



COMMITTEE MEETING MINUTES

PERSONNEL / EMPLOYEE RELATIONS COMMITTEE

September 10, 2018

Christine Husom	District 1
Darek Vetsch	District 2
Mark Daleiden	District 3
Michael Potter	District 4
Charles Borrell	District 5

DATE APPROVED: [DATE]

Members Present: Mark Daleiden, Chris Husom, & Schawn Johnson

Members Absent:

Others Present: Jami Goodrum Schwartz, Michelle Miller, Jim O'Dell, Tim Dahl, Kim Johnson, Rachele Kramer, Cheri Nelson, and Lori Pawelk

THESE MINUTES ARE IN DRAFT FORMAT AND REQUIRE APPROVAL BY THE COUNTY BOARD

I. HHS TELEWORKS PILOT PROGRAM AND FUTURE VIABILITY OF THE PROGRAM

Jami Goodrum Schwartz, Human Services Director provided the committee members with an overview of the teleworks pilot program that the HHS Department began in May. Goodrum Schwartz stated that her request for today is to move the telework program from a pilot program into a permanent program that will be adopted by the County through a policy in the County's personnel policy manual.

Schawn Johnson, Human Resource Director agreed, commented that the Administration Department will consider other departments that may benefit from telework and will work well with them, however, it isn't for all departments or individuals.

Human Services Director Goodrum Schwartz said there were twelve employees that participated in this pilot program and reported that it was quite successful. She added that they are monitoring and aware of some challenges that have arisen but are working through them as they occur. She added that they have been very selective in choosing the employees that participated in the pilot program and identified employees who they felt would work well in this type of work environment.

Human Services Director Goodrum Schwartz provided the committee members with a document identifying the benefits that the HHS Department experienced during the telework pilot program. The following is an overview of those results:

- Caseload Management
 - MnCHOICES
 - ❖ Initial assessments completed up to 30% more quickly
 - ❖ Initial case-processing time cut by up to 40%
 - ❖ Reassessment case processing, including CSP, is now on time or within 5 days of due date. Prior to Telework, we were up to 30 days past the due date
 - DD Child Case Manager is managing a caseload of 59 cases, a 15% increase from the recommended 50
 - Child Support has increased their teleworker's caseload by 10% without impacting quality of work
 - Financial Assistance has experienced a 15% increase in caseload per teleworker
- Overall Productivity
 - Requests to adjust schedules decreased by 50% from the previous 3 months
 - Financial Assistance developed a job aid to increase efficiency
 - Performance remained the same; child support collections have not decreased

- Availability of telework staff has not resulted in any complaints
- Clients receive better/faster services
- Technical Benefit
 - Virtual printing into OnBase
- Staff Collaboration
 - Coverage has been handled well
 - Collaboration between staff members within and across units gives the teleworkers a sense of belonging to their own unit and to the new group
 - Job satisfaction improved

July Pilot Report:

- **Working Well:**
 - Wright Fax
 - Connectivity
 - Going smoothly (several noted)
 - Going extremely well (several noted)
 - Issues addressed quickly
 - Staff adapting and covering for one another
 - Voice messages to email is very helpful
 - Flexibility
 - Surprised how much more productive (several noted)
 - More seamless than thought
 - Coworkers helping one another for printing/problem solving
 - Fantastic
 - No computer issues (a few noted)
 - Everyone has been responsive and quick
 - Working from home is much less stressful
 - No issues w/internet
 - IT has been fabulous and very responsive
 - Skype has been great to communicate
- **Challenges:**
 - Printing MnCHOICES – DHS is aware of the issue
 - Printing from SMI
 - Access to Compass to create forms

How to handle phones; Citrix issue

Chris Husom, Commissioner asked what was the breakdown of positions that participated in the pilot program.

Human Services Director Goodrum Schwartz responded that there is a total of twelve employees that participated in the program. There were six social workers (four child support officers, two financial workers), five DD MNchoices staff members and one Public Health Nurse. She added that they have seen the technology benefits with the release of Office 365, Skype, enhanced communication capabilities, and the ability to use more virtual printing using OnBase.

Mark Daleiden, Commissioner asked what they are seeing for the future for the telework program.

Health and Human Services Director Goodrum Schwartz said they have had conversations with BKV Group and with a staff of 240 HHS employees they would like to see a maximum of twelve employees a year participate in the

telework program. HHS goal is to have 48 telework participants. She reported that the next roll out would be near the middle of 2019 with another twelve employees participating in the telework program. No employees that are currently participating in the telework pilot program have reported any issues or have asked to come back to work in the office. Some employees have reported that they have fewer distractions when they are teleworking then they do when they are working in the office.

Michelle Miller, Social Services Manager noted that they have tested using Skype for one in house meeting that involved telework employees. They will continue to explore this option in the future.

Commissioner Daleiden asked what the Information Technology Department's opinion is regarding the telework program. Cheri Nelson, I.T. Manager said it was going quite smoothly on their end and deployment went well. She added that the size was manageable. She added that it was preferable to keep the rollout in pieces with technical support.

Jim O'Dell, Technology Supervisor agreed on limiting the number of rollouts in order to see what support may be needed with increasing the number of telework employees in the future.

Commissioner Daleiden asked about the purchasing of chairs. Tim Dahl, Risk Manager said that the telework staff members have been responsive and all participants purchased the necessary chairs and the County did not have any workers compensation claims to report. Human Resources Director Johnson complimented on the teamwork of all the departments in working together to successfully rollout the telework pilot program.

I.T. Manager Nelson said that they are modernizing the phone system with new components which will be the first step in improving the quality of our phone service. She stated that the I.T. Department is taking a conservative approach with the existing phone system and is trying not to damage the system that is already in place.

Kim Johnson, Financial Services Manager mentioned that they are taking calls from clients using cell phones and that it has not been a problem.

Commissioner Daleiden asked about doing home visits as a check in.

Human Services Manager Goodrum Schwartz replied that they have not conducted any home visits at this time, however they have been using Skype as a method to monitor staff members. She added that the employees understand that this is a huge privilege and they are expected to be professional.

Richelle Kramer, Social Services Supervisor mentioned that the calls also have an option to go into an audio file that can be shared with supervisors. IT Manager Nelson said this is a feature with the upgraded system and will be available to all County staff members in the future.

Human Resource Director Johnson added that this will be beneficial for saving audio files.

Commissioner Husom stated that she is happy with the teleworks pilot program and that the employees that are currently teleworking should continue to work in this capacity.

Human Services Director Goodrum Schwartz added that this is also one tool that can be used to assist with staff retention.

Commissioner Daleiden also see that there is a lot of mobile employees that that could possibly turn into telework employees and that he is happy with the success of this program.

RECOMMENDATION: APPROVE THE CONTINUATION OF THE TELEWORK PROGRAM AND OFFER THE PROGRAM TO OTHER COUNTY DEPARTMENTS FOR FUTURE CONSIDERATION.

Respectfully Submitted, Kathleen Brannan-Merritt

DRAFT

TELEWORK PILOT RESULTS

Benefits of Telework

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TELEWORK PILOT RESULTS

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