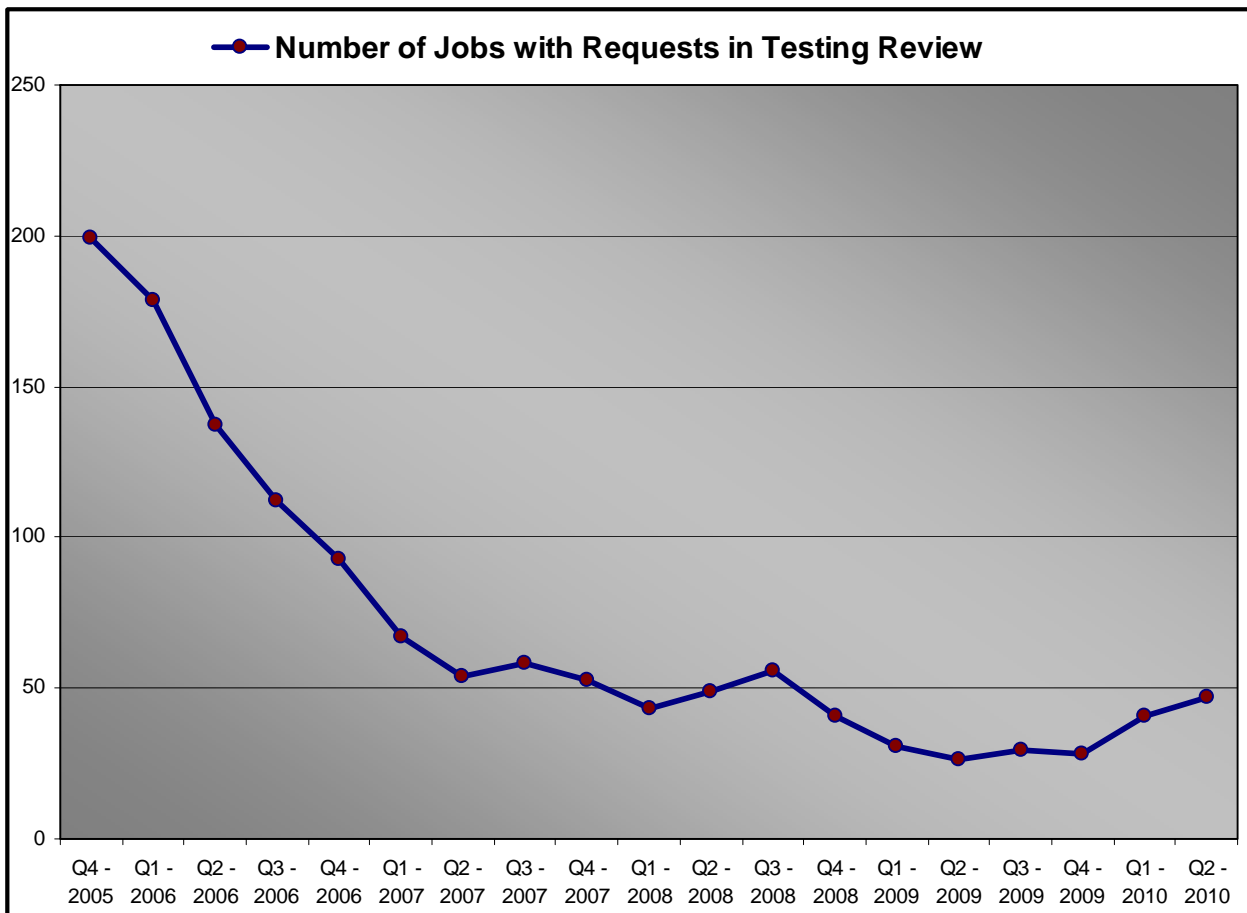
Certification Services

The Certification staff compiles lists (registers) of minimally qualified applicants and then sends lists (certifications) to Merit System jurisdictions when those jurisdictions request to fill vacancies. The staff created 144 registers with 4,697 applicants and issued 527 certifications for 327 job classes and responded to the requests for the lists at an average of 93 minutes from November 1, 2009 to April 30, 2010.



