

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:

RECEIVE and FILE February 25, 2022 and April 11, 2023 Personnel Department reports, inasmuch as this report is for information only and no Council action is required.

Fiscal Impact Statement: Not applicable.

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 note and file the February 25, 2022 Personnel Department report. Subsequently, on March 16, 2022, the Committee Chair further considered the Personnel Department report and after consideration and having provided an opportunity for public comment, the Committee moved to note and file the Personnel Department report and further recommend instructing the Personnel Department to report in 60 to 90 days with a status report in regard to speeding up the hiring process.

Subsequently, on April 18, 2023, your Committee considered this matter to include an April 11, 2023 Personnel Department report. After consideration and having provided an opportunity for public comment, the Committee moved to receive and file both Personnel Department reports. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

Personnel, Audits, and Hiring Committee

A handwritten signature in black ink, appearing to be "T. M. J.", is written over the text of the committee name.

COUNCILMEMBER

McOSKER:

PRICE:

SOTO-MARTINEZ:

VOTE

YES

YES

YES

ARL

4/18/23

-NOT OFFICIAL UNTIL COUNCIL ACTS-