

ADMINISTRATIVE SERVICES DIVISION
Quarterly MAB Report
July - September 2025

The following goals were established to measure timeliness of services provided to the departments by the Central HR office. These goals are also part of department's fiscal budget.

#1 Goal - Conduct two department/agency audits each quarter on personnel files, temporary assignment records, postings, etc., to ensure compliance with personnel laws, rules, policies and procedures, collective bargaining agreements, and executive orders.

Measure - Number of department audits conducted per quarter.

Status - During the first quarter of the fiscal year, two department/agency audits were conducted (Water Supply, Information Technology).

#2 - Goal – With the exception of mass pay adjustments transactions, audit and approve properly completed and submitted payroll certification forms (Form 13s) within five workdays of receipt. Audit and approve mass pay adjustment payroll certification forms (Form 13s) within two weeks of the last form received.

Measure – Number of payroll certification forms processed within timeframes

Status – During the first quarter of the fiscal year, a total of 1,037 Form 13s were processed. 99% of the forms were returned to departments within five workdays. A total of 60 mass pay adjustment Forms 13s were processed during this period. 100% of the forms were returned to departments within two weeks of the last form received.

#3 - Goal – Review and act upon properly completed and submitted Flexible Spending Plan change in status forms within two workdays of receipt.

Measure – Number of Flexible Spending Plan change in status forms processed within timeframe

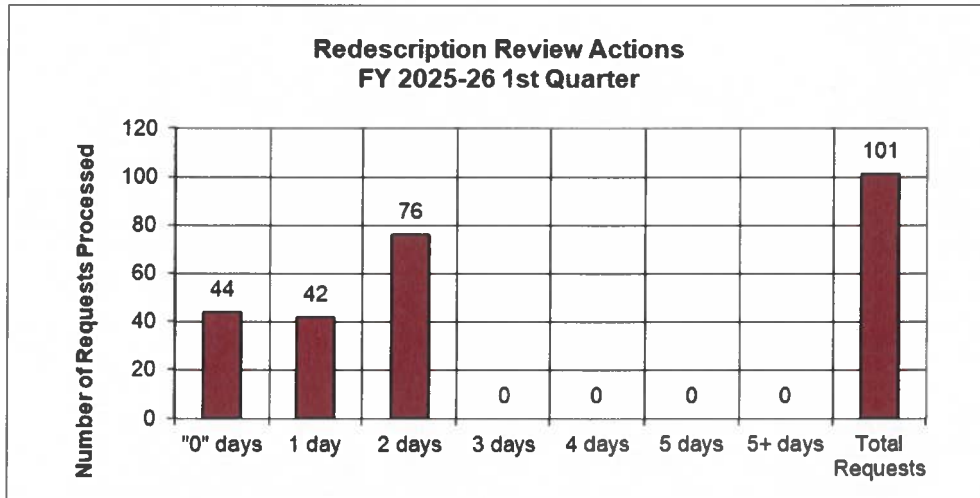
Status – During the first quarter of the fiscal year, a total of 47 Flexible Spending Plan change in status forms were processed. 100% of the forms were returned to departments within two workdays.

CLASSIFICATION & PAY MAB Report – July 2025 to September 2026

Objective: Review and process position redescription reviews within five (5) workdays of receipt.

Position descriptions are the bases of position classification and are used by departments for organizational and workflow planning, performance evaluations, and recruitment. Thus, it's imperative that we process the reviews on a timely basis.

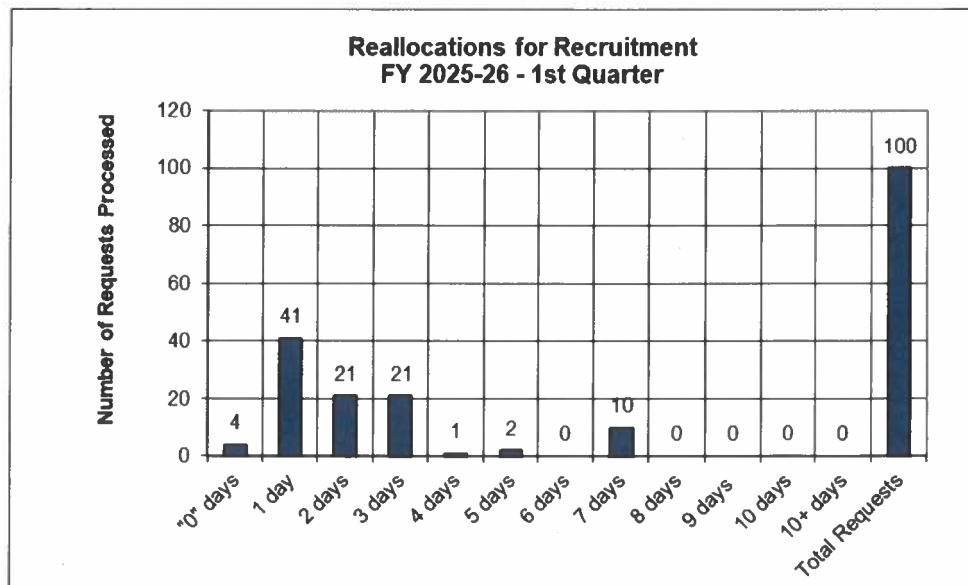
Outcome: One hundred and one (101) redescription review requests were received; all were processed within 5 workdays of receipt.



