



TOWN OF EDGARTOWN
PERSONNEL BOARD
HUMAN RESOURCE DEPARTMENT

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Town of Edgartown | Personnel Board
August 22, 2023 | 4:00 PM
Edgartown Public Library

Meeting Minutes

Board Members: Suzanne Cioffi, Chairman, Kelly McCracken, Haley Krauss
Staff: Maria Ventura, Interim Human Resource Director, James Hagerty, Town Administrator

Call to Order

Meeting commenced at 4:03 pm

Personnel

1. Workers Comp/FMLA Report (**See Attachment A**)-
2. Vacant Positions (**See Attachment B**)
3. New Hires (**See Attachment C**)

Town Administrator Update

James Hagerty reports that on Monday August 14, 2023 the Select Board ordered that effective, Monday August 21, 2023, the Animal Control Department would be placed under administrative control of the Police Department. This was elected to be done to facilitate some of the mutual aid concerns and other factors. The hiring process of the full time Human Resource Director will be advertised the beginning of September with applications due October 1, 2023. Interviews will be held mid-October.

Old/New Business

Human Resource Audit Report

Review of Human Resource Audit Report submitted by Maria Ventura (**See Attachment D**)
James Hagerty advised that he intends to, within the next 60 days, put together a response letter and a plan to correct some of the feasible requests, concerns and changes. Some areas have already begun to be addressed such as orientation policy, training sessions and employee working group.

One task, once the permanent Human Resource Director is hired, is to review a draft of a policy manual that was written by an attorney and paid for by a grant. Start the transition from personnel bylaws to a policy manual to be presented at Town Meeting in 2025.

Sexual Harassment Policy

Tabled to next meeting.

Employee Benefit Memo

Suggested edit in last sentence to include the request be submitted in writing. Update will be done and sent to Personnel Board to review.

Review/Approval of Minutes

Recordings to be sent to all Personnel Board members to have the ability to listen and review past minutes that need to be approved. Recordings to be used to make sure that there is nothing missing.

1/9/2023

5/25/2023

6/27/2023

7/25/2023

Meetings to no longer be recorded.

Adjournment- Meeting adjourned at 4:53 PM.

Minutes reviewed and accepted:

Chair/Member

Date: _____

Clerk: MV

Attachment A

FMLA/WORKERS COMP as of 8/18/2023

WORKERS COMP

School 8/24/2021

FMLA

Wastewater 6/14/2023

Attachment B

Vacant Positions as of 8/18/2023

Department	Position	Hours
Animal Control	Assistant Animal Control Officer	16 every other week
Highway	Heavy Equipment Operator/Laborer	40
Library	Library Assistant	18
Planning Board	Planning Board Assistant	40
Police	Police Officer	40
Wastewater	Junior Plant Operator/Plant Operator	40
Water	Junior Operator/Operator I	40

Pending Job Offers or Interviews

Attachment C

Full Time Hires as of 1/1/2023

Last Name	First Name	Department	Position	Start Date
Difo	Jelisa	Library	Department Assistant	1/9/2023
Zghibarta	Cristina	Wastewater	Department Assistant	2/3/2023
Dacey	John	Police	Police Officer	3/1/2023
deOliveira	Chrissy	Building	Department Assistant	3/6/2023
Downing	Connor	Board of Health	Health Agent	3/12/2023
Jackson	Wayne	Water Department	Junior Operator	3/20/2023
McMahon	Chris	Council on Aging	Cook	4/6/2023
Pringle	Julia	Shellfish	Deputy Shellfish Warden	5/15/2023
DeLeon	Shanette	Affordable Housing	Affordable Housing Manager	5/30/2023
Avery	Devon	Wastewater	Junior Operator	6/7/2023
Godfrey	Emily	Board of Health	Assistant	6/26/2023
Mulinare	Juliet	Selectboard	Facilities Manager	7/10/2023
Ragan	Dana	Wastewater	Junior Operator	7/12/2023
Coke	Janice	Planning Board	Planning Board Assistant	8/9/2023 Reigned 8/16/2023
Brainard	Sharon	Historic District	Historic District Commission Assistant	8/23/2023

Attachment D

Upon hire of Human Resource consultants Deb Radway and Tricia Vinchesi, it was suggested to perform an HR audit by meeting with all 23 Department Heads. All Department Heads willingly participated and were appreciative of the opportunity to sit down.

Below is a summary of the responses to the questions presented by the Human Resource consultants:

Where are employee's files and records kept - department, HR?

Both department and HR-16
HR – 7

Number of staff FT/PT/seasonal in your department. Are there any bilingual staff?

Department size varies from:
1 to 21 full time
0 to 4 (greater for Fire Department but due to fluctuation no number given)
8 Departments have seasonal positions with up to 20 hires
3 Department have bilingual employees

Can you identify current vacancies or staff on leave?

