



REPORT
FROM

THE PERSONNEL
DEPARTMENT

TO: The Honorable Members, Personnel Committee	DATE September 11, 2014
REFERENCE: Council File: 07-3872	COUNCIL FILE 07-3872

SUBJECT: EMPLOYEE DEVELOPMENT REPORT – FISCAL YEAR 2012-13

RECOMMENDATION

That the Personnel Committee receive and file this report on employee development and training programs in the City during Fiscal Year 2012-2013.

BASIS OF REPORT

Section 4.312 of the Los Angeles Administrative Code requires the General Manager of the Personnel Department to maintain a comprehensive program for the development of all City employees, and report to the Mayor and Council annually on the progress of training in City departments (except Airports, Harbor, and Water and Power). This report covers FY 2012-13.

DISCUSSION

During this reporting period, the Personnel Department officially launched its online training academy. Department staff expanded its collection of online training courses for delivery to employees across the City. At the same time, they worked to identify and resolve the typical connectivity issues that occur when new technology is introduced. Enhancements were made to the Learning Management System (LMS) to help ensure a seamless training experience.

In support of our objective of providing City employees a comprehensive training and development program, the Personnel Department introduced the Citywide Training Portal, a website separate from the LMS dedicated to employee development information and updates.

In addition to these developments, the Personnel Department continued its administration of an online Sexual Harassment Prevention training program, a Workplace Violence Prevention program, and made available a variety of training topics through the City's Managed Health Network. The Personnel Department helped facilitate additional training opportunities through its oversight of MOU funded training.

CLERK
SEP 11 2014

DAVID LUTHER
INTERIM GENERAL MANAGER

PERSONNEL DEPARTMENT TRAINING PROGRAM:

ONLINE TRAINING ACADEMY

The City's Online Training Academy consists of both a learning management system (LMS) from which training courses are launched and tracked, as well as the training content. The content can be professionally developed or developed in-house.

During this reporting period, employees began taking advantage of some of the course offerings. The following table presents the number of employees completing online courses during the fiscal year:

Disaster Service Worker	25,241
Preventing Sexual Harassment	725
Disability and Reasonable Accommodations	443
Equal Employment Opportunity	203
Supervisory Skills	158
Customer Service	147

At the very end of this reporting period, the Personnel Department purchased courses on safety, management, and on delivering presentations:

Safety Courses
• Hazard Communication
• Accident Investigation
• Back Safety
• Driving Safety
• Heat Stress
• Ladder Safety
• Safety Audits
Management Courses
• Leadership and Teamwork
• Coaching for Performance
• Managing Difficult Behavior
Powerful Presentations
• Creating
• Delivering

Also during this reporting period, the department purchased special versions of several of the courses designed for employees that may have difficulty seeing or hearing the online training course. These "e-books" provide the same content as the original course, but can be "viewed" using screen-reading software.

EXECUTIVE TRAINING

In September, 2012, KH Consulting Group led a half-day conference on Human Resources Risk Factors for the City's executives. Three department heads spoke about challenges they faced and the lessons they learned. All of the attendees then went to break-out sessions on topics of their choice. The conference was concluded with members of each group sharing what they learned.

In January, 2013, Dr. Steve Robbins presented a half-day seminar on Diversity and Inclusion to all executive-level staff. Using his motivational style, humor, and a series of exercises, he showed City

leaders how the work of “diversity and inclusion” can positively impact (1) creativity and innovation, (2) employee engagement and enthusiasm, and (3) continuous learning and improvement.

VENDOR TRAINING

The Personnel Department coordinated the State-mandated *Online Sexual Harassment Prevention Training, Workplace Violence Prevention* through a vendor contract. In addition, Managed Health Network (MHN), our Employee Assistance Program vendor provided training opportunities on various topics to departments through our Employee Benefits Division.

ONLINE SEXUAL HARASSMENT TRAINING PROGRAM

Assembly Bill 1825, requires that all Supervisors and Lead Personnel receive sexual harassment prevention training every two years. The City’s program covers City, State and Federal policies and procedures regarding sexual harassment in the workplace. During this reporting period, newly hired or promoted supervisors and managers from each City department completed the State-mandated Sexual Harassment Prevention training. A total of 725 supervisors and lead personnel (including Proprietary and Sworn) took part in this online training course during Fiscal Year 2012/13.

APPENDIX A is a summary of compliance with this and other mandates as reported by departments on the Annual Training Survey.

WORKPLACE VIOLENCE PREVENTION PROGRAM

In support of the City’s Workplace Violence Prevention Policy and Guidelines, the Personnel Department coordinated a Citywide training program through its contracted vendor, Prince and Phelps Consultants. The consultants provided training to a total of 238 employees on the topic of *Workplace Violence Prevention* in Fiscal Year 2012/13.

