



CITY OF BEVERLY HILLS STAFF REPORT

Meeting Date: June 22, 2010
Item Number:
To: Honorable Mayor & City Council
From: Scott G. Miller, Director of Administrative Services/CFO
Subject: ACCEPTANCE OF THE AGENCY AWARD OF EXCELLENCE FROM THE WESTERN REGION INTERNATIONAL PUBLIC MANAGEMENT ASSOCIATION FOR HUMAN RESOURCES (WRIPMA-HR) ON BEHALF OF THE CITY OF BEVERLY HILLS
Attachments: 1. None

INTRODUCTION

The WRIPMA-HR is a non-profit organization and one of four regions of IPMA-HR (www.ipma-hr.org), a national organization that represents the interests of over 7,500 human resources professionals at the Federal, State and Local levels of government. IPMA-HR provides many services to members and disseminates information on innovative personnel policies, benefits, labor relations, workplace trends, state and federal legislations, cutting edge Human Resources (HR) practices, and research data.

The Western Region covers the entire Western United States representing nine (9) states. There are currently 16 local chapters located across the region, specifically in California, Oregon, Utah, Washington, Nevada, Arizona, Colorado and New Mexico/West Texas.

DISCUSSION

The WRIPMA-HR encourages innovation and excellence in its members. It also fosters a climate where best practices can be shared. In pursuit of these goals, the WRIPMA-HR conducts an annual competition for their Excellence Award. The Agency Award for Excellence allows for the recognition of small, medium, large and very large agencies,

based on the number of employees in the jurisdiction served by the Human Resources team. Additionally, the award recognizes the personnel program's accomplishments and efforts over a three-year period immediately preceding the nomination, thereby allowing consideration of cumulative as well as one-time achievements.

The award categories are as follows:

- Small Agency (Under 500 employees)
- Medium Agency (500 – 1,999 employees)
- Large Agency (2,000 – 9,999 employees)
- Very Large Agency (10,000 employees and over)

The City of Beverly Hills received the 2010 Agency Award for Excellence in the Medium Agency category with its submission title *Initiative to Increase Departmental Effectiveness and Pursuit of Excellence*.

The submission described how over several years the Human Resources division initiated a series of programs designed to increase department effectiveness and enhance service delivery. Under the banner of "organizational development," the new initiatives specifically focused on training and the pursuit of excellence. The programs included:

1. Beverly Hills Innovations Group
2. Technological Initiatives (HRIS, BHCampus, On-line Timecards, On-line Orientation and Forms & Employee Access Center)
3. Performance Appraisal System
4. Training and Staff Development

As a result of implementing these innovative and technology-based programs, the City of Beverly Hills can direct its human assets in HR to non-routine customer service tasks. These include the creation and delivery of programs designed to enhance staff development, effectiveness and morale. In addition, the new initiatives allow HR staff to spend more time on other human resources and personnel functions, such as recruitment efforts. This results in the City's ability to deliver excellent services both internally and externally.

Technological advancements and tools have allowed the City of Beverly Hills Human Resources Division to operate more productively, efficiently and effectively. Training and staff development programs now provide employees with more opportunities to increase their knowledge and skills, so that they, too, become more productive. The performance management module has served as a forum for employees and managers to set goals and monitor achievements. Taken together, the various initiatives that have been instituted by the City during the past three years have provided employees and managers with more data and easier access to it. Customers throughout the community are better served, as the HR division does its part to help the City work smarter.

The technological tools that HR desired were created by our very capable Information Technology staff. It is the creativity and expertise of IT staff that contributed to the development of the BHCampus, HRCenter, and other software applications and contributed to HR receiving the award.

Employees in other divisions within the Administrative Services Department, particularly the payroll unit, as well as the City's Communications group; also need to be thanked for

their assistance with the award submittal and their contributions to the various programs described in the application.

BUDGET/FISCAL IMPACT

None.

RECOMMENDATION

Acceptance of the Agency Award of Excellence from the Western Region International Public Management Association for Human Resources (WRIPMA-HR) on behalf of the City of Beverly Hills.

Sandra Olivencia-Curtis



Human Resources

Scott G. Miller



Department Head