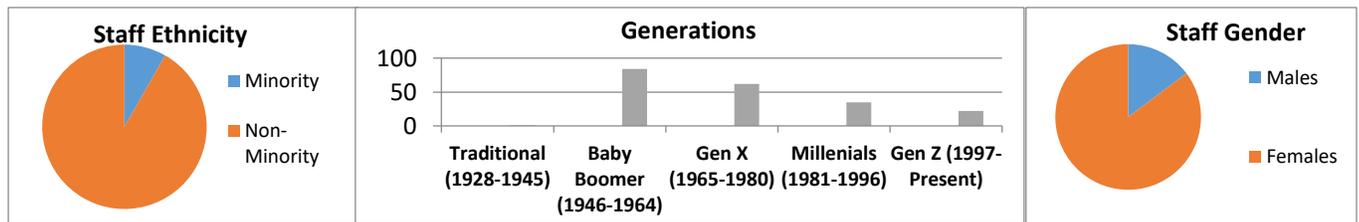


HUMAN RESOURCES

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

TALENT MANAGEMENT

MCBDD employed **230 employees, including 43 substitutes** in various positions in 2019. Human Resources hires the best available candidates giving careful consideration to current employees and Affirmative Action, EEO and ADA policies. It took **45 days on average to fill 25 open positions** in 2019. Committed to attracting and retaining a talented and diverse workforce, assistance is provided to department leaders to identify job performance standards and ensure that employee's performance is reviewed fairly and objectively. Department leaders are also assisted with determining and implementing training and development opportunities which ensure the delivery of the highest level of customer service to individuals, family members, vendors, providers and other stakeholders.

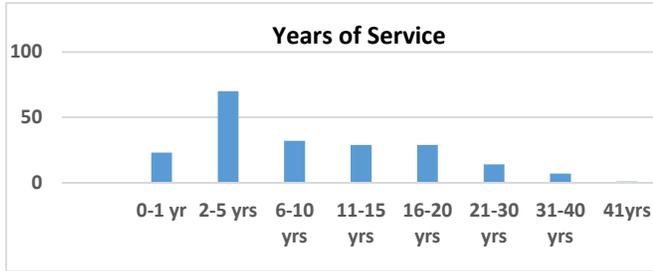


ENGAGEMENT AND CULTURE

Voluntary turnover was 9.5% in 2019. Communication, collaboration, feedback exchange, and recognition are all crucial features of the MCBDD culture; employees are valued and encouraged to achieve their best work. New Hire Surveys and Exit interviews are conducted with employees. Human Resources uses the feedback to help structure the work environment and maintain positive relations with staff. **Over 80% of new hires and departing employees reported that they would recommend MCBDD as a great place to work.** Staff are recognized by the Superintendent and the Board for milestone anniversaries on a monthly basis. The Superintendent holds open forums with all staff twice per year to update them on MCBDD operations and progress on strategic goals. Competitive compensation schedules similar to other organizations are maintained and administered fairly. Comprehensive benefit programs and wellness activities are provided demonstrating a commitment to the personal health and wellness of employees.

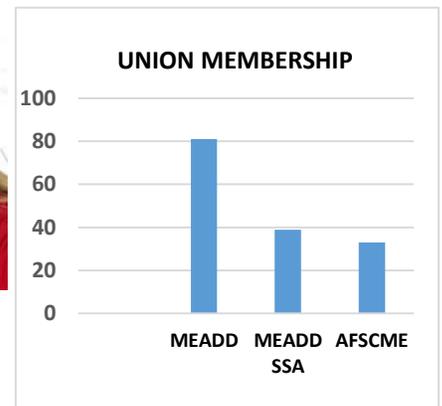
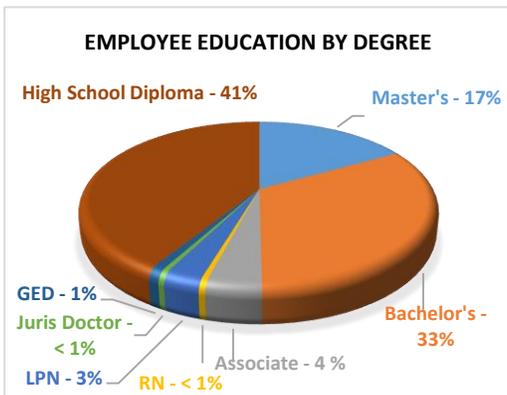
HUMAN RESOURCES

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EMPLOYEE AND LABOR RELATIONS

80% of MCBDD employees are in Bargaining Units. Human Resources participated in labor negotiations with the AFSCME group and settled the contract in 2019. Meetings are held with department heads to review memos of understanding and current contract language that may need to be clarified or updated. Human Resources, along with the Superintendent, department and union leaders meet monthly to discuss issues and build relationships, preventing misunderstandings and potential grievances. There are **very little disciplinary actions, grievances or arbitrations at MCBDD.** Harmonious relations and good communications among employees are fostered.



Vision: *Human Resources continues to review current processes and procedures and identify areas in which efficiencies, compliance, employee engagement and communication can be improved. The Human Resources team is dedicated to making MCBDD an employer of choice for the region.*