

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



ITEM: 3.15
(ID # 13473)

MEETING DATE:

Tuesday, September 29, 2020

FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES: Rescind Board Policy C-30 Employee Referral Program ;
ALL DISTRICTS; [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Rescind Board Policy C-30 – Employee Referral Program effective August 31, 2020.

ACTION: Policy

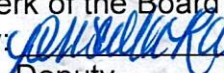


Brenda Diederichs, Assistant CEO / Human Resources Director 9/17/2020

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: September 29, 2020
xc: HR

Kecia R. Harper
Clerk of the Board
By: 
Deputy

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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: Departmental Budgets 100%			Budget Adjustment:	No
			For Fiscal Year:	20/21

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Employee Referral Program (ERP), was established by Board Policy C-30 in 2002, for the purpose of adding a tool to augment County recruitment processes, particularly for difficult to fill positions. It offers a financial incentive to current employees to assist the Human Resources (HR) Department in the recruitment process by referring candidates for certain positions.

The Employee Referral Program is open to regular employees in a paid status or on an approved leave of absence, except members of HR, employees in a managerial position, or employees whose normal work duties include involvement in the hiring process. Referral bonuses are paid to a County employee who refers a candidate that is ultimately selected and hired into a designated bonus-eligible position.

Program Challenges

The Employee Referral Program is administered by HR. HR staff are responsible for monitoring all referrals, determining referral eligibility, and preparing, approving, and submitting any eligible referrals for payment.

HR, while both moving to new technology and upgrading current systems, has been evaluating the value of all features of current processes and programs for the purpose of streamlining or eliminating them in order to focus on added value.

Administration of the program is a manual process, as there are two separate databases in which referrals can be submitted. Referrals are collected through both the HR website at www.rc-hr.com and the PeopleSoft recruiting system; neither of these systems are integrated with each other. Effective September 1, 2020, the County moved from the PeopleSoft recruiting system to the NEOGOV recruiting platform, which likewise doesn't have a feature to collect and process employee referrals under Policy C-30. The only way to automate the collection of applications for the employee referral program is to create a customized system which can integrate with NEOGOV, at considerable expense to the County.

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Each year, thousands of employee referrals are submitted across these two databases, yet in the last five (5) calendar years, only 77 bonuses (average of 15 per year) have been paid for a total of approximately \$80,361. Given the amount of staff hours dedicated on a weekly basis to monitor, research, approve, and reject referrals, the return on investment is extremely low.

In summary, continuation of the Employee Referral Program would warrant either a costly third-party referral platform integration, or the continuation of the labor-intensive manual process to track and administer referrals in a third database. Again, this is both time and cost prohibitive, especially with the high number of referrals being evaluated and the very low number that qualify for the referral bonus. The cost of either path to continue the program does not justify the low return on investment.

Recommendation:

Due to the numerous challenges outlined above, it is recommended that the Employee Referral Program be rescinded effective August 31, 2020, and Board Policy C-30 be inactivated.

The Human Resources Department will honor any referrals collected on or before August 31, 2020 and will continue to pay out any eligible referral bonus through August 31, 2021.

Impact on Residents and Businesses

There is no direct impact to citizens or businesses in the County of Riverside.

ATTACHMENTS (if any, in this order):

- A. Board Policy C-30

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

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Policy:

When a new external employee is hired into a position as a result of a current regular county employee's referral, the current regular county employee will receive a bonus of 1% of the maximum salary step of the referral's position after the new employee has successfully completed 90 days of employment.

PURPOSE:

To increase the number of candidates referred for employment by current regular Riverside County employees.

ELIGIBILITY:

All regular employees in a paid status or on an approved leave of absence of Riverside County are eligible to participate in the referral program except members of Human Resources, or those in a managerial position or employees whose normal work duties include the hiring process.

REFERRAL FEE:

All positions identified by the County Executive Office would be eligible for a referral fee of 1% of the maximum annual salary step as listed on the job specifications or a minimum of \$300. The fee will be taxable income, not included as compensation for purposes of retirement calculations.

REFERRAL FEE PROCESS:

To submit a referral, an employee must complete the Employee Referral Program document on the WorkForceExchange.net website. An email address or physical address must be included. A referral can only be submitted by one person. In the event more than one employee submits the same candidate, the earliest submission received by the Employee Referral Program Administrator at the website is the individual to be considered for the referral fee. Date and time received will be noted by system.

ELIGIBLE CANDIDATE:

An eligible candidate is one who is actually interviewed and hired into a position, not just presented for consideration. In order for the candidate to be considered "an eligible referral", no prior resume, letter from the candidate, or presentation by an outside search firm within the past 1 (one) year can be in the possession of the Human Resources department. If the candidate has already been presented and interviewed within the last six months through another source, the referral fee is not applicable.

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METHOD OF PAYMENT:

Once the candidate is hired as a result of a referral and has completed 90 days of employment, the referral file on WFE.net will be updated and a check requested for payment of the referral fee will be made. The 90-day period begins at the "start" date. The referral fee will be charged to the hiring department cost center.

SUBMISSION OF RESUME:

It is the responsibility of the referred candidate to submit their resume to the County of Riverside for consideration.

STATUS OF REFERRAL:

If the referred candidate is not hired and/or is not currently in the interviewing process within one (1) year, the employee who made the referral will be notified via email that they need to re-refer and begin the process again.

ADMINISTRATIVE RESPONSIBILITY:

Administrative responsibility is granted to the Human Resources Director for each of the following:

1. Any or all sections of this policy or any personnel related supplements may be published, amended or discontinued.
2. To discontinue the use of the Employee Referral Program.

Reference:

Minute Order 3.38 of 11/26/02

Minute Order 3.3 of 04/10/07