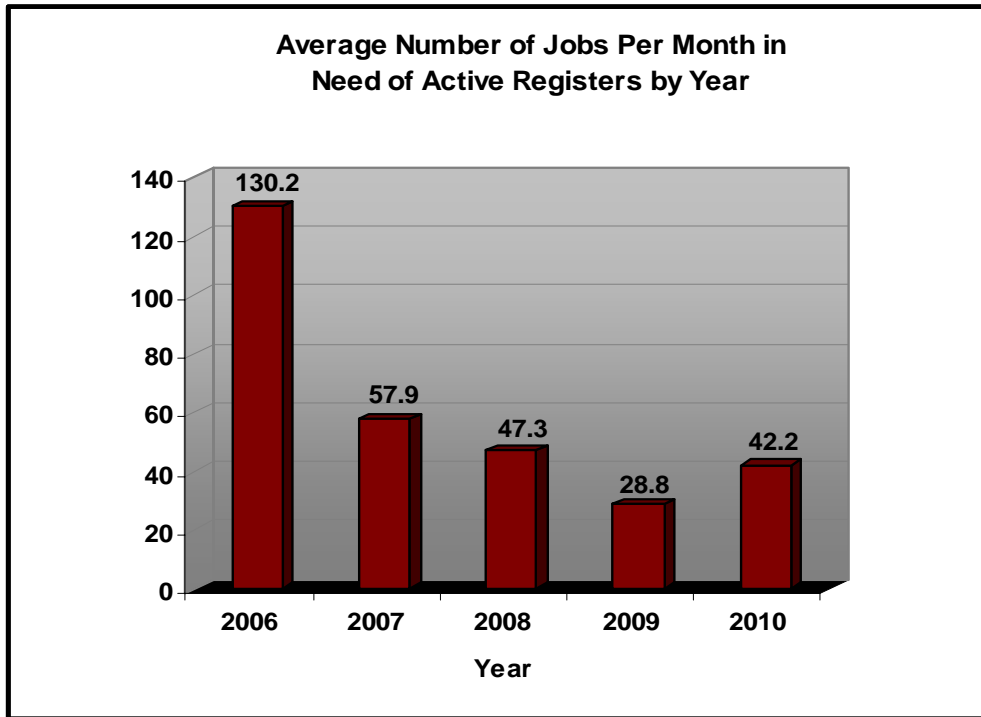
Performance Measurement

The Performance Measurement Division focuses on the facilitation of hiring of well-qualified and successful employees into Merit System positions. To accomplish this, the Performance Measurement Division performs thorough job analyses on Merit System jobs; develops selection tests that are fair, valid, and that relate to the job; and establishes eligible registers for use by Merit System jurisdictions for the hiring of high quality employees. Presented in the figures below are various data that are indicators of work performed within this division during the period covered by the 2010 Semi-Annual Report.



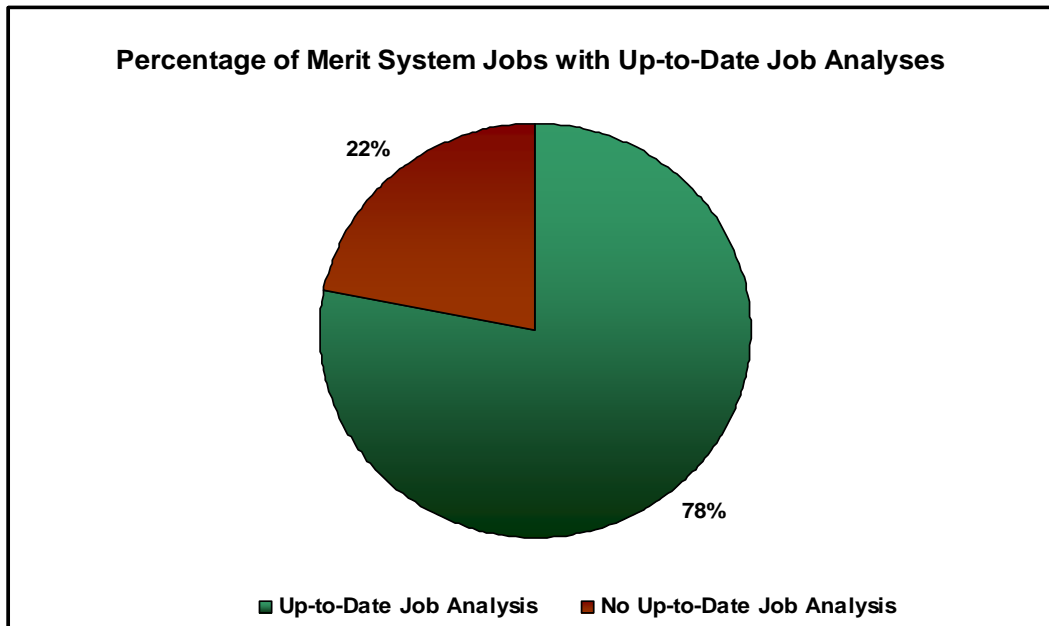
Note. "Testing Review" indicates that either no eligible register existed (or a eligible register existed, but was inadequate to meet the need of the jurisdiction) at the time a request to fill a position was submitted.

Average Number of Jobs in Testing Review per Month



Note. "Testing Review" indicates that either no eligible register existed (or a eligible register existed, but was inadequate to meet the need of the jurisdiction) at the time a request to fill a position was submitted. The 2010 average covers to May of 2010.

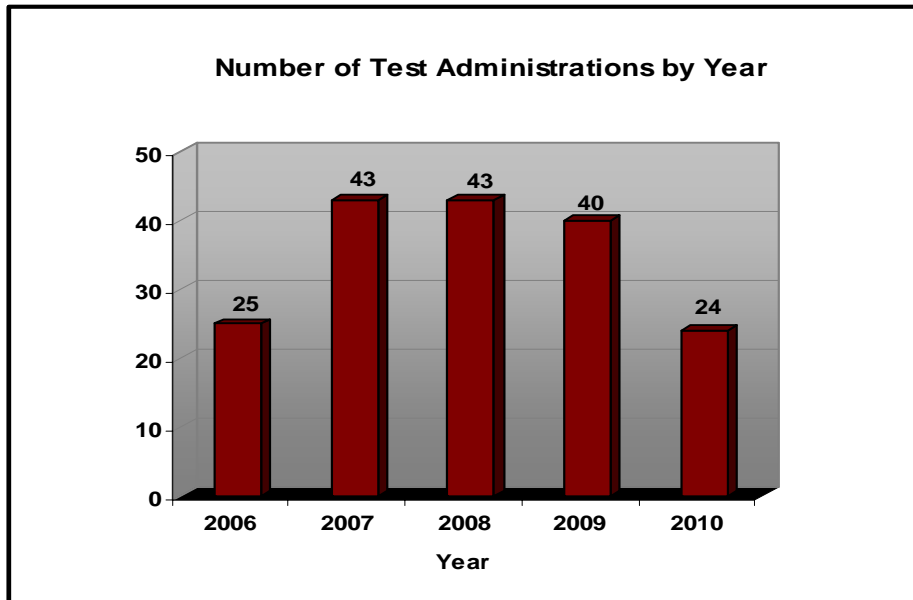
Percentage Job Classes with Up-to-Date Job Analyses



