

ADMINISTRATIVE SERVICES DIVISION
Quarterly MAB Report
January – March 2026

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 third quarter of the fiscal year, two department/agency audits were conducted (Liquor Control, Corporation Counsel).

#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 third quarter of the fiscal year, a total of 775 Form 13s were processed. 100% of the forms were returned to departments within five workdays. A total of 840 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

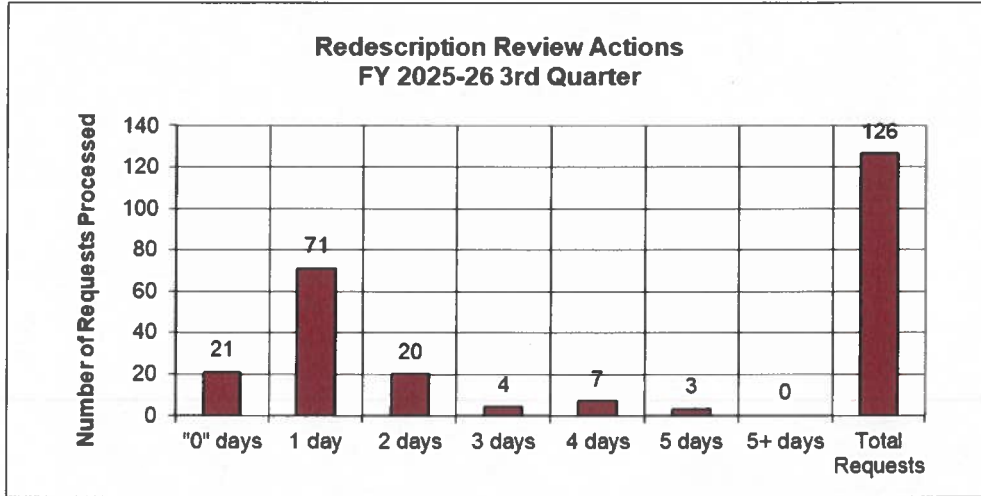
Status – During the third quarter of the fiscal year, a total of 35 Flexible Spending Plan change in status forms were processed. 100% of the forms were returned to departments within two workdays.

**CLASSIFICATION & PAY
MAB Report – January 2026 – March 2026**

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

Position descriptions are the basis 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.

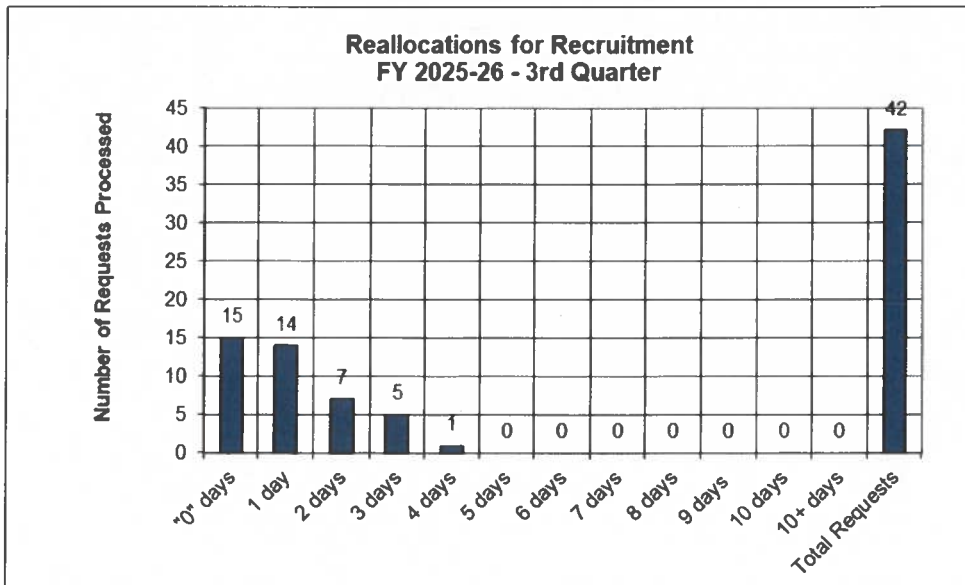
Outcome: One hundred and twenty-six (126) redescription review requests were received; all were processed within 5 workdays of receipt.



