

HUMAN RESOURCES

Mission: To recruit, retain, develop and assist MCBDD employees through excellent service while striving to maintain the Board's strategic vision and values.

Despite significant, rapid change during the 2020 year, Human Resources continued to effectively communicate with employees, applicants, other stakeholders, and to collaborate extensively with internal and external customers to support the values of MCBDD. As a support department, Human Resources had another successful year providing services to our employees, providers and others in the community to promote MCBDD.



MCBDD WORKFORCE PROFILE - 243 Employees							
GENDER	Female 81%			Male 19%			
ETHNICITY	Minority 8%			Caucasian 92%			
LEADERSHIP	Supervisors and Directors 8%						
POSITIONS	Professionals 35%			Program Aides 21%		Technical 6%	
EDUCATION	H.S. 45%	PhD 1%	RN 1%	LPN 3%	B.A. 30%	A.A. 5%	M.A. 15%
UNION	MEADD – SSA 22%			MEADD 31%		AFSCME 13%	
AGE	50 years of age and older 58%						
KEY ENGAGEMENT FACTORS				KEY BENEFITS			
<ul style="list-style-type: none"> Rewarding meaningful work Fair and competitive salary and benefits Trauma aware culture Organizational commitment to individuals with developmental disabilities Work life with flexibility and balance New Hire Surveys and Exit Interviews Collaborative employee and labor relations Monthly H.R. Newsletter for all Staff Monthly Manager <i>Leadership Briefing</i> Newsletter 				<ul style="list-style-type: none"> Health, Vision and Dental Plans Retirement and Deferred Compensation Plans Paid Time Off Opportunities for learning and development Service Recognition Wellness Programs Employee Assistance Program Regular on-site access to Success Coach Advisor and resources 			

TALENT MANAGEMENT

When the COVID pandemic began, most of the employees transitioned to teleworking which meant cancelling in-person meetings and training classes. This time of transition was particularly challenging for employees who were working hard to support the individuals and families remotely and dealing with all the stressors that the pandemic brought with it. Human Resources brainstormed how to continue to offer learning opportunities in these difficult times in some type of virtual format. In-person training on topics and change to emotional intelligence, resilience, diversity, inclusion, technology and more were even more important now.



Human Resources continued to provide support to departments in posting and filling 38 positions in 2020. 16% of these postings were new positions and 68% of them were replacements. 6 employees were promoted, including two Supervisors and one to a Team Lead role. Interviews were conducted remotely via ZOOM and New Hire Orientation in small groups following social distancing/masking guidelines. Turnover remains low at MCBDD with voluntary turnover at an 8% rate and total turnover 13% in 2020. Most people left due to retirements.



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Training classes continued in the same fashion, either delivered remotely or in person following social distancing rules, and wearing appropriate PPE. Over 60 training sessions were presented by the Staff Development Specialist including New Hire Orientation, CPR/AED/FA, Provider Renewal and Direct Support classes, Annual Trainings, Behavioral Support and Intervention, Classes in 2020. She also coordinated over 17 training sessions that were delivered by other speakers on site or remotely including topics such as Trauma Informed Care, Combating Racism, Reaching out to Families in Domestic Violence Situations, Medicaid/Waivers Billing Class, Agency Wide Professional Day, among others.

ENGAGEMENT AND CULTURE

New Hire Surveys and Exit Interview results continue to indicate that MCBDD provides a positive, fun work environment and work life balance. Staff feel valued, recognized and able to reach their full potential with opportunities to give input as well as work for transparent leaders. There were 14 new hires in 2020 with a 58% return rate of the New Hire Surveys. 87% were Very Satisfied or Extremely Satisfied in all categories regarding the New Hire On-Boarding process, and would recommend MCBDD as a great place to work. There was a 20% participation rate for the Exit Interviews, which are only offered to the few people who voluntarily resign. 100% of those who participated also said they would recommend MCBDD as a great place to work. Due to the pandemic and most staff teleworking in 2020, the Service Award Recognition Program and the Superintendent Forums were suspended. The Superintendent did attend some of the Program/Department remote meetings throughout the year. He gave updates and recognized people for doing a great job/continuing to provide outstanding service to the individuals and families MCBDD serves.



EMPLOYEE AND LABOR RELATIONS

Human Resources participated in labor negotiations with the MEADD Association and settled the contract Remotely in 2020. Interest Based Bargaining (I.B.B.) was used for the first time and contributed to a successful collaborative process. Regular Labor Management meetings continued remotely throughout the year between Management and MEADD Representatives as well, prior to negotiations, including I.B.B. process training. Harmonious relations and good communications among employees and management continued into 2020, in spite of the pandemic. The Superintendent sent out regular communications regarding the status of teleworking, PPE, social distancing/masking guidelines, CDC, Health Department news, and other related information.



The employees of MCBDD are our greatest resource and Human Resources is proud to support our employees through programs and services that are designed to maximize the success of our employees, the providers we work with, as well as the candidates who seek employment with us. This year was challenging and, despite a worldwide pandemic, Human Resources continued to rise to the occasion and provide outstanding service to our organization and community, promoting and supporting the MCBDD Mission, Vision and Values.