Human Resources Update: FY2019-20
Michael Brown, DPH HR Director
Department of Public Health
Health Commission
September 1, 2020
Key Components

- FY19-20 HR updates:
  - Merit and Recruitment
  - Operations
  - EEO Programs
  - Labor Relations
  - Payroll
  - OSH
  - People Development

- Equity at HR
149 nurses were hired between March and May 2020:
• 84 – 2320
• 65 – P103s

Hiring Plan for COVID-19 response nurses:
✓ Expedited hiring continues
✓ RN eligible lists are updated on-demand
✓ DPH recruiters engage applicants from Per Diem RN pool
FY19-20 - All Recruitments

Total Number of Job Classifications = 28

Total Number of vacancies = 59

Total Number of Applications Received = 6821

Please see Attachment #1 for job codes, recruitment numbers, and number of applicants per recruitment.
A total number of 16,256 applications were received during FY19-20 (Previous year: 19,326)
1166 Recruitment Update

1166 Director of Behavioral Health Services & Mental Health

- Job announcement open since 6/29/20
- 44 applications received
- 16 applicants deemed qualified; recruitment continues
- Berkeley Search Consultants leading the search
- Position posted on multiple job sites and national associations

**Hiring timeline:** select candidate by 10/2020; onboard 01/2021.
Race/Ethnicity of Active Employees by FY

SFDPH Active Employees by Year and Ethnicity/Race

<table>
<thead>
<tr>
<th>Ethnicity/Race</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMERICAN INDIAN/ALASKAN NATIVE</td>
<td>2,000</td>
<td>2,054</td>
<td>2,111</td>
<td>2,094</td>
</tr>
<tr>
<td>ASIAN</td>
<td>26.2%</td>
<td>26.9%</td>
<td>27.3%</td>
<td>26.8%</td>
</tr>
<tr>
<td>BLACK</td>
<td>860</td>
<td>887</td>
<td>925</td>
<td>944</td>
</tr>
<tr>
<td>FILIPINO</td>
<td>1,717</td>
<td>1,668</td>
<td>1,631</td>
<td>1,586</td>
</tr>
<tr>
<td>LATINOX</td>
<td>1,069</td>
<td>1,069</td>
<td>1,074</td>
<td>1,077</td>
</tr>
<tr>
<td>MULTIRACIAL</td>
<td>1,856</td>
<td>1,811</td>
<td>1,797</td>
<td>1,737</td>
</tr>
<tr>
<td>NATIVE HAWAIIAN/PACIFIC ISLANDER</td>
<td>22</td>
<td>0.3%</td>
<td>22</td>
<td>0.3%</td>
</tr>
<tr>
<td>UNKNOWN</td>
<td>0.2%</td>
<td>0.4%</td>
<td>0.6%</td>
<td>1.1%</td>
</tr>
<tr>
<td>WHITE</td>
<td>20</td>
<td>21</td>
<td>3</td>
<td>6</td>
</tr>
</tbody>
</table>

New Hires by Human Resources Location from FY 15-16 to FY 19-20

New hires at San Francisco Department of Public Health (SFDPH) Human Resources Location by Fiscal Year (FY) 15-16 to FY 19-20. A fiscal year runs from July 1 to June 30 (e.g., FY 19-20 started July 1, 2019 and ended June 30, 2020). All data are from HRMS accessed on 7-10-2020. Please note that hire means an employee new to SFDPH. All reassignments and promotions within SFDPH are excluded from the final count.
Nursing Hiring and Retention Numbers by Specialty

New Hires to Retained Nursing Staff by SFDPH HR Location and Specialty in FY 19-20

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Central Office</th>
<th>LHH</th>
<th>ZSFG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>35</td>
<td>47</td>
<td>104</td>
</tr>
<tr>
<td>Correctional</td>
<td>19</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Informatics</td>
<td>2</td>
<td>27</td>
<td>121</td>
</tr>
<tr>
<td>Quality Management</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>HEALTH AT HOME (Home Health)</td>
<td></td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>LHH (Long Term Care)</td>
<td></td>
<td>48</td>
<td></td>
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</tbody>
</table>

New Hires to Retained Nursing Staff by Human Resources Location and Specialty in FY 19-20. Retained means that the new hire is still active at SFDPH as of 7/1/2020.
ALL COUNTS/RECORDS SHOULD BE CONSIDERED AN ESTIMATE, WHICH MAY CONTAIN ERRORS AND ARE SUBJECT TO REVISIONS.