Objective: Review and process reallocations for recruitment within 10 workdays of receipt.

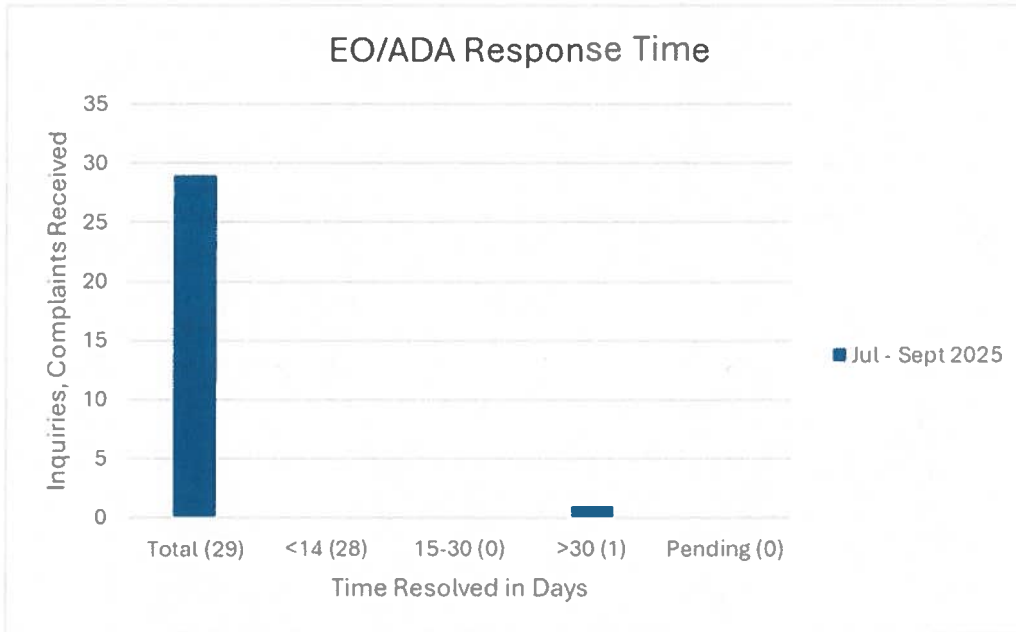
To expedite the recruitment process for the departments, we set this objective to review and process requests for reallocations of positions within 10 workdays of receipt.

Outcome: One hundred (100) reallocation requests for recruitment purposes were received; all were processed within 10 workdays of receipt.

