



# TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

# HUMAN RESOURCES

## OVERVIEW

The Human Resources Department is dedicated to aligning with the City's Strategic Plan to anticipate and meet the changing needs of the workforce and the organization. Human Resources promotes and encourages inclusivity, integrity and accountability, respect, leadership, trust and open communication.

**FY 26/27**

## HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Revamp of Citizens Scholars Internship Program with a focus on high school juniors and seniors. The P.A.T.H. (Prepare. Aspire. Train. Home.) Program will provide local high school juniors and seniors a unique opportunity to work with various City departments for eight weeks over the summer. In addition, they will attend mandatory workshops, Applications & Resumes 101, Interviewing Skills, Attitude & Gratitude and Financial Planning.
- Focus Groups (on-going): Having five years of data from the National Employee Survey, HR will hold different focus groups to highlight the positives and discuss areas where we still have work to do. The focus groups are an opportunity for growth and transparency and demonstrate the City's commitment to being a great place to work.
- Implement NEOGOV Attract - Candidate Relationship Management Software: Program will automate outreach to applicants and market the organization.

**86%**

**86% of employees who recommend working for the City (higher than the national benchmark).**

**86%**

**86% of employees who rated overall job satisfaction positively (similar to the national benchmark).**

**90%**

**90% of employees who plan on working for the City a year from now (similar to the national benchmark).**

**337**

**Number of Total Hires  
FY 2024/25**

**565**

**Number of Positions  
Posted FY 2024/25**

**13,316**

**Number of  
Applications Received  
FY 2024/25**

**100 Club:** First municipality in Florida to achieve induction in the 100 Percent Club, a campaign to end human trafficking and build a safer and stronger Florida. The Human Resources Training Division (PSL FORWARD), in collaboration with City staff and the Florida Alliance to End Human Trafficking, took 52 days to deliver Human Trafficking training to 100% of our City team.

**Awards:** The City has been awarded the Best Places to Work designation for 17 years. The Bell Seal for Workplace Mental Health (Platinum Winner).

- **Succession Planning (Ongoing):** Identifying key roles and future leaders through meetings, reclassification and training.
- **Training & Development:** Offering 198 unique topics and on-demand training, plus private sessions for specific teams.
- **Leadership Training & Team Building:** Quarterly workshops for Directors on management and workplace topics.
- **Innovation Academy:** Over 100 new ideas implemented through a program involving 186 employees.
- **Enhancing Applicant Communication:** Improving updates for job applicants throughout the hiring process, including text notifications.
- **Leading Today's Workforce Series (FY 24/25):** A seven-part leadership program focusing on modern work environments.
- **Expanding Employee & Family Health Clinic:** Increasing clinic services for employee healthcare.
- **NeoGov Hiring Manager Training:** Helping departments use NeoGov tools to speed up hiring.
- **Retiree Hub:** Centralized retirement information for employees and retirees.
- **Talent Management Strategy:** Strengthening onboarding, orientation and training to align with City priorities.
- **Manager's Toolbox:** Providing resources to support managers.
- **Career Fair Partnership:** Collaborating with CareerSource Research Coast and Graceway Village for job fairs and clothing assistance.
- **Expanding Wellness Programs:** Exploring ways to improve employee health services.
- **Behavioral Health Support:** Adding an onsite specialist and expanding EAP services for mental health care.
- **Updating NeoGov Job Library:** Ongoing improvements to job descriptions.
- **New Learning Management System (Absorb):** A comprehensive training platform with reporting tools.
- **Career Counseling (Ongoing):** Helping employees plan their careers and grow within the City.
- **Enhancing City's Water Cooler:** Improving internal communication resources.
- **Mandatory Supervisor Training:** Required leadership and soft skills training for new supervisors.
- **Policy Review & Updates:** Revising policies on subsidies, substance abuse and retiree health coverage.
- **Performance Evaluation:** Creating a new evaluation system for non-bargaining employees.
- **Charitable Support Committee:** Establishing a group for employee-driven philanthropy.
- **Personnel Rules & Regulations Review:** Annual updates to policies.
- **Citizen Scholars Program:** Continuing support for educational initiatives.
- **Financial Academy (Spring 2025):** Educating employees on financial management.
- **Employee Recognition Initiatives:** Expanding ways to celebrate achievements.
- **Mental Health & Public Service Recognition Week:** Promoting awareness and appreciation.
- **Applicant Experience Survey:** Gathering feedback on the hiring process.
- **HR Intake System:** Maintaining the system launched in January 2024.
- **Sick Bank for Civilian Employees:** Exploring new benefits for extended sick leave.
- **Employee Crisis Fund:** Considering an emergency fund managed by a third party.
- **Free Gym Membership Program:** Continuing access to Parks & Rec facilities.
- **Streamlining Benefits:** Improving efficiency in benefit processes.
- **Sworn Bargaining Agreements:** Negotiating successor agreements with three units.
- **Expanded Benefits:** Adding long-term care and life insurance coverage starting October 2024.