HR EEO

EEO Complaints Received in FY19-20
Total=84

- ZSFG: 38
- LHH: 19
- Primary Care: 3
- PHD: 4
- Jail Health: 1
- NA: 9
- Behavioral Health: 1
- Jail Health: 4
- Jail Health: 1

Number Of EEO Complaints Received In FY18, FY19, FY20

- FY17-18: 68
- FY18-19: 84
- FY19-20: 84
ADA Accommodation Requests Received in FY19-20
Total=308

ZSFG, 167
Central Admin, 14
Jail Health, 2
LHH, 38
Population Health, 13
Primary Care, 30
SFHN - MCAH, 9

Number Of ADA Requests Received In FY18, FY19, FY20

FY17-18
FY18-19
FY19-20
293
286
308

ALL COUNTS/RECORDS SHOULD BE CONSIDERED AN ESTIMATE, WHICH MAY CONTAIN ERRORS AND ARE SUBJECT TO REVISIONS.
Disciplinary & Personnel Actions by Race/Ethnicity


- American Indian/Alaskan Native
- Asian
- Black
- Filipino
- Hispanic
- Multiracial
- White

Legend:
- Total Percentage of Population
- Total Percentage of Discipline
Key Personnel Actions


- **Asian**
- **Black**
- **Filipino**
- **Hispanic**
- **White**

### Probationary

- LHH: 1
- ZSFG: 7
- AMB: 4

### Written Warning

- LHH: 1
- ZSFG: 10
- AMB: 5

### Suspension - 5 Day

- LHH: 1
- ZSFG: 2
- AMB: 1

### Dismissal

- LHH: 3
- ZSFG: 2
- AMB: 1
DPH Payroll

July 1, 2019 to June 30, 2020

➢ Gross Pay $877,240,267.85 (Average $32,490,380.29 per pay period)

➢ Average Gross pay per quarter per employee

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Employee Average Gross pay</th>
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<tbody>
<tr>
<td>Q1</td>
<td>$4,459.33</td>
</tr>
<tr>
<td>Q2</td>
<td>$4,559.67</td>
</tr>
<tr>
<td>Q3</td>
<td>$4,545.05</td>
</tr>
<tr>
<td>Q4</td>
<td>$4,202.01</td>
</tr>
</tbody>
</table>

• DPH process 26 Pay Periods per Year
• Number of transactions represents the number of payroll deposits generated by Controller’s.
• Dual positions generate one direct deposit.
FY19-20 Workers Compensation

Workplace Injuries – full data set not available yet

875 Claims Filed, 468 Compensable

Total Paid On Compensation Claims: $12,844,802, a 6.3% increase from previous FY

COVID-19 claims: Total = 34
- 10 accepted/compensable
- 17 “documentation only”
- 5 denied and 2 under evaluation
Accomplishments & Challenges

COVID-19 Accomplishments:
▪ Reconfigured OSH staff and duties to meet Department and City’s increasing need for COVID-19 support.
▪ Activities included PPE guidance, preparedness support, developed DPH guidance doc as part of DOC.

Pre-COVID-19 Accomplishments:
▪ New OSH Support Model
▪ Review and Standardization of Workers Compensation Activities

Challenges: Critical Staff vacancies & Staff burnout during COVID-19
HR Trainings & Outreach

2019-20 HR Trainings:
- Managing remote teams during Uncertain Times
- Effective Communication for Diverse Teams
- Advancing Diversity, Inclusion and Equity at DPH
✓ Trained and consulted 500+ managers and staff

DPH HR Resource Center
- COVID-19 & HR Resources
- Dedicated page for each HR Team’s policies, forms, staff director
✓ 2000+ site visits each month

DPH HR Bi-Weekly Newsletter
- Policy updates; Learning and Development news; Staff shoutouts
✓ Reaches 650+ DPH managers bi-weekly
Recommendations for Fair & Equitable Hiring

- Promotion-only Exam: may require possible rule change
- Examine Job Announcement language
- Post-referral process: justify selection based on “fit” vs. score
- Develop and implement metrics for managers to ensure they have a diverse and engaged workforce
Thank you!