



Introduction and Overview

The Human Resources Department for San Bernardino Community College District provides a wide range of people services for San Bernardino Valley College, Crafton Hills College, as well as for the District offices. These services include:

- Staffing support
- Benefits administration
- Safety training and safety program support services
- Emergency operations support services
- Professional development services
- Management consultations
- Faculty/staff consultations
- Union contract negotiations
- Collective Bargaining Agreement(s) administration
- Board policies and procedures review
- Job analysis, classification and compensation services
- Compliant resolution services
- Official personnel records management
- Workers' Compensation administration

The current department staffing level is fifteen (15): Vice Chancellor of Human Resources and Employee Relations (in recruitment), Director of Human Resources, Director of Safety and Risk Management, Emergency Operations Coordinator (in recruitment), Benefits Specialist, Administrative Assistant II, Employee Relations Officer, Clerical Assistant, HR Generalists (4, one in recruitment), Professional Learning and OE Coordinator, Talent Acquisition Coordinator, and a Safety and Risk Management Specialist.

Human resources practices and procedures were a major factor in the recent accreditation warning report and much has been accomplished to bring about changes, facilitating re-accreditation in August 2016. The department continues to review and revise its practices and procedures through a series of initiatives currently underway.



Human Resources Services Data

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| Number of benefit programs administered: | 20 |
| Number of full-time, benefits-eligible employees: | 711 |
| Number of recruitments completed 1 July 2015 to 30 June 2016: | 112 |
| Average days to fill non-faculty openings: | 45-60 days |
| Faculty/staff headcount (duplicated) safety training as of 30 June 2016: | 3,911 |
| Number of emergency operations contact hours 1 July 2015 to 30 June 2016: | 247 |
| Number of professional development workshops 1 July 2015 to 30 June 2016: | 46 |
| Number of professional development participants: | 421 |
| Number of reclassification studies completed 1 July 2015 to 30 June 2016: | 9 |
| Number of complaints investigated: | 32 |
| Number of illegal discrimination claims investigated: | 5 |
| Number of grievances processed: | 9 |
| Number of official personnel records maintained (active): | 4,200 |
| Number of official personnel records maintained (inactive): | 1,850 |
| Number of workers' compensation claims 1 July 2015 to 30 June 2016: | 45 |



Human Resources Initiatives

- Implementing single-system software for Human Resources and Payroll replacing multiple, non-integrated systems that are inefficient and yield information discrepancies among the systems.
- Single-system software will include personnel demographics, payroll data, applicant tracking, performance review tracking, professional development tracking, employee self-service, and payroll independence from County, among other things.
- Bargaining a complete new collective bargaining agreement with CSEA
- Coordinating a new compensation study.
- Hiring a Vice Chancellor of Human Resources and Employee Relations
- Reviewing Board Policies and Administrative Procedures for completeness, corrections and updates.
- Reviewing business processes to improve for the new software system and as a continuous improvement program following accreditation.
- Continuing department improvements under the post-accreditation review effort (PRT/IEPI).
- Developing a five-year staffing plan.
- Deploying employee self-service options to include online timekeeping, demographic changes, benefits enrollment/changes, performance reviews, and payroll deductions.
- Developing an Emergency Operations Plan and Emergency Response Plan.
- Providing safety/emergency training.
- Developing administrator and classified professional development offerings (expansion).



Summary

The San Bernardino Community College District Department of Human Resources exists to provide the District with transactional services for faculty and staff, thus maintaining official personnel records and sufficient information to drive the payroll function. All faculty and staff transactions are submitted to and through Human Resources to check for accuracy, authority, compliance, and timing. Typical transactions include hires, terminations, salary changes, classification changes, demographic changes, and benefit changes.

Human Resources is also tasked with providing consultation services to management and faculty/staff. Consultation services may include union negotiations, union contract interpretation, rules-based procedures, dispute resolution, benefit program reviews, job analysis, staffing assistance, mediation services, professional development, safety, and emergency operations. In many cases, staff are asked to provide guidance with employee relations issues from both administrators and the staff member. It is our intent to remain a neutral party and provide factually relevant information.

Finally, Human Resources is called upon to provide complaint resolution services. Some complaints are based on alleged violation(s) of a collective bargaining agreement and are received as “grievances”. Grievances are addressed in accordance with the rules and time frames of the applicable collective bargaining agreement. Other complaints fit into the category of illegal discrimination claims and follow a very proscriptive resolution process involving an investigation, a findings report, and coordination with State and Federal agencies. All other complaints are handled within the context of District policies and procedures and may include an investigation, a findings report, and remedial action.

Within Human Resources there are a variety of subject matter experts to handle the range of issues that come before us or are transacted through us – e.g., benefits, employee relations, professional development, safety, emergency operations, and workers’ compensation. In addition, Human Resources provides direct service to the colleges and District offices through front-line generalists. These generalists typically handle the transactional requests, but also relay information from the subject matter experts or refer questions to them.