



**City of Portland Core Values:**

**Anti-racism | Equity | Transparency | Communication | Collaboration | Fiscal Responsibility**

- Core Values adopted Citywide in July.
- Core Values/Competency model implementation/training.
- Successful rollout and adoption of Onboarding platform.
- Provided support to the Emergency Coordination Center (ECC) by being on the Aging & Disability team and other support -- recognized by Forbes magazine.
- Arranged for Proclamation on 30th anniversary of the Americans with Disabilities Act (ADA) in July.
- Worked closely with OMF-CAO to:
  - Develop Citywide COVID-19 Workplace Safety Guidance including an accessible PDF.
  - Produce a mandated OSHA training as an eLearning.
- Updated HRAR 4.04 Telework, created new Citywide accessible Telework Agreement Form.
- Rapidly adapted in-person facilitated trainings for virtual environments, including New Employee Orientation (NEO) and HRAR 2.02.
- Presented at national NEOGOV conference regarding shortening the City's time-to-fill with assistance of data analytics.
- "How to Apply" classes went virtual with the addition of evening and weekend course offerings.
- Regularly connecting with High School students about career opportunities.
- Recruitment built a process for continuing priority recruitments which has become the foundation for all HR transactions.
- Administered Work Share.
- Efforts have begun to improve the City's Affirmative Action Plan.
- Merged Employee and Labor Relations into one team – leveraging the deep knowledge of two team skillsets to solve challenges and create opportunities as one.
- COVID-19 presented Human Resources Business Partners with new responsibilities such as illness in the workplace coordination, contact tracing, Safety Net program administration, Workplace Safety Guidance, change management, and Work Share claims processing -- to name a few.
- Labor Relations has been in near perpetual bargaining since the outset of the calendar year including concession agreements, interim negotiations, and successor bargaining with DCTU.
- In response to the nation's reckoning with racial injustice and the recent adoption of the City's Core Values, Employee and Labor Relations has worked to incorporate these

values across a number of our processes including but not limited to offer letters, performance objectives, HRAR 2.02 investigations, as well as data analysis.

- Labor Relations crafted a long-range strategic plan that puts priorities in place for both union relationships and contract amendments that support the City's core values.

#### Quick stats on a few supported workflows

77	Investigations, 16 of which were HRAR 2.02 related
6	Mediation cases
56	Accommodations
16	Demands to Bargain
5	Letters of Agreement

- Benefits hosted the City's first completely virtual open enrollment, resulting in one of the highest percentages of enrollment completion ever.
- The coronavirus pandemic sparked the creation of many fillable forms in effort to reduce trips into the building and improve overall response time.
- Expanded Flexible Spending Account (FSA) Plan year and allowed additional mid-year changes so employees could have more flexibility in spending down their elections.
- Families First Coronavirus Response Act (FFCRA) and the COVID-19 Response Leave Sharing Program (a response to employees needing access to additional paid leave options). Two brand new programs needing rule interpretations, system configurations, regular maintenance, constant education, all while maneuvering implementation hurdles.
- Record numbers of individual bureaus' Family and Medical Leave Act (FMLA) and FFCRA applications processed.
- Implemented Coronavirus Aid, Relief, and Economic Security (CARES) Act changes within the City's Deferred Compensation Plan -- creating additional withdrawal options.
- Expanded mental health benefits within the Employee Assistance Program (EAP), including increased visit limits and coverage for casual employees.
- Increased access and education for telehealth options as care facilities closed.
- Expanded access to National Fire Protection Association (NFPA) physicals within the Portland Fire Fighters' Association (PFFA).
- Developed and analyzed the Dependent Care Survey, with 600 employees responding. Created and distributed an Employee Care and Support Guide based on the survey feedback received.
- Created new content and expanded virtual retirement planning seminars due to employees leaving or eligible to retire – Over 400 terminations so far this year and we still have a couple weeks left.
- Onboarding and offboarding elected officials and their staffs.

- Implementation, education and tracking of employees participating in the expanded Safety Net options.
- Pivoted onsite Occupational Health and Well-being work to address the mental health toll the pandemic, racial injustice, and wildfires have taken on employees.
- Began offering mindfulness, stress management and movement opportunities virtually and through avenues such as the Walker Tracker Challenge.
- Launched and studied results of an informational email campaign meant to help employees manage stress, feel more appreciated, and create better work-life balance.
- Served at the Emergency Coordination Center (ECC) -- helping to write policy and procedures to keep City facilities a safe during the pandemic.
- Provided guidance and training to help employees return to facilities safely and in compliance with Occupational Safety and Health Administration (OSHA) regulations.
- Provided onsite flu shot options for those still reporting to worksites.
- Almost daily website updates to keep up with and communicate all these changes.
- Collaborated. Collaborated. Collaborated...
- Hired a temporary employee to build the job family architecture for the City.
- Secured funding for two limited term positions to support Pay Equity in 2021.

#### More Quick Stats

449	P4s processed
311	Pay Equity Reviews
6	Milliman/Salary Survey responses
8	Non-Milliman/Salary, substantial survey responses
~45	Ad hoc survey responses
2	Market Studies (large, multiple classifications)
10	Market Reviews (smaller)

- Managed increased workload due to pandemic impacts on process and expanded program offerings on top of a really heavy workload
- Partnership with other teams and stakeholders

#### **Process or Systems changes -- requirements gathering/scenario writing/testing and implementation:**

- Successfully implemented contract changes for newly ratified collective bargaining agreements (CBA)s for BOEC, PPCOA & PFFA and PPA Promotional Pay Practice MOA.
- Payroll/Operations -- in collaboration with EBS, Class Comp and Labor Relations, successfully implemented July/Jan COLAs and July minimum wage increases and COVID related LOA's for DCTU, PCL, Recreation, SMW and Protec - 17.
- FFCRA absences and leaves in SAP, including new Emergency Personal SL.
- 2/3's pay up to \$200 cap per day.

- Sick and Vacation Leave advances in SAP.
- COVID-19 Leave Sharing Program.
- Juneteenth Holiday.
- Furlough and Reduced Work Schedules.
- Management leave and vacation over the max rollover for 2020-2021.
- Implemented Senate Bill 1049 PERS changes, including implementing the voluntary Individual Account Contribution (IAP) program.
- Assisting with the setup of the 2021 charitable campaign, including set up of approximately 50 new vendors, related wage types, and ACH third party payments.
- DocuSign and certified signature implementation involving an overhaul to forms library.

**Development and Stakeholder support:**

- Timekeeping business process development, guidance, FAQs and Job Aids for COVID-19, wildfires, FFCRA, Juneteenth time entry.
- Provided Safety Net guidelines to bureaus and supporting SAP personnel and time management changes.
- Developed reports and provided continuing support for Work Share to report to the State of Oregon.
- Reports for Furloughs and Reduced Work Schedule costing/tracking/budgeting.
- Executed the Financial Reporting required to support the City of Portland external audit (Moss Adams).

Final Quick Stats

600 written Verifications of Employment (VOEs) since March 2020  
 22 Remote execution of roughly 22 City payrolls

- Started a weekly newsletter (BHR BULLETIN).