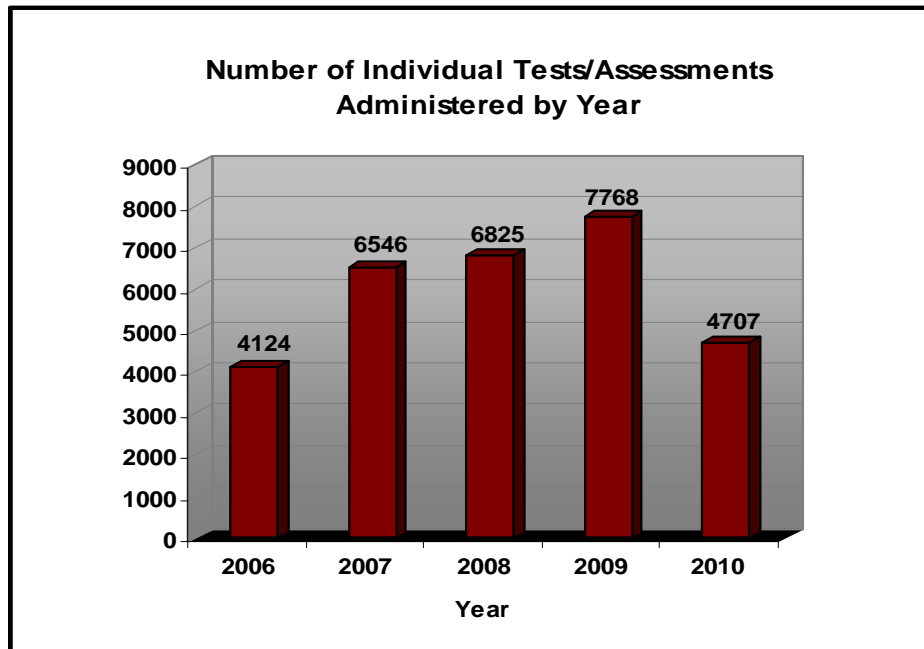
Note. Having an up-to-date job analysis completed for Merit System jobs ensures that selection tests can be developed and registers established as quickly and efficiently as possible. In 2003, the PBJC had no jobs with properly conducted job analyses. As of today, 78% of the over 750 active Merit System jobs have up-to-date job analyses.

Test & Assessments Conducted

During the first half of 2010, the Performance Measurement Division conducted 24 assessment center/test administrations, consisting of 4,707 individual tests/assessments. Also during this period, the division recruited 147 volunteers from across the country to donate up to 40 hours each to serve subject matter experts in the development of tests or as assessors in the evaluation of candidate performance on selection procedures administered by the PBJC. This resulted in nearly 5800 hours of work time donated by public safety and personnel selection professionals from across the country to the PBJC.



Note. The 2010 average number covers to May of 2010.



Note. The 2010 number covers to May of 2010.

Consent Decree Obligations

On November 20, 2008 the Federal Court entered an order terminating the Personnel Board consent decree and approving an agreement by the parties that requires, for a period of three years, that the PBJC provide to the United States Department of Justice up to ten validation reports at their request per calendar year (see Doc. No. 1562 *Joint Motion with Agreement* and Doc. No. 1573 *Order Terminating Consent Decree and Approving Agreement*). In December, 2009, the PBJC complied with that agreement and provided validation reports for five jobs classes requested by the United States through a letter sent on November 19, 2009.

Staff Changes

On March 15, 2010, the Performance Measurement Division promoted Bronze McGhee to the position of Senior Assessment & Development Specialist. Bronze, a Birmingham native, worked as an Assessment & Development Specialist for the PBJC for 7 years. She has Bachelor's in Psychology from Spelman College and a Masters in Industrial & Organizational Psychology from the University of West Florida.

Based on a job study, Classification & Compensation recommended a reclassification of an Assessment & Development Specialist position within the Performance Measurement Division to the position in the job of Test Administration & Assessment Coordinator. Effective April 24, 2010, Marty Alber was provisionally appointed into this reclassified position. Marty has worked as an Assessment & Development Specialist for the PBJC for 7 years. She holds a Bachelors degree in Psychology/Business from the University of Rhode Island and a Ph.D. in Industrial & Organizational Psychology from Auburn University.

CLASSIFICATION AND COMPENSATION

Classification and Compensation is responsible for classifying all Merit System jobs, assuring that employees are properly assigned to job classes, and that job classes are appropriately assigned to salary grades. The department reviews position description questionnaires, conducts job audits, develops classification specifications, and collects and analyzes labor market data to assure the competitive positioning of Merit System jobs. It is the objective of the department to create and maintain a compensation and classification system that fosters career growth and is both externally competitive with regard to relevant labor markets and is equitable internally.

