



SFWMD Governing Board HR Solutions Year-end Report December 9, 2009

FY2009 Workforce Analysis

Gender

- Females – 651 or 36%
- Males – 1,151 or 64%

Managers - 137

- Females – 39 or 28%
- Males – 98 or 72%
- Minority – 29 or 21%

Ethnicity

- Native Amer – <0.3%
- Asian – 6.2%
- Black/Afric Amer – 10.3%
- Hisp or Latino – 11.8%
- Native Haw/Other Pac Islander – <0.1%
- Two or More Races – 0.6%
- White – 71%

District Turnover and Exit Data

- Turnover
 - FY 2009 – 1.68%
 - FY 2008 – 5.6%
 - FY 2007 – 4.8%
 - FY 2006 – 8.5%
- Exit Interviews
 - Retirement ranked #1 for the last four years

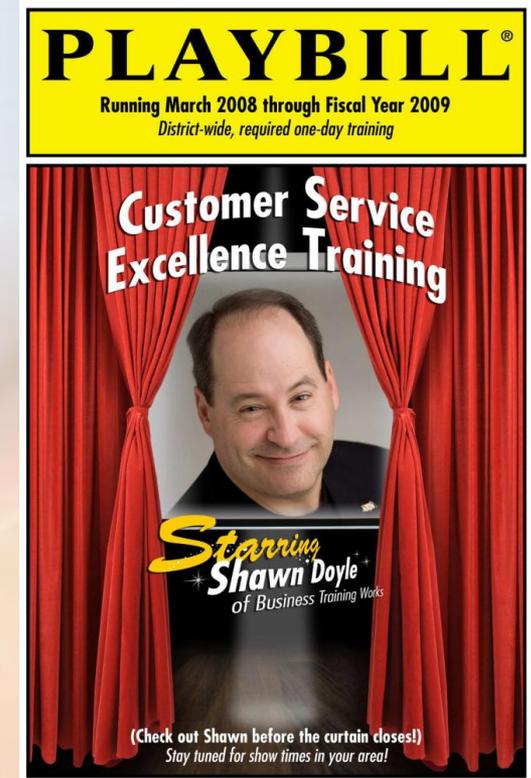


FY 2009 Initiatives



Customer Service In Action

- **Successes**
 - Completed implementation of customer service training
 - Identified performance incentives
- **FY2010 Outlook**
 - Customer Service Measures
 - Internal
 - External



Internship Program

- Successes
- FY2010 Outlook



Business
Systems

Business Systems



- **Successes**
 - Implemented two new Human Resources Systems
 - Recruitment System (Kenexa)
 - Performance Management System (Success Factors)
- **FY2010 Outlook**
 - Capitalize on performance dashboard/statistics
 - Performance management coaching

Recognition Program



- **Successes** – Increased participation
- **FY2010 Outlook** – The Year of the Employee
 - National Survey Results

	Employee Ranking	Manager Ranking
Full appreciation for work done	1	8
Feeling “in” on things	2	10
Sympathetic help on personal problems	3	9

Career Development

- **Successes**
- **FY2010 Outlook**
 - H₂O University



CHART YOUR COURSE

**Employee
Committee
Events**

Employee Committee Events

- **Bowling League**
- **Food for Thought**
- **Chili Cook-off**
- **Take Our Sons and Daughters to Work**
- **Softball tournament**
- **Food for Families**
- **Employee Art Show**
- **Race for the Cure**



SOUTH FLORIDA WATER MANAGEMENT DISTRICT



FY2010 Focus Areas

- **Customer Service Standards & Measures**
- **Internship/Mentoring Programs**
- **Business Systems Enhancements**
- **Recognition Strategies**
- **EAP Services**
- **Employee Committee Events**
- **Career Development – H₂O University**
- **Employee Engagement Survey**



Questions