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

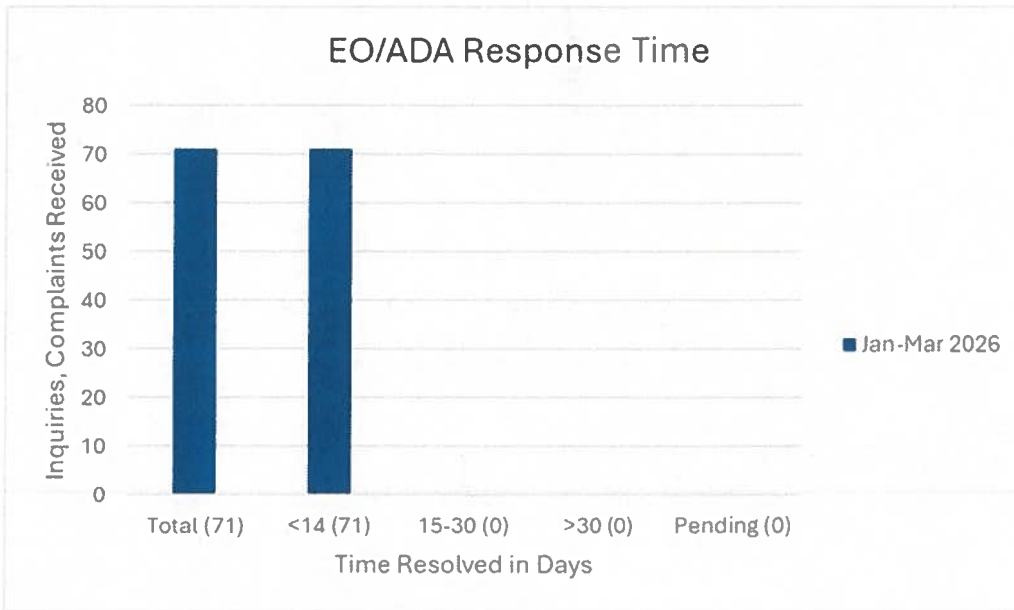
To expedite the recruitment process for the departments, we set this objective to review and process requests for reallocations of positions within 10 workdays of receipt.

Outcome: Forty-two (42) reallocation requests for recruitment purposes were received; all were processed within 10 workdays of receipt.

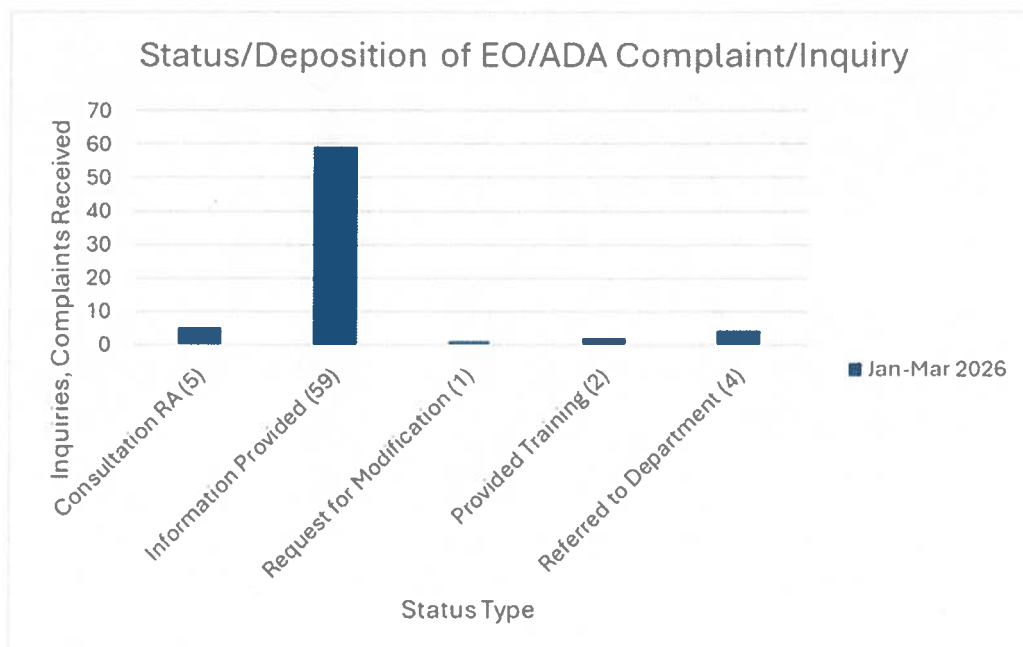


Equal Opportunity/ADA Division MAB Report for January 2026 – March 2026

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.



- 71 total inquiries/complaints.
- 54 (54 of 71) internal and external inquiries/complaints relating to ADA reasonable accommodations/modifications, issues and/or concerns
- 17 (17 of 71) internal inquiries/complaints relating to EO issues/concerns.