Classification Survey

A major activity of the department is the Classification Survey during which approximately 20% of all positions in the Merit System are reviewed annually for proper assignment to job class. As mandated by the Enabling Act, each full-time position in the System is surveyed at least once in a five year period. The following table lists the positions that are included in the 2009-2010 survey.

| 2009-2010 Survey Jobs | | |
|-----------------------------------|-----------------------------|------------------------------|
| General Clerical | | |
| Medical Transcriber | Admin Asst III | Legal Secretary |
| Medical Clerk | Admin Asst IV | Sr. Legal Secretary |
| Medical Records Clerk | Admin Coordinator | Medical Secretary |
| Office Assistant | Exec Assistant | Sr. Medical Secretary |
| Admin Asst I | Info Spec-OSCS | Minute Clerk |
| Admin Asst II | | |
| Court Clerical | | |
| Court Reporter | Principal Court Clerk | Chief Court Clerk |
| Court Clerk | Court Coordinator | Chief Clerk Probate Court |
| Sr. Court Clerk | Probate Court Coordinator | |
| Miscellaneous Clerical | | |
| Business Office Supervisor | Traffic Citation Supervisor | Pension Coordinator |
| Municipal Records Supervisor | Sr. Utility Service Rep | |
| Office Equipment Operators | | |
| Phototype Setter | Sr. Printer | Print Shop Supervisor |
| Microphotographer | Bindery Worker | Print Shop Mail Room Spv |
| Printer | | |
| Recreation | | |
| Civic Activities Coordinator | Recreation Leader | Exercise Physiologist |
| Director Sr. Citizens Center | Sr. Recreation Leader | Fitness Instructor |
| Lifeguard | Recreation Center Director | Fitness Center Director |
| Senior Lifeguard | Recreation Supervisor | Fitness Center Administrator |
| Swim Pool Supervisor | Recreation Superintendent | Parks & Rec Superintendent |
| Sr. Swim Pool Supervisor | Athletic Prog Coordinator | Parks & Recreation Director |
| Recreation Play Leader | Rec/Aquatics Supervisor | |

| Law Enforcement Support | | |
|---------------------------------|------------------------------|-------------------------------|
| School Cross Guard | Photographic Lab Manager | Investigator-Checks/Warrants |
| Sr. School Cross Guard | Police Comm Relations Asst | Dist Attorney Investigator |
| Bailiff/Court Security | Police Comm Svc Wkr | Corrections Officer |
| Truck Weight Inspector | Sr. Police Comm Svc Wkr | Corrections Supervisor |
| Parking Enforcement Officer | Property Control Clerk | Sr. Corrections Supervisor |
| Sr. Parking Enforcement Officer | Bond Forfeit Investigator | Principal Corrections Spv |
| Parking Enforcement Spv | Fingerprint Classifier | Chief Jail Administrator |
| Animal Control Aide | Latent Fingerprint Examiner | Forensic Firearm Technician |
| Animal Control Officer | Latent Fingerprint Exam Spv | Forensic Scientist |
| Photograph Lab Specialist | | |
| Parks Maintenance | | |
| Plant Taxonomist | Botanical Gardens Director | Landscape Crew Leader |
| Turfgrass Supervisor | Green House Worker | Parks Maint Superintendent |
| Stadium Maint Supervisor | Gardener | Park Maintenance Supervisor |
| Arborist | Green House Gardener | Horticulture Maint Supervisor |
| Sr. Arborist | Horticulture Spec Grower | Horticulture Oper Manager |
| Urban Forestry Supervisor | Horticulture Dist Supervisor | Parks Maint Supt-Birmingham |
| Urban Forester | | |

The 2009-2010 Survey began on September 1, 2009, and is expected end with a public hearing scheduled for June 8, 2010. As a way of gaining efficiencies in the collection of data concerning jobs in the Merit System, the department created a combined data collection process with the Board's Performance Measurement Department. Data collected will be used by both departments, but for different purposes.

| 2009-2010 Survey Statistics | |
|------------------------------------|--------|
| Total # of eligible employees | 1398 |
| # of participants | 1083 |
| % of participation | 77.47% |
| % of job audits | 25.02% |
| # of Reclassifications | 30 |
| # of Appeals | 49 |

The appeals are currently being reviewed and final determinations will be available to survey participants on May 10, 2010.

Other Activities through April 30, 2010

| Type of Request | # Processed |
|-----------------------------|-------------|
| Advance Step | 16 |
| Contracts | 15 |
| Medical Pay Plan | 4 |
| New Class (*) | 4 |
| New Position | 112 |
| Premium Pay | 3 |
| Non-Survey Reclassification | 5 |
| Regrade | 3 |
| Salary Survey | 3 |
| Total Activity | 165 |

* New Classes

- Economic Development Manager
- Forensic Services Manager
- Test Administration & Assessment Coordinator
- Business Systems & Reporting Manager

