

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM
3.41
(ID # 3596)

MEETING DATE:
Tuesday, April 11, 2017

FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES: Revisions to Board Policy C-22: Exit Interview, All District.
[\$0]

RECOMMENDED MOTION: That the Board of Supervisors:
1. Approve the revisions to the Board Policy C-22: Exit Interview (Attachment A)

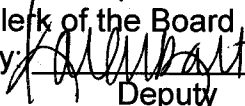
ACTION: Policy


Michael Stock, Assistant Chief Director of Human Resources 3/28/2017

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Washington, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as amended to include a draft exit interview survey and authorize the director to amend as needed.

Ayes: Jeffries, Tavaglione, Washington and Ashley
Nays: None
Absent: None
Date: April 11, 2017
xc: HR

Kecia Harper-Ihem
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 2016/17	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The County of Riverside's Exit Interview Policy (Board Policy C-22) provides employees the opportunity to give constructive feedback to the County upon separation of employment. Accordingly, the Human Resources Department has conducted a review of Board Policy C-22 and is recommending modifications to the policy.

The County of Riverside Human Resources Department strategically partners with departments to attract and retain a motivated and skilled workforce, by championing a Great Place to Work so employees are committed to delivering valuable and effective services to the people of Riverside County.

The County of Riverside has an average employee turnover rate of 8.25% and a total of 7,687 employees who have separated from employment with the County since June of 2012. Board Policy C-22 requires that "upon separation, prior to leaving the county, the agency/department will offer the employee an exit interview with the agency/department head or a designee." The employee exit interview form provides the County with information in regards to employee's reasons for leaving employment, quality of supervision, quality of training, and constructive feedback to help the County build a better workplace for prospective and current employees.

The policy, as currently written, requires that a department or agency utilizes the exit interview form attached to Board Policy C-22. The exit interview form, as it stands, provides separating employees little opportunity to provide constructive feedback due to the structure and wording of the survey. Furthermore, the current exit interview form asks employees open-ended questions that result in qualitative answers, thus, making it difficult to quantify information received into statistical measurements to report and evaluate County retention challenges.

The Human Resources Department proposes deleting the current attached employee exit form from the Board C-22 Policy in order to revise the employee exit interview form when deemed necessary to gather relevant information about County employee concerns. It is further recommended, that the employee exit interview form be maintained and monitored by the Human Resources Department.

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Board Policy C-22 with the recommended revisions is attached for reference.

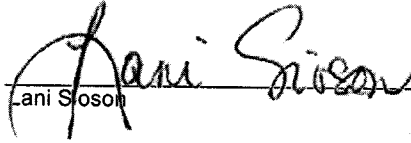
Impact on Residents and Businesses

The recommended modifications will help ensure that the County of Riverside is receiving accurate information on employee satisfaction and retention.

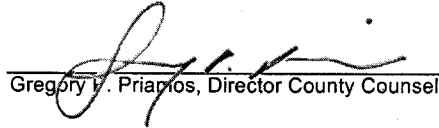
Attachments:

Attachment A. Board Policy C-22 with track changes of recommended revisions.

Attachment B. Board Policy C-22 final version with recommended revisions.


Lani Sison

4/3/2017


Gregory V. Priaplos, Director County Counsel

3/28/2017

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

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Policy:

Upon separation, prior to leaving the county, the agency/department will offer the employee an exit interview with the agency/department head or a designee.

I. PURPOSE

To determine and document the reasons employees leave the county, to provide an opportunity for the airing of unresolved issues, and to solicit constructive feedback to improve the county.

II. SCOPE

This policy applies to employees at all locations.

III. PROCEDURE

- A. Supervisors will refer separating employees to the designated agency/department's representative who has the responsibility for exit interviews as soon as possible after the separation decision has been made and communicated.
- B. The agency/department's designated representative will use the exit interview form (copy following) to cover the following points: with questions related to the following:

Job duties and workload: understanding of the job, match with interests and abilities, quality of training

County policies and practices: working environment, opportunities for advancement, salary and benefits

Quality of supervision: fairness, supportiveness

Reasons for leaving

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C. ~~The agency/department's designated representative should ask the employee to sign the exit interview form. The employee may be given a copy upon request.~~

Reference:

Minute Order 3.30 of 08/13/96
Minute Order 3.3 of 04/10/07

COUNTY OF RIVERSIDE
Exit Interview

Employee Name: _____ Male Female
Job Title: _____ Employee Number: _____
Hire Date: _____ Separation Date: _____
Supervisors Name: _____
_____ Agency/Department Location: _____

JOB CONTENT

1. ~~What factors contributed to your accepting a job with the county? Have your feelings changed?~~
2. ~~Did you receive a new employee orientation packet? Yes No~~
3. ~~Did you review your orientation materials? _____ Yes No~~
4. ~~Did you understand the job expectations when you were hired? Yes _____ No~~
5. ~~Did you receive sufficient training to meet those expectations? Did you know how or where to get information you needed to succeed in your job? Yes No~~
6. ~~How would you rate your own contribution or performance on the job?~~

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THE COUNTY AS A PLACE TO WORK

7. How would you rate the following aspects of your employment here?

	Excellent	Good	Fair	Poor	Other Comments
Opportunity for Advancement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Performance Appraisals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Physical Working Conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your Salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vacation/Holiday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other County Benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Feelings of Belonging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

8. If you were leading this agency/department, what would you do differently?

9. What made your employment enjoyable?

QUALITY OF SUPERVISION

10. Would you be interested in returning to work for the county?

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41. How would you rate your supervisor in the following areas?

	Excellent	Good	Fair	Poor	Other Comments
Demonstrates fair & equal treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provides appropriate recognition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Resolves complaints/difficulties in a timely fashion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Follows policies & procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Informs employee of matters relating to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Encourages feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Expresses instructions clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Develops cooperation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

12. If you came back to work for the county, would you be willing to work for the same supervisor?

Yes No If no, describe reason:

REASONS FOR LEAVING

13. Are you leaving for a similar job? Yes No

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- 14. ~~How is your new job different from your old one? Are you staying in the same industry?~~

- 15. ~~What part does salary play in your decision to leave?~~

- 16. ~~What made you begin looking for another position, or, if appropriate, what made you listen to the offer to interview for another position?~~

- 17. ~~What could Human Resources have done to prevent you from leaving?~~

- 18. ~~If you are going to another job, what does that job offer you that your job here did not?~~

Date

Employee Signature

Exit Interviewer's Signature

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Agency/Department Use Only

Reason for separation:

Pay Another job Personal Reason Supervisor Military

Working Environment:

Department Terminated Layoff Other

If working environment, specify:

Working Conditions Lack of Opportunity Unfair Treatment

Work Unimportant *If personal reasons, specify:*

Health Marriage Pregnancy Child care Leaving Area

Transportation Return to School Other *If other, please explain:*

Other Comments:

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