

PERSONNEL, AUDITS, AND HIRING REPORT relative to impediments that delay the hiring of individuals through the Targeted Local Hire (TLH) Program.

Recommendations for Council action:

1. RECEIVE and FILE the May 12, 2023, June 6, 2023, and July 11, 2023 Personnel Department reports, inasmuch as these reports are for information only and no Council action is required.
2. INSTRUCT the Personnel Department to include in its reports the following additional information:
 - a. Include on Page 1 of the reports the total number of open TLH positions by classification.
 - b. Include on Page 3 (Attachment A) of the reports a year to date cumulative total of TLH positions by classification that have been filled.

Fiscal Impact Statement: Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis of this report..

Community Impact Statement: None submitted.

Summary:

On March 2, 2022 and March 16, 2022, the Personnel, Audits, and Animal Welfare Committee considered a February 25, 2022 Personnel Department report relative to impediments that delay the hiring of individuals through the TLH Program. On February 9, 2022, a Motion (Harris-Dawson – Krekorian – Cedillo) was introduced in regard to the TLH Program, stating that the City launched the TLH Program on June 6, 2017 to develop innovative workforce strategies that would serve City residents and offer career opportunities to local residents. The TLH Program targets individuals in under-served populations and are hired into entry level positions, which allows participants the opportunity to promote into other City jobs. Since it began, 13,966 applications have been received and 1,175 individuals have been hired (as of December 31, 2021). Currently there are 38 City departments, offices, and bureaus participating in the Program. Opportunities exist for greater utilization of the TLH program by City departments, however, a lengthy hiring process inhibits the City's ability to hire more staff.

According to the Personnel Department, in order to identify challenges and/or impediments that delay the hiring of individuals through the TLH Program, the Personnel Department, along with representatives from the City Administrative Officer and Chief Legislative Analyst met with client services staff that support City Departments in their hiring needs. The following feedback was provided:

- Interview and Resume Training– Based on Departmental feedback, candidates in the TLH Program may benefit from additional interview and resume training.
 - Recommendation – Personnel Department staff will work closely with partners of the TLH Program, such as the WorkSource Centers and community-based organizations to assist candidates with interview and resume training. Additionally, Personnel Department staff will also share additional interview training tips with candidates at the time that they are randomly selected for referral to City departments for hiring consideration.
- Low Response Rates– Departments indicated that there is a low response rate from candidates in the TLH Program that are randomly selected and referred for hiring consideration.
 - Recommendation– Personnel Department staff currently sends text messages and emails to candidates in the TLH Program to notify them when they have been randomly selected for referral to City departments for hiring consideration. In an effort to increase the response rate, staff will consult with partners of the TLH Program, including WorkSource Centers and community-based organizations, to ensure that candidates in the TLH Program have an active email and phone number. Additionally, staff will also consult with the TLH Working Group to identify strategies to increase the response rate.
- Fingerprinting and Background Review Process – Departments indicated that there is currently no delay in scheduling or receiving results from the fingerprinting and background review process for candidates that have been selected for hire through the TLH Program. Departments did report delays when scheduling fingerprinting appointments in late 2021 due to a backlog of hiring requests, but current wait times have been reduced.

After consideration and having provided an opportunity for public comment, the Committee moved to receive and file the May 23, 2023, June 6, 2023, and July 11, 2023 Personnel Department reports and further instruct the Personnel Department to include additional information its reporting as detailed above in Recommendation No. 2. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

Personnel, Audits, and Hiring Committee

COUNCILMEMBER	VOTE
McOSKER:	YES
PADILLA:	YES
SOTO-MARTINEZ:	YES

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8/15/23

-NOT OFFICIAL UNTIL COUNCIL ACTS-