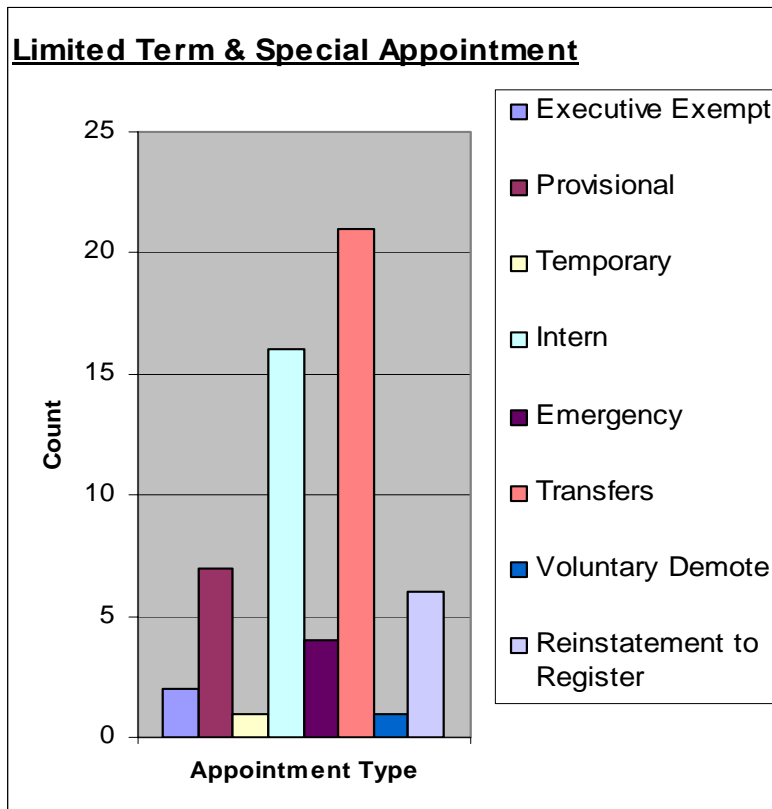
BUSINESS SYSTEMS AND REPORTING

Business Systems and Reporting serves as a central operations unit for the PBJC. The Department is responsible for processing personnel actions of all types, maintaining employee history, troubleshooting functional system issues, training and assisting system users, creating management reports, maintaining systems authorization, calculating seniority and eligibility, and updating databases. In addition, they play an integral role in testing new personnel actions, changes in system validations and edits, new patches, and system upgrades.

During the report period, the Department has concentrated resources on a project to clear a substantial backlog of personnel actions from the City of Birmingham and on an upgrade of the PBJC's system that handles personnel actions (Lawson).

Limited Term Appointments Processed During Report Period

| Appointment Type | Count |
|---------------------------|--------------|
| Executive Exempt | 2 |
| Provisional | 7 |
| Temporary | 1 |
| Intern | 16 |
| Emergency | 4 |
| Transfers | 21 |
| Voluntary Demote | 1 |
| Reinstatement to Register | 6 |
| Total | 58 |



In addition to limited term appointments, Department staff calculated seniority and/or eligibility on 1,273 applicants for 17 job classes, certified 54 payrolls, and processed 4,545 inbasket transactions. Inbasket transactions are personnel actions designed to stop in queue that require some validation, correction or supporting documentation before final processing.

INFORMATION TECHNOLOGY

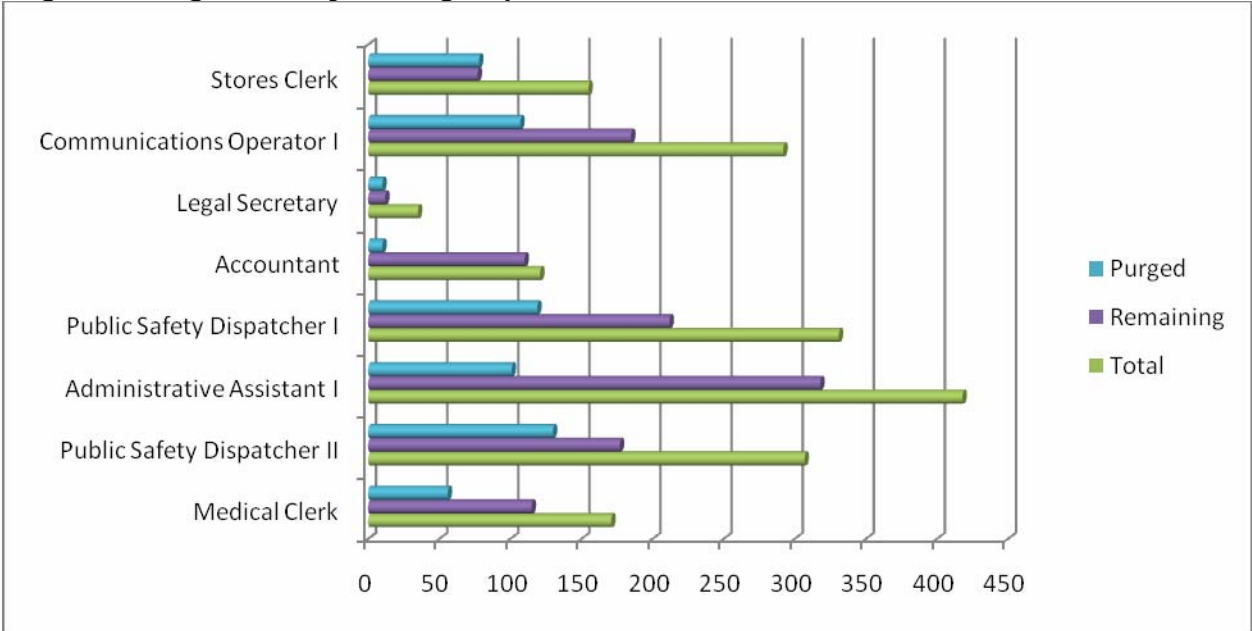
The Information Technology Department provides the maintenance and support for the information network and data reporting and analysis needs of the PBJC and provides technical assistance to the jurisdictions using the PBJC’s online information systems. The rapid pace of technological innovation has allowed IT to serve as a key facilitator of change at the Board. The implementation of the PBJC’s Human Resource Information Management System (HRIMS) in 2004 marked the beginning of a dynamic process that continues to impact the agency in many positive ways.

