

Department of Human Resources

11-01-Employment Services

Fund/Agency: 001/11	Department of Human Resources	
Personnel Services	\$912,357	<p>CAPS Percentage of Agency Total</p> <p>A pie chart titled 'CAPS Percentage of Agency Total' is located on the right side of the table. It is divided into two segments: a blue segment representing 'Employment Services' at 26.6% and a yellow segment representing 'All Other Agency CAPS' at 73.4%. A legend below the chart identifies the colors: a blue square for 'Employment Services' and a yellow square for 'All Other Agency CAPS'.</p>
Operating Expenses	\$757,908	
Recovered Costs	\$0	
Capital Equipment	\$0	
Total CAPS Cost:	\$1,670,265	
Federal Revenue	\$0	
State Revenue	\$0	
User Fee Revenue	\$0	
Other Revenue	\$0	
Total Revenue:	\$0	
Net CAPS Cost:	\$1,670,265	
Positions/SYE involved in the delivery of this CAPS	16/16	

► CAPS Summary

The Employment Division provides support to agencies in the selection and development of competent employees by providing effective, cost efficient recruitment and selection consulting services.

The Employment Services Division staff consults with agencies to provide guidance and support to ensure that selection procedures are in compliance with County, State and Federal merit system principles. The Employment Services Division staff develop recruitment plans for specific vacancies and determines the most effective advertising media. Personnel Analysts act as consultants to agencies in developing selection criteria and in resolving recruitment problems. Staff researches and prepares responses to application complaints and litigation actions concerning selection decisions. Assistance is provided to ill/injured employees in finding alternate positions and to disabled applicants in the selection process. Staff coordinates Americans with Disabilities Act issues with County Agencies. The Outreach Recruiter assists agencies in determining appropriate recruitment sources to enhance the

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diversity of the applicant pool. Staff tracks and monitors Criminal Background Investigation requests and results.

Testing Unit staff assist Public Safety agencies in the development of assessment center and other promotional exams. Staff serve as subject matter experts in any litigation actions pertaining to testing processes.

In an effort to retain qualified employees, the Employment Services Division in conjunction with a private consultant will be developing a web-based exit interview survey to investigate work place climate, management practices and career development and identify barriers encountered by women and minorities to improve the organization overall and increase employee retention.

Employment Services Division staff provide training on Interviewing Techniques, Decentralized Certification, Resume Writing, Selection Process and other topics as requested by agencies. Focus group sessions have been held to determine the needs of agencies and will continue to be used to obtain feedback on the quality of service provided. Customer service is our top priority.

► Method of Service Provision

Service provided directly to customers (employees, agency managers, members of the Board of Supervisors, commissions, constituents, Federal and State regulator agencies) and others as appropriate. Service is provided with staff working in a team-based environment, individually, or in groups as consultants.

► Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Best qualified applicants forwarded to agencies	NA	NA	20,125	21,131	22,187
Resumes processed	35,996	33,143	44,672	46,906	49,251
Outreach Contact made	NA	NA	40	60	80