

**Business Employment Skills Team, Inc.  
Human Resource Committee Meeting Minutes  
August 28, 2017**

The BEST, Inc. HR Committee Meeting was called to order at 4:14 p.m. by Chairperson Kathy Enbom.

**MEMBERS PRESENT:** Kathy Enbom, Wayne Reising

**OTHERS PRESENT:** Pam Furlan, Jo Ann Johnson, Kathy Day

Approval of Meeting Minutes

Wayne Reising motioned to approve the August 9, 2017 Meeting Minutes. Motion was seconded by Kathy Enbom and carried.

**Business Meeting**

Benefit Survey Results from other organizations

Kathy D explained that she included insurance benefits and simplified the survey results she gathered from other like organizations. Members discussed the various benefits offered by other organizations and compared them to those that the BEST, Inc. staff are currently receiving.

Salary Range Adjustments

Members then reviewed the revised Salary Range Adjustments that were included with the meeting materials. Kathy E motioned to recommend to the BEST, Inc. Board of Directors to approve the adjustment to the upper level of the wage scale. Motion was seconded by Wayne Reising and carried.

**Employee Benefit Review**

Paid Hours Off Accrual Adjustment

Members then reviewed the proposed changes to the Paid Hours Off Policy as discussed at their previous meeting. It was agreed that Sick Time should be a separate category in the Employee Handbook. It was also agreed that all employees (probationary and regular employees, full and part-time) will be granted sick leave on an accrual basis of 3.46 per pay period (90 hours per year).

After reviewing the proposed Paid Hours Off (PHO) policy, corrections were made to the accrual rate for the Paid Hours Off (PHO) to be used for vacation and/or personal use. It was noted that a typographically errors were found in a few of the accrual rates. Kathy E commented that the recommendation to the BEST, Inc. Board may need to be tabled until the October meeting. Wayne stated that the effective date would not be until January 1. Kathy E noted that there were

too many changes to bring to the full Board later today. *(Note: there was a subsequent discussion on the PHO Policy at the BEST, Inc. Board meeting and the PHO policy was passed. See August 28, 2017 BEST, Inc. Board Meeting Minutes)*

A brief discussion was held regarding short term disability. It was noted that once staff exhaust their PHOs they are eligible to receive extended pay based on their years of service. Jo Ann was asked to check the federal regulations in regards to the maximum benefit for an employee on short-term disability.

#### Leave of Absence Proposed Change

Members then reviewed the proposed changes to the Leave of Absence Policy that was included with the meeting materials. It was noted that the changes that were discussed at the previous HR Committee were included. Kathy E motioned to recommend to the BEST, Inc. Board of Director's approval of the proposed changes to the Leave of Absence Policy.

#### Corrective Action Recommendations in Response to the Employee Engagement Survey

Kathy E pointed out that 3 of the 4 lowest ratings in the Employee Engagement Survey had to do with compensation and benefits. She also noted that a large number of staff did not have a clear vision of what the company will be doing in 12 months. Kathy D responded that the HR Committee and BEST Board will be addressing staff concerns on salaries and Paid Hours Office. The only benefit, not addressed at this time, is the Retirement benefit.

In regards to the vision, Kathy told members that prior to the release of the Employee Engagement Survey results, Pam made a suggestion that we look at the vision and mission statement. She told members that at the last all staff member, the vision and mission statements were revised and staff are moving forward towards achieving their goals. Pam told members that staff are still working on the plan and are coming up with strategies and goals. Kathy E asked what the timeframe was for completion of this project. Pam stated that although there was no timeframe established she thought that by the December BEST, Inc. Board meeting a draft of the vision statement could be ready. Kathy E commented that the development of a vision statement is usually done within a 60-day timeframe.

In regards to the concern about inconsistencies in the way things are done from office to office and between fiscal and programs, Pam said that Carrie and Dianna will be asked to meet with their respective staff members, discuss the survey results with them and get their input as to what they would like to see changed, eliminated, added, etc. with respect to both programmatic and fiscal issues. The 2 managers, Pam said, will then get together and share the information with the 2 Executive Directors for the purpose of determining any corrective action as may be appropriate. Kathy E noted that there is no guarantee that everything will be fixed.

The next topic of discussion was the comments about communication and relationship between the two Executive Directors. Pam referred members to the Corrective Action Recommendations that were included with the meeting materials. In terms of the relationship of the two Executive Directors, Pam told members that she and Kathy met and agreed on a 4-step action plan. First of

all, they agreed that any time they are in front of staff, they will leave all differences and disagreements aside. She said that we don't have to agree on everything but will respect each other and be honest with one another at all times. Both Kathy and Pam agreed that it is ok to be wrong and admit mistakes. Secondly, both agreed to begin meeting once a month in other offices throughout the 8 counties so that staff can see them working together. Thirdly both Executive Directors, Pam said, will be open to input and suggestions from the other as it relates to their respective responsibilities. Lastly, the Executive Directors will send out a joint newsletter and share what they are doing individually, what is going on with BEST, Inc. as a whole and provide updates such as budget information, NCI Work initiatives, etc. Kathy E asked that the newsletter be sent to the BEST, Inc. Board of Directors also. Continuing the discussion, Kathy E reiterated the importance of meeting on a continual basis. She stated that although daily tasks may get in the way, it is important to continue to meet to build the relationship. Kathy commented that just like the Board is pushing to cross train fiscal staff, we need to make sure that the Executive Directors are aware of what is occurring in the respective departments. To clarify, Pam asked if she should be cross-trained in MIP which is the accounting software that fiscal uses. Kathy E stated that the BEST, Inc. Board would like each Executive Director to understand the work flow of each Department so that if one of them needed to be off for a period of time, the other would be able to provide guidance to the staff. Wayne asked how the cross training of fiscal staff was progressing. Kathy D responded that it was going well until the State revised the budget worksheets. She told members that Annette would be training Jessica on the new worksheets for the coming program year.

Kathy E address some of the other concerns with the Executive Directors and provided them with some guidance.

#### Executive Director's Performance Evaluation

Wayne and Kathy discussed the Performance Evaluation and Contract Renewals for Pam Furlan and Kathy Day. Recommendations will be provided to the BEST, Inc. Board of Directors for final action.

#### Other Business

None

#### Public Comments

None

#### Adjournment

Meeting was adjourned at 6:10 p.m.

Jo Ann Johnson