The highly integrated nature of the HRIMS with its enhanced capability for analytics allows the Board to measure, analyze, and optimize its internal business practices. Work requests are electronically tracked and time stamped at every stage of processing giving management the ability to view, from their desktops, where work is in progress at any point in time. Online analytics reflect processing times and variances that alert management to problems in work production and assist management in identifying operational efficiencies that can be gained through process improvement.

Register Purge and Interactive Voice Response System

During the report period, an average of 30% of candidates whose names appeared on the targeted registers were removed either by the candidates’ own choice or because the Board was unable to establish contact with the candidates either by telephone (6,214 calls) or by email to the email address on record.

Register Purge Activity During Report Period

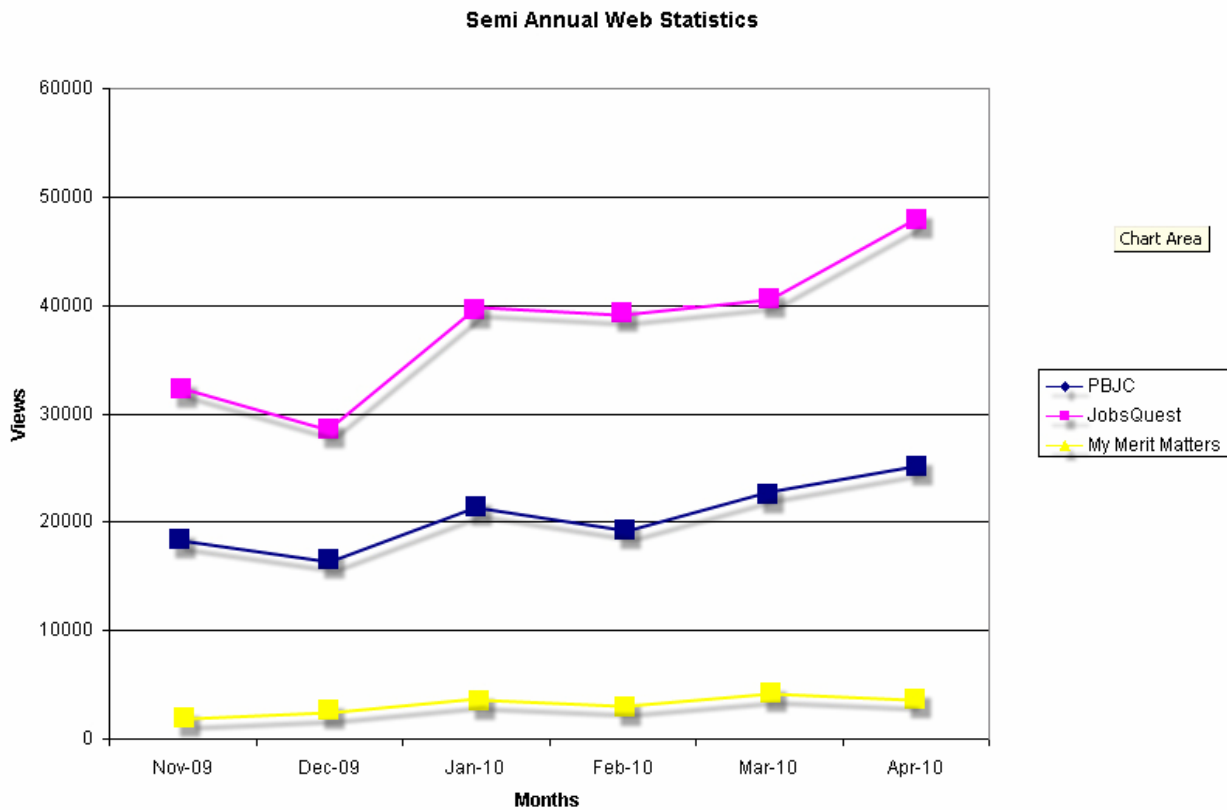


The PBJC’s Interactive Voice Response (IVR) system received 13,096 incoming calls during the report period, calls that otherwise would be fielded by staff.

Websites

The web has emerged as one of the Board's primary means of communicating with its constituencies and of bringing transparency to its operations. Statistical data is captured that reflects a range on information regarding traffic to and within each website maintained and supported by the Personnel Board. The graph that follows tracks the number of monthly visits for the report period for each Personnel Board website. Total combined volume to date for these sites has exceeded 1.5 million visitors with over 1 million visitors to JobsQuest alone. Job Alert, a job notification function of JobsQuest, sent 193,198 emails to prospective applicants.

| | |
|--|--|
| www.pbjcal.org | PBJC Main Site |
| www.jobsquest.org | Employment Site |
| www.meritmatters.org | Merit System Employee Site (Password Restricted) |



The Department continues to enhance its new Business Center. The Business Center is a web accessible data repository that provides jurisdiction-specific management information to appointing authorities. The Center brings together data that exists in various databases and systems and makes it available in one central location. It contains simple query tools for building reports as well as a number of production reports and has become a primary mechanism for pushing management information out to the jurisdictions.