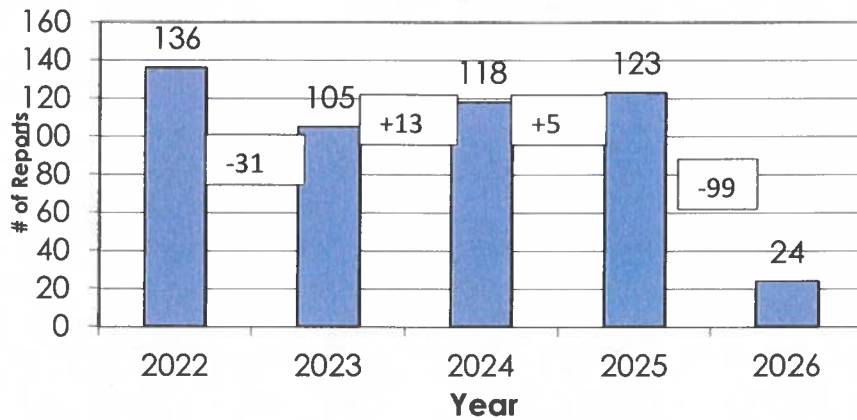


- o Request for Modification: Working with DPR on evaluation of request.
- o Information Provided: information provided to external/internal customers regarding ADA/EO questions/concerns.
- o Requested Training: external/internal customers who requested specific training for their department.
- o Referred 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	Working with Finance to finalize, set to open April 10, 2026.
Other	<p>Provided fifteen mandatory Anti-discrimination and Harassment training sessions, and one Title II for Police Recruits training session.</p> <p>Provided Title VI and Anti-Discrimination Training to Mass Transit (MTA) employees and contractors during MTA's Annual Training January 29 – February 1, 2026. Approximately 200 people attended the training over four days.</p> <p>Continue to participate in Cherry Road LMS working group for CoHnect. Learning Management went live in January 2026.</p> <p>Attended the Mayor's Committee on People with Disabilities meetings on January 5th and February 6th.</p>

**C of H Vehicle/Equipment/Property
Damage Reports - Calendar Year 2022
to 2026 (YTD)
All Departments**



Three (3) reports of vandalism to facilities or equipment. The fence surrounding the abandoned vehicle impound lot in Hilo was cut facilitating the theft of a vehicle in the lot. A County vehicle had its passenger-side door window shattered while parked at a Kohala facility. A County vehicle had its passenger-side rear-quarter window shattered while parked at the Kamana Senior Center.

Department of Human Resources
Personnel & Organizational Development Division
Quarterly Merit Appeals Board Report
January 1, 2026 to March 31, 2026

Conduct the New Hire Orientation class once a month:

A total of four New Hire Orientation sessions were conducted during the 3rd quarter, with two in Kona, one in Hilo and one for Police Recruits.

Provide at least six Customer Service Skills Training sessions annually:

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

Provide at least six Supervisory Skills Training sessions annually:

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

Annually coordinate the Prevention of Workplace Violence training program:

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

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

We partnered with the Police Department to provide training on "How to Interact with the Houseless Community" in February. Targeted audience was Parks and Recreation and Housing employees.

Another program that started this quarter is "County Talks" Informational sessions. One was held in January, featuring the Building Division's walk through of "How to Apply for a Building Permit". A second one was conducted in March that featured Recreation Division discussing this year's Summer Fun Enrollment and Office of Aging Programs.

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

This was completed in October 2025.

Issue the Fall 2025 and Spring 2026 Training Catalog:

This item will be removed due to the implementation of CoHnect.

RECRUITMENT & EXAMINATION
Quarterly MAB Report
January – March 2026

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"> • 3 – no qualified applicants-on continuous • 1 – cancelled by department • 16 – in progress 	40 {+22 previously in progress} 20	40	100%
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"> • 4 – no internal applicants • 1 – no qualified applicants • 2 - cancelled by department • 5 – in progress 	46 {+23 previously in progress} 12	46	100%

A total of 1,847 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
Jan-Mar 2026	38	35	2	1	0	168	80
Oct-Dec 2025	53	52	3	1	0	207	106
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

Other

1. The following trainings were conducted:

1. Conducting an Effective Job Interview

- Training sessions held on 02/05/2026 and 03/06/2026
- A total of 11 attendees participated

2. NEOGOV OHC

- Training sessions held on 01/12/2026 and 01/15/2026
- Attendees were from the Department of Parks and Recreation and Office of Management

3. Education & Experience (E&E) Training

- Training conducted for Fire Human Resources Program Specialist on 01/27/2026

2. Audits of Interview Packets conducted:

- Office of Aging – Clerk III
- Public Works – Building Permit Clerk

3. Participation in Job Fairs, Career Fairs, and Expos:

- **02/21/2026** – State of Hawai'i Department of Labor Hire Event
- **02/23/2026** – Kea'au High School Workforce Fair
- **02/27/2026** – University of Manoa Engineering Spring 2026 Career Expo
- **03/25/2026** – UH Hilo From Campus to Career

County of Hawaii - Workers' Compensation Division

Quarterly Report: January 01, 2026 through March 31, 2026

Total number of new claims opened during the quarterly period: 21

Total number of claims closed during the quarterly period: 44