EMPLOYEE ASSISTANCE PROGRAM TRAINING

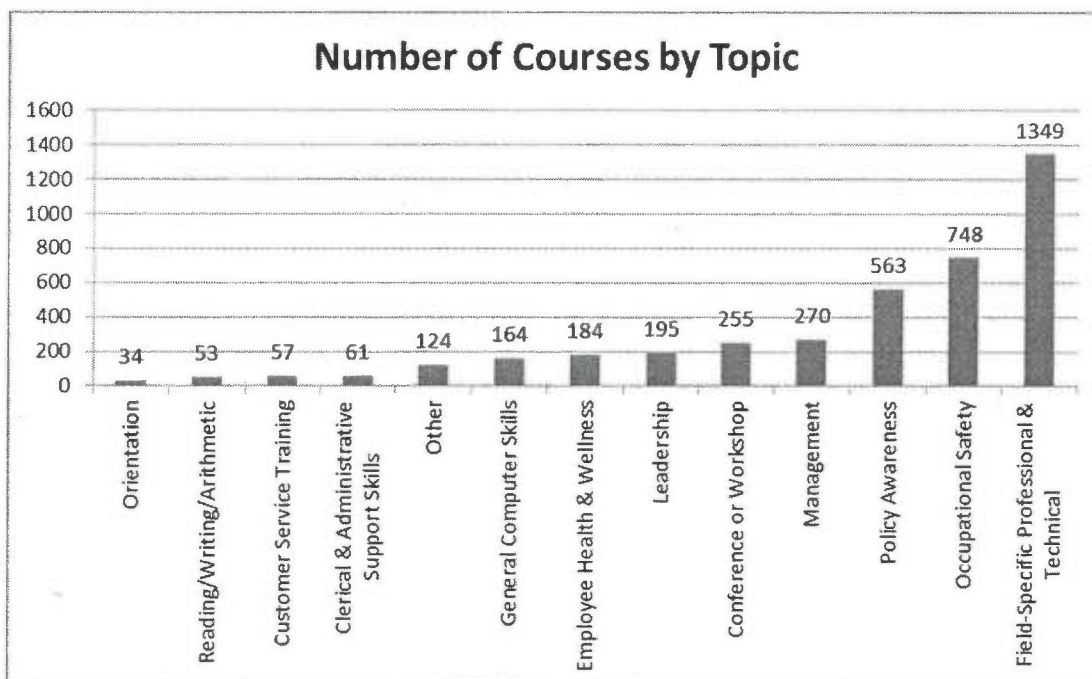
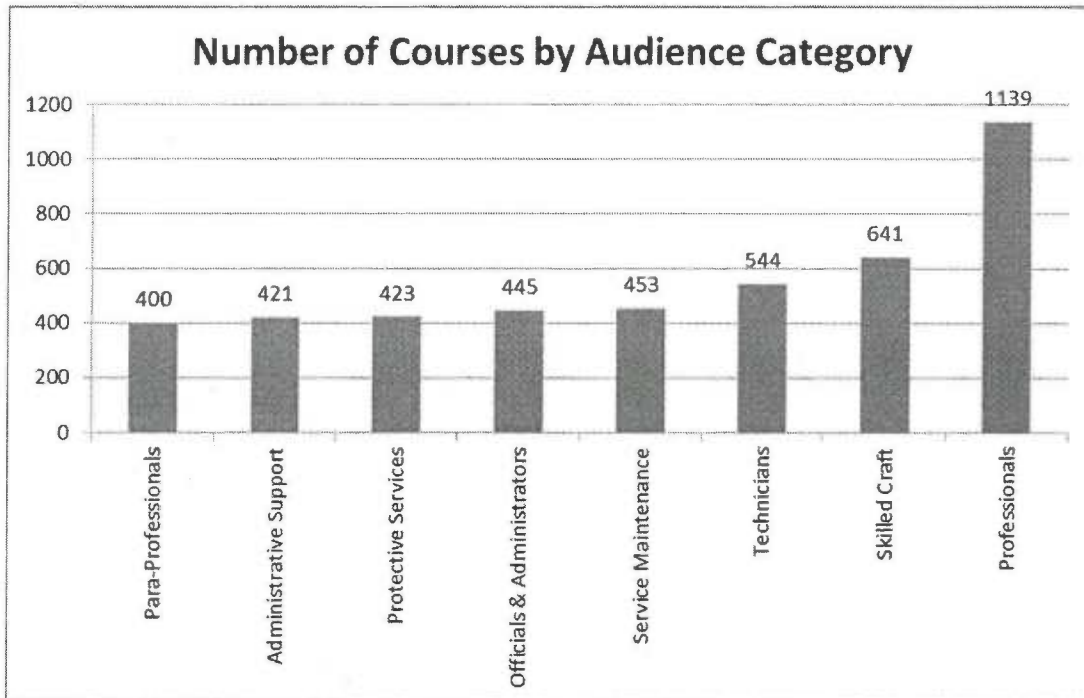
During the fiscal year, approximately 1609 employees were trained through the Employee Assistance Program. Please note that participant counts were not obtained for three workshops. The vendor, Managed Health Network, provided training on 29 different topics to 11 different departments. The most attended training sessions were:

