



Midpeninsula Regional
Open Space District

R-20-24
Meeting 20-05
February 10, 2021

AGENDA ITEM 6

AGENDA ITEM

Overview of the Midpeninsula Regional Open Space District's Onboarding Program for New Employees

GENERAL MANAGER'S RECOMMENDATION *den*

Receive an overview of the New Employee Onboarding Program. No Board action required.

SUMMARY

The Midpeninsula Regional Open Space District's (District) Onboarding Program is a formal process used by District managers and supervisors to help new hires adjust to the cultural and performance aspects of their job. A thorough onboarding program is the new employee's entry point to the District's culture and standards of excellence. The success of the District's 12-month onboarding program is important in the employee lifecycle and acts as a catalyst for employee satisfaction and retention. Human Resources (HR) staff will present an overview of the District's Onboarding Program to the Board of Directors, who had expressed interest for an informational presentation during recruitment and retention discussions with the General Manager in the fall of 2020.

DISCUSSION

With the passage of Measure AA in 2014, the District began ramping up recruiting efforts to keep up with project delivery. As more employees were hired, the District realized the need for a more robust onboarding program. One of the Human Resources Department's key projects from the Fiscal Year 2016-17 Budget Action Plan was to refine and expand the current onboarding program. After extensive research on best practices in both the public and private sector, HR staff designed and implemented an onboarding program to include current trends, best practices, and cultural awareness specifically designed to integrate and train new District employees and set them up for success.

Until March 2020, all onboarding activities were conducted in person. Upon receiving stay-at-home orders, HR staff successfully adapted the onboarding program to a virtual platform. New employees receive their live Information Systems and Technology (IST) and Human Resources orientations via Microsoft Teams and they can view their virtual New Employee Welcome Event on the District's intranet at any time during their first few weeks. The virtual Welcome Event includes a video welcome message from the General Manager, videos from each Department Manager introducing themselves and their departments' key responsibilities, and a PowerPoint presentation on key policies and safety information. HR staff have designed a detailed onboarding checklist as a tool for department managers and supervisors to ensure they cover all

the onboarding basics. The checklist also provides links to common resources supervisors might need to share with their new employee such as the Personnel Policies and Procedures Manual, Organizational Charts, the Budget and Action Plan, or other District templates needed for the job.

In the current telecommute environment, a strong virtual onboarding program is more important than ever to ensure new employees receive training and ongoing professional development, know where to look for resources necessary to do their job, and to feel welcomed and supported while working from home.

HR staff continually reviews and updates the onboarding program by keeping up with current trends, best practices, and soliciting employee feedback.

FISCAL IMPACT

None

BOARD COMMITTEE REVIEW

This presentation is provided to the full Board given full Board interest.

PUBLIC NOTICE

Public notice was provided as required by the Brown Act

CEQA COMPLIANCE

This item is not a project subject to the California Environmental Quality Act.

NEXT STEPS

The District will continue to follow the onboarding program for new employees, making refinements and improvements as appropriate.

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