In an attempt to improve communications with our constituencies, the Department implemented a Message Support Center. The Message Support Center captures all correspondence and comments initiated from any of the Board's websites and tracks and time/date stamps responses. Incoming communications are distributed to appropriate Board staff for response. The Center allows management to quality control and document outgoing communications.

Project Updates

The department continues to work with employees from the Business Systems and Reporting Department to resolve the City of Birmingham's backlog of personnel actions. This project is scheduled for completion in February, 2011.

The department is also engaged in an upgrade of the PBJC's system that handles personnel actions (Lawson). The initial phase of the upgrade, to include the training all end-users, was successfully completed on March 24th. The final phase of the upgrade is scheduled for completion on May 30th.

The PBJC's online application vendor (PeopleAdmin) has announced an upgrade that could possibly eliminate the need for a \$15,000 maintenance contract with another vendor that provides additional services for applicant tracking. Two onsite demonstrations have been conducted and implementation is scheduled for August. Existing applicants will be generally unaffected by the change except that they will find the new product more intuitive to navigate.

EMPLOYEE RELATIONS



The Employee Relations Department provides information and assistance related to the Rules and Regulations, operating policies and procedures, the Enabling Act, and other state and federal laws that impact the Personnel Board and Merit System.

The goal of the Employee Relations (ER) team is to ensure that employee relations issues are handled in an effective, expedient and competent manner in order to improve workplace productivity and morale. Our perspective is neutral - our commitment is to treat all issues with the greatest discretion and respect, and to maintain appropriate confidentiality. Our vision is to help employees and managers achieve a win-win outcome and enhance their working relationships.

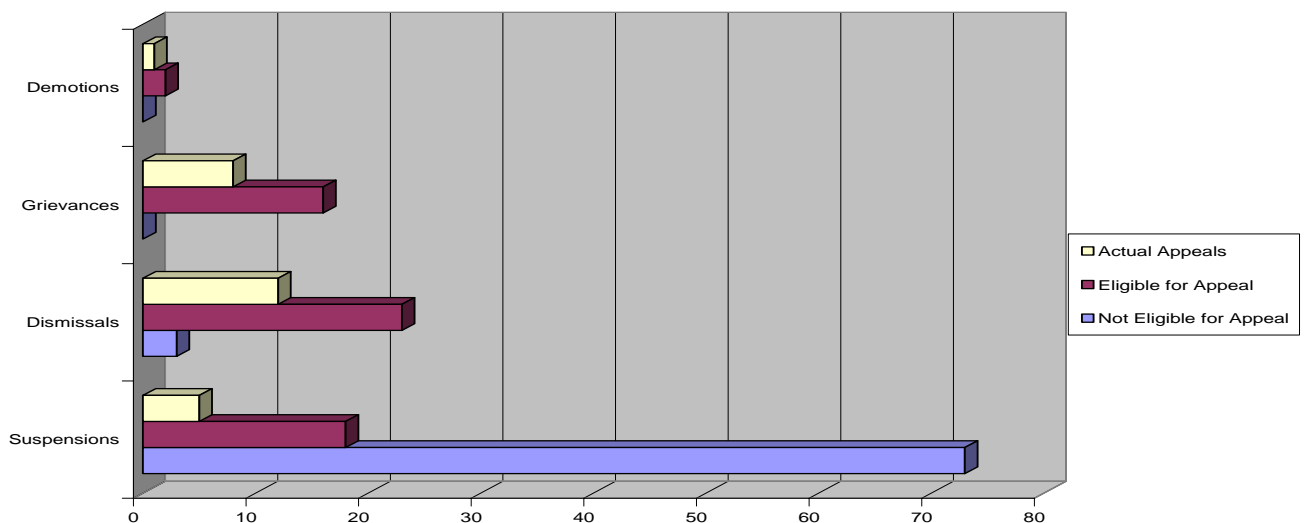
Future Projects

Efforts are being planned to collaborate with the PBJC’s Training Department to establish specialized employee training programs. This approach would focus on enhancing the employee’s worth and contribution in the merit system, alternative dispute resolution (mediation) and performance management programs. Through proper employee training, managers/supervisors can be better equipped, many of whom may be new to managing and supervising people, with the tools necessary to encourage interaction, open communication, and to develop good listening skills.

Activities

During the report period the Employee Relations Department received notification of 135 employee actions (grievances, disciplinary appeals, etc.). 56% of these actions were not eligible for appeal while 44% of the actions were. 44% of these eligible actions were actually appealed. 23% of the appeals were heard by an appointed Hearing Officer while 8% of the appeals were settled by the parties. 31% of the appeals were decided by an order from the Personnel Board.

Employee Relations Activity by Employee Action



Employee Relations Activities for November 2009 – April 2010

TRAINING AND CAREER DEVELOPMENT

Training and Career Development provides opportunities for employees to develop their personal and organizational skills, knowledge, and abilities through a wide array of course offerings. In all, the department offers forty-eight courses in both technical and non-technical fields from which employees may choose. Courses include communications, customer service, computer skills, diversity, ethics, legal, management, and supervision and are always free of charge to employees of the Merit System.