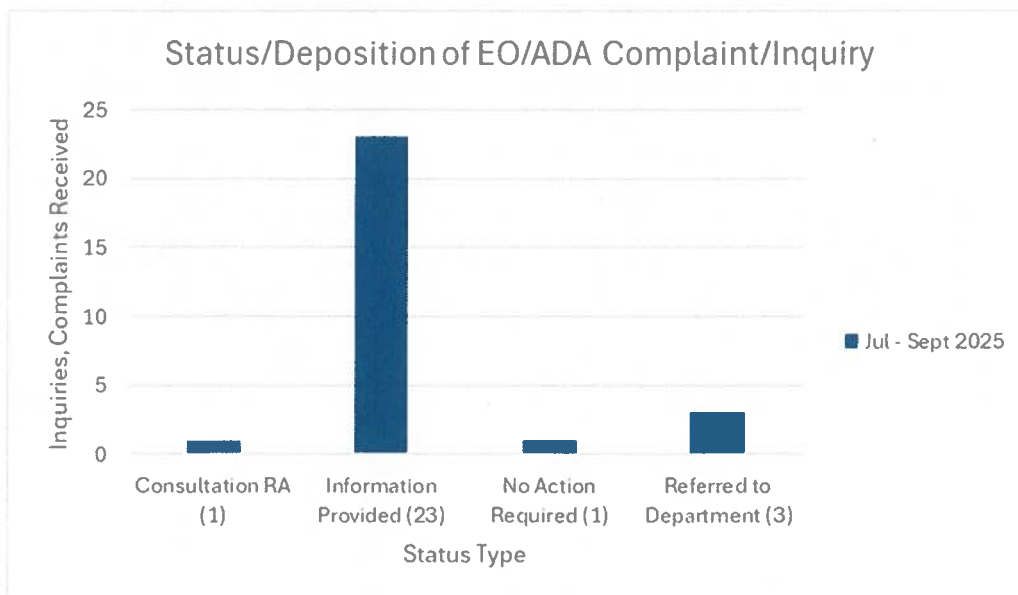


Equal Opportunity/ADA Division MAB Report for July 2025 – Sept 2025

The goal of the Equal Opportunity/ADA Division is to respond to inquiries and complaints while providing a high level of customer service to employees and the public within 14 days of knowledge or receipt unless extensive research, investigation, or action by another department is warranted. The purpose of the set timeframe is to ensure that inquiries and complaints are acknowledged, addressed and/or resolved at the lowest possible level before they escalate or are filed with external agencies.



- 29 total inquiries/complaints.
- 15 (15 of 29) internal and external inquiries/complaints relating to ADA reasonable accommodations/modifications, issues and/or concerns.
- 14 (14 of 29) internal inquiries/complaints relating to EO issues/concerns. 1 request for information is 14 days as response is dependent on information from another department.

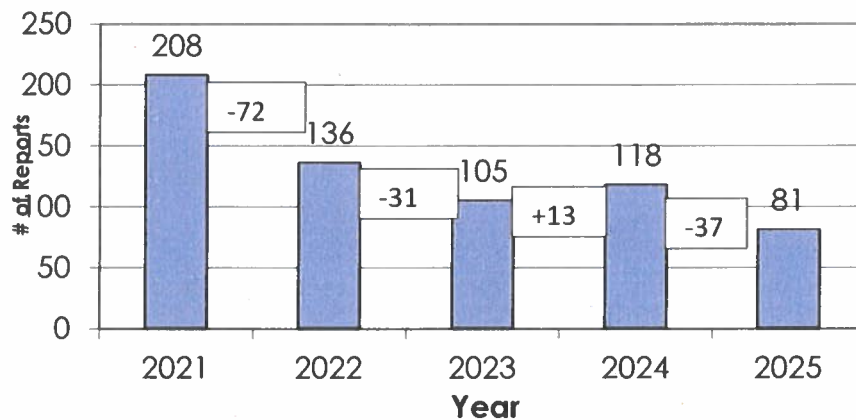


- o Consultation RA: work with department on reasonable accommodation/modification requests.
- o Information Provided: information provided to external/internal customers regarding ADA/EO questions/concerns.
- o No Action Required: external/internal customers who contacted the EOO/ADA Coordinator (e.g. not based on a protected class)
- o Referred to Department: request/concern referred to department for information/action

Special Projects Initiated/Completed:

| <u>Description</u> | <u>Comments</u> |
|-----------------------|--|
| WCAG 2.1AA Compliance | Working with the Department of Information Technology on compliance with Federal Requirements (WCAG 2.1 AA) effective April 24, 2026. |
| Self-Evaluation RFP | RFP finalized by DHR, submitted to Corporation Counsel for review. Next step to Finance for review and processing. |
| Other | Provided twenty-five mandatory Anti-discrimination and Harassment training sessions, one Reasonable Accommodation training session, one Title II for Police Recruits training session, and one Social Media Accessibility training session. Participated as a panel member on the County panel for the 2025 Legislative Forum/Kupuna Resource Fair in East and West Hawaii. |

C of H Vehicle/Equipment/Property Damage Reports - Calendar Year 2021 to 2025 (YTD) All Departments



Seven (7) reports of theft in calendar year 2025; wiring was cut and the light bars from two different machines were stolen in Ka'u. Calibration weights for the Hilo scale at the reload facility were removed without authorization. A Murayama backpack blower was stolen out of a County pickup truck at Onekahakaha Beach park. The battery was stolen out of an emergency generator at the Honoka'a pump station. A county vehicle parked at the Pahoia Community Center had its gas cover broken and gas was siphoned out. The battery box of county grader parked near upper Napo'opo'o Rd. was broken into and the battery stolen.

Nine (9) reports of vandalism to facilities or equipment; cut gas lines on three county vehicles, presumably facilitating the theft of gasoline. A Business Services Hawaii roll-off bin containing cardboard was set ablaze causing damage to the bin and recycling signage at the Pahoia transfer station on two separate occasions. The rear window of a county vehicle parked in the General Services base yard on Kawaiiani St. was discovered shattered. The Abandoned Vehicles impound lot perimeter fence in Kona was cut to gain walk-in access. Approximately 150 feet of fencing that secures the Kaloko 12 water tank site was found damaged by a vehicle. The Hilo-side exit gate of the Pahoia transfer station was cut to gain entry into the transfer station where the white goods bin was rummaged through.