- Ethics & Integrity in the Workplace
- Dealing with Difficult People
- Creating a Positive Attitude;
- Change Management; and
- Transitions to Retirement

TRAINING PROVIDED IN OTHER DEPARTMENTS:

SURVEY SUMMARY

Overall, 39 Departments offered 2,436 training opportunities to City employees on a variety of topics. The following charts show the number of courses that were provided to the identified workforce categories as well as the number of courses that addressed the identified topic areas. Please note that some courses were provided to two or more workforce categories (Para-Professionals, Service Maintenance, Administrative Support, etc.) or focused on two or more topics (Orientation, Customer Service Training, Policy Awareness, etc.). Therefore, the number of courses represented in the charts below is larger than the total number of courses provided by departments.



CITY DEPARTMENT COMPLIANCE WITH FEDERAL AND STATE MANDATED TRAINING

The Personnel Department surveyed City Departments to gather information concerning their compliance with Federal and State mandated training provisions. On the Annual Training Survey, "Mandated" was defined as training which is mandated by a State/Federal Government law, regulation, or policy.

APPENDIX A is a listing of the mandated training reported by 39 Departments. Of the 640 training sessions reported, compliance rates were provided for 434 courses. Of those 434 courses, 393, or 91%, were in full compliance. Departments were unable to provide compliance data for 206 courses.

CITY DEPARTMENT NON-MANDATED TRAINING

City Departments provided a combined total of 1,790 non-mandated courses to employees during FY 2012/13. **APPENDIX B** shows the number of non-mandated courses provided by department. Proprietary Departments (Airports, Harbor, and Water and Power) are exempt from the requirements of Section 4.312 of the Los Angeles Administrative Code; however, Airports provided data at our request.

MEMORANDUM OF UNDERSTANDING (MOU) TRAINING AND TUITION REIMBURSEMENT PROGRAM

In accordance with the provisions of Memoranda of Understanding 06, 16, 36, and 37, the Personnel Department administered funds for specialized training and tuition reimbursement (MOU 36 and MOU 37 only) in collaboration with Departments of represented employees.

MEMORANDUM OF UNDERSTANDING (MOU) 06 - LIBRARIANS

The Personnel Department was appropriated \$25,000 for the 2007-2012 term of MOU 06 for the exclusive purpose of funding training programs and/or attendance at conferences for classes represented by the Unit. During Fiscal Year 2012/13, the Personnel Department spent a total of \$7,755.56 for 37 represented employees to attend various conferences. Approved conferences included: American Library Association, California Library Association, and the Public Library Association Annual Conference.

MEMORANDUM OF UNDERSTANDING (MOU) 16 – SENIOR LIBRARIANS

The Personnel Department was appropriated \$20,000 for the 2007-2012 term of MOU 16 for the exclusive purpose of funding training programs and/or attendance at conferences for classes represented by the Unit. The Personnel Department spent a total of \$6,526.20 for 21 represented employees of MOU 16 to attend American Library Association conferences throughout Fiscal Year 2012/13.

MEMORANDUM OF UNDERSTANDING (MOU) 36 – MANAGEMENT EMPLOYEES

MOU 36 states that the Personnel Department shall administer the \$143,000 annual deposit to a trust fund that is to be used for the development of MOU 36 – Management Employees. In Fiscal Year 2012/13, the Personnel Department spent a total of \$73,463.23 on various training conferences and training programs for MOU 36 employees. This figure includes participation in specialized training and tuition reimbursement. In addition, \$25,545 of the total was spent on dues and workshop fees for the Institute of Management Studies (IMS). A total of 57 represented employees attended the monthly training sessions provided by IMS.

MEMORANDUM OF UNDERSTANDING (MOU) 37 – EXECUTIVE ADMINISTRATIVE ASSISTANTS

The Personnel Department administers a \$25,000 Tuition Reimbursement and Specialized Training fund as set forth in MOU 37. A total of \$1,809.00 was used for tuition reimbursement and specialized training for represented employees in Fiscal Year 2012/13.

CITY DEPARTMENT SPONSORED TUITION REIMBURSEMENT PROGRAM

Los Angeles Administrative Code Section 4.315 provides for the administration of a Citywide tuition reimbursement program. The program is designed to encourage full-time employees, on their own time, with the City reimbursing tuition costs, to improve their performance in their current positions and to develop their potential for higher level position in their logical line of promotion. Seven departments provided tuition reimbursement to a total of 593 employees during Fiscal Year 2012/13. **APPENDIX C** provides a summary of the number of participants in the Tuition Reimbursement program per Department.