Leadership and Computer Skills Training

During the report period 1,125 employees attended PBJC supervisory skills, computer skills training, and LEDGE (LEadership Development for Government Executives) training classes. Two of the newest offerings, Creating a Respectful Workplace and Disability Awareness Training, provided a new dimension to our diversity training efforts.



The department's two certificate programs have been growing in popularity as participants have spread the word in their respective jurisdictions. To complete the Supervisory Certificate Program employees take twelve core courses and three electives.

Participants may be supervisors or may be interested in moving into a supervisory track.

The department's Computer Skills Certificate Program provides participants a foundation of basic computer skills and includes seven core courses and three electives. Information about the certificate programs and all of the department's course offerings can be found on the department's CareerZone website located at www.careerzone.org.

The next Certificate Program graduation scheduled to be held on May 21, 2010 will be expanded to include a PBJC trade show as well as video highlights and guest speakers. Birmingham Police Chief A.C. Roper will be the keynote speaker with 70 Merit System employees scheduled to graduate.

On Site Training

The department recognizes that it is often difficult for employees to be away from their workplace for training and that at times jurisdictions see value in their employees training as a unit. To accommodate this, the department provides classroom instruction on site where possible. This year, onsite training sessions were held at Birmingham Botanical Gardens, the City of Hueytown, and the City of Bessemer. Training is already scheduled to travel to the cities of Gardendale, Trussville and Mountain Brook in the summer of 2010.



Community Partnerships

The department is proud to partner with Virginia College in 2010. Through resource sharing and class allocation, the SkillSoft e-learning platform has been made available to all Merit System Employees as another viable training option, while PBJC leadership classes are offered to employees of both Virginia College as well as Better Basics, a local non-profit organization. These pilot programs, if successful, will allow us to continue our goal of improving the lives of Merit System Employees and the community at large.

ELEVATE

The newest training initiative is ELEVATE. This interactive program is based on career advancement and professional development. Components of the program include classroom based sessions on networking, interviewing, resume writing, and professionalism as well as Web 2.0 computer skills. In addition, participants can take a self evaluation known as CareerScope, and then have a PBJC employee debrief their results with them. Pilot classes were held in June 2009. Changes were made based on participant feedback, and classes have been scheduled beginning in May 2010. All class offerings have reached maximum capacity over 2 weeks prior to each class.

Community Involvement

The Board encourages its employees to participate in community outreach programs, and civic and professional organizations in order to build strong bonds of friendship and caring relationships within the community. The following are only representative of the many activities in which our staff are engaged. They are far too numerous to list here. The Personnel Board of Jefferson County benefits from its employees' involvement in community and professional affairs through the increased awareness of its presence and mission in the county.



In December, 2009, the Performance Measurement staff volunteered their time to assist with the U.S. Marine Corps Reserve Toys for Tots Program. The staff organized and delivered toys as Christmas gifts to needy children in the metropolitan Birmingham area.

Pete Blank, Training Advisor, is president of the Birmingham chapter of the American Society for Training and Development. He has spoken at Leadership Tuscaloosa, Leadership Vestavia Hills, and the Metropolitan Criminal Justice Executive Association. He will speak on behalf of the PBJC in June at the 2010 Alabama Environmental Health Association Conference at Ross Bridge.



Raymond Goolsby, Recruiting Representative, currently serves as President of the University of Alabama at Birmingham, Masters in Public

Administration Alumni Association. He also serves as a Junior Board Member for Easter Seals of Birmingham. Mr. Goolsby is Co-Founder and a Core Member of PROPEL, a local youth mentoring organization. Mr. Goolsby along with Josh Gilliam, Training Advisor, volunteered with Easter Seals at their annual charity event.

Roger McCullough, Manager, HR Information and Technology Services and Guy Dewees, Manager of Workforce Development and Applicant Services serve as President and Vice President respectively of the Alabama Business Leadership Employment Network, a consortium of businesses in Alabama dedicated to the hiring and promotion of people with disabilities. Mr. McCullough also serves on the Board of the Alabama Department of Rehabilitation Services representing business and industry in the state's Region Six.



Kim Kinder, Manager of Classification and Compensation, is Leadership Facilitator for the Birmingham Society of Human Resources Management Leadership Academy. Ms. Kinder is also a Visiting Allocation Team member for United Way of Central Alabama.



Carlos Kyle , Employee Relations Team Lead, is Founder and President of ALIVE (Abundant Life through Innovation, Vision, and Enrichment), a community development corporation established to operate and maintain enrichment centers. ALIVE is committed to excellence by educating, equipping, and encouraging all persons to be leaders that value a wholesome quality of life.



Kemi Niyiladipo, Business Systems Analyst, raised over \$600 for the 2010 March of Dimes WalkAmerica campaign.



The Board's Green Team is a team of dedicated employees that continues to support and promote initiatives and programs designed to make the PBJC more environmentally friendly, from recycling to conservation.



In addition, Board staff are active in professional organizations, including the Society of Industrial and Organizational Psychologists (SIOP), the Society for Human Resource Management (SHRM), the American Society for Training and Development (ASTD), and the International Public Management Association (IPMA), and the American Society of Public Administration (ASPA).