Department of Human Resources
Personnel & Organizational Development Division
Quarterly Merit Appeals Board Report
July 1, 2025 to September 30, 2025

Conduct the New Hire Orientation class once a month:

A total of 5 New Hire Orientation sessions were conducted during the 1st quarter, with two in Kona, one in Hilo and one each for Police and Fire Fighter Recruits.

Provide at least six Customer Service Skills Training sessions annually:

One customer service training class was held this quarter in Hilo.

Provide at least six Supervisory Skills Training sessions annually:

A total of 9 Supervisory Training sessions were completed this quarter.

Annually coordinate the Prevention of Workplace Violence training program:

Two Violence in the Workplace Prevention Training class was held this quarter conducted by EAP, one for employees and one for supervisors.

Identify at least two personnel development needs & implement county-wide programs:

By request, we coordinated two classes of Basic Facilitation Training provided by Ku'ikahi Mediation Center. Participants learned how to conduct meetings and learned tips and techniques to assist them with accomplishing their goals for the meeting.

By December 2025, hold the annual Employee of the Year Program:

The Employee of the Year Program was held on October 2, 2025. A total of 23 nominees were recognized for their hard work and dedication in the Manager, Supervisor and Employee categories.

Issue the Fall 2025 and Spring 2026 Training Catalog:

The Fall 2025 Training Catalog was distributed on July 1, 2025. We will no longer be issuing a Training Catalog once the new CoHnect system is in place as employees will be able to see available classes online.

RECRUITMENT & EXAMINATION
Quarterly MAB Report
July - September 2025

Establishment of eligible and internal lists to assist departments with filling of their vacancies:

| Objective | Recruitments Conducted | Objective Met | % Met |
|---|--|---------------|-------|
| Within three months for large size open-competitive recruitments. <u>Note:</u> There were no large size open-competitive recruitments. | NA | NA | NA |
| Within two months for registration recruitments and small/medium size open-competitive recruitments. <u>Additional recruitments conducted total:</u> <ul style="list-style-type: none"> • 0 – no qualified applicants-on continuous • 0 – cancelled by department • 5 – in progress | 49 {+16 previously in progress} 5 | 44 | 89.8% |
| Within one month for internal recruitments within the department or internal recruitments within the County. <u>Additional recruitments conducted total:</u> <ul style="list-style-type: none"> • 6 – no internal applicants • 9 – no qualified applicants • 1 - cancelled by department • 5 – in progress | 41 {+14 previously in progress} 21 | 25 | 61% |

A total of 2,124 applications were received during this period.

Activities At a Glance

| Report Period | Open Competitive Recruitments | Internal Recruitments | Temporary Appts. Outside of a List | Reemployment List Requests | County wide Job Search | Referred Lists to Depts. | Total Appointments |
|----------------|-------------------------------|-----------------------|------------------------------------|----------------------------|------------------------|--------------------------|--------------------|
| Jul-Sept 2025 | 38 | 48 | 3 | 1 | 0 | 206 | 150 |
| Apr-Jun 2025 | 54 | 49 | 7 | 1 | 0 | 224 | 148 |
| Jan-Mar 2025 | 46 | 46 | 6 | 0 | 0 | 179 | 133 |
| Oct-Dec 2024 | 62 | 47 | 1 | 1 (not eligible) | 0 | 191 | 146 |
| July-Sept 2024 | 59 | 60 | 2 | 1 | 1 | 249 | 153 |

Other

1. Training - The following trainings were conducted:
 1. Conducting an Effective Job Interview
 - Trainings conducted on; 07/17/25 and 08/21/25
 - A total of 4 attendees were trained
 2. Neogov OHC
 - Trainings conducted on; 07/02/25, and 08/28/25
 - Attendees were from the Department of Parks and Recreation, Office of the County Auditor, and Office of Aging.
 3. Minimum Qualification Requirement Screening for Fire Uniformed Positions Training
 - Training conducted on 09/25/25
 - Attendee from the Fire Department
2. Audits of Interview Packets conducted:
 - Research and Development – Economic Development Specialist II
 - Office of Sustainability, Climate, Equity and Resilience – Program Manager
 - County Clerk – Council Services Assistant III
3. Participation in Job Fairs, Career Fairs, Career Expo, etc.
 - **08/16/25** – Pacific Media Group Career Fair
 - **09/26/25** – University of Hawaii at Manoa Engineering Career Expo

County of Hawaii - Workers' Compensation Division

Quarterly Report: July 1 through September 30, 2025

Total number of new claims opened during the quarterly period: 30

Total number of claims closed during the quarterly period: 37