Several vacancies were identified:
Animal Control- 1-part time assistant
Fire Department- Ambulance coordinator. Night shift system not working
Highway- 1
Library- Program coordinator- and 1 PT Library Assistant
Parks- Rec area not open for last 2 years due to staffing as well as Swim and tennis instructors not filled
Police- 1
Waste Water- 1 on leave 1 open position
Water- 2

Are job descriptions up-to-date? Which are/are not?

Yes- 12
No- 4
Unsure need to review- 7 (Job descriptions were emailed to review.)

Any pending requests for reclassifications?

2 Departments state that there are pending requests
1 Department awaiting funding approval
1 Department expressed needing another assistant
1 Department expressed Assistant should be classified higher than other Admin Assistants

Is the current performance review system effective for you?

Yes- 9

No- 11

N/A-3

The no's felt as though they have not been trained on the process and they are not useful. The numeric system is antiquated and if used should have more numbers.

Are workload balances on your team acceptable?

Yes- 13

No- 7 (2 feel creation of seasonal or early calendar year help needed 3 feel creation of full time positions or adding additional hours)

N/A- 3

Are there any work place conflicts presently or past grievances in your department I should know about?

9 departments spoke of ongoing conflicts but no new conflicts.

Are there any critical pay equity or compensation issues?

Yes- 9 (3 mentioned seasonal wage scale needs to be increased)

No- 14

Discrepancy between school and town similar positions.

Increased employee- cost of living on island needs to be looked at. Be on top of compensation and benefits to retain. More frequent studies that target market and cost of living

Longevity not enough. COLA almost equal to health insurance premium increases

Seasonal wage scale and COLA amounts

Several departments felt overlooked in the last study while others feel as though positions need to be looked at

Do you have any concerns with current personnel procedures or the absence thereof?

Do you have any concerns with current personnel procedures or the absence thereof?

Yes -11

No-12

Personnel Bylaws need updating and clarity.

Payroll on dept head.

Employee completes their own payroll with admin checking.

Procedure for new hires

OT policy

Time off policy

Stipends

Vacation time after 1 year is too long

Are there additional personnel policies that you believe are needed to help you do your job more effectively?

No- 16

Others spoke of:

-Need to update and clarify current bylaws

-Request clarity on time off accrual and who to go to for certain procedures.

-FY anniversary date

-Payroll

- Accountability and discipline policy

- Discipline and documenting

-Uniformity Dept Heads report to James not boards

Are you satisfied with the current menu of benefit offerings? What would be some other options?

Yes-19

No- 4

Suggestions:

-Dental- town pay 50%

-Cost of all insurances

-Education incentive

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- Cost of all insurances
 - Education incentive
 - Restructure compensated time

Is there any excessive use of sick leave by staff in your department? How have you handled it?

Child care

Are you comfortable with your knowledge of workers' compensation/IOD reporting requirements and procedures?

Yes- 14

No- 9

Several that said yes said they would not mind having a training still.

What is your assessment of current recruiting and hiring timeframes?

8 said good

Other voiced:

- The lack of applicants
- Frustration with certain positions not being filled in a timely manner.
- Would like to see the option of hiring within and not having to advertise
- Needs to advertise in more than the newspaper
- Need to be creative with advertising (take out ad space rather than classifieds)

Does the current orientation and onboarding process meet your expectations?

Yes- 6

No or inquiring if we have one-17

Do staff understand resignation and exit policies?

Yes- 8

Unknown or No- 15

Are there any regionalization opportunities in your department?

Yes- 3

Open to or already doing- 8

No- 12

Are there any superstars to develop for other roles?

N/A- 7

No-10

Yes- 6

What are the training needs in your department including yours? What skills sets would you like to grow?

- Succession training
- Time management
- Conflict resolution
- Basic computer skills
- Microsoft- Excel, Word
- Google workspace/sheets
- General technology
- Munis

Suggestion of Town obtaining an off island car to attend trainings

What would help you do your job better as a supervisor?

- Remote work
- Office space
- Part time employee in summer months
- Clarification on procedures
- Training: time management
- Time to be a supervisor
- Experience
- Be paid more
- Assistant
- Restructuring of department
- Take time off

What is your assessment of HR communication and interactions?

5 Department Heads spoke of concerns previously to include:

- Never around
- Uncomfortable and unprofessional
- Unable to access
- Intense atmosphere

Other department heads spoke of satisfaction of the running of the office currently.

- Responsive
- Now feel supported
- Good communication
- Accessible

What is your assessment of department morale? Do employees feel valued & appreciated?

3 Department Heads expressed concern regarding morale. Others are single department or do not have concerns.

Concerns of employees feeling valued and appreciated by the Town were discussed with 4 Department Heads.

How would you describe the workplace culture in Edgartown?

The workplace culture was described as a supportive and team work environment that has improved over the last couple of years.

Does department staff feel physically safe in their offices?

Yes

How confident are you in your supervisory skills and abilities especially as it relates to employee performance?

N/A- 4

Confident- 14

Would like training- 5

Is department up-to-date on mandatory trainings (like sexual harassment)?

Yes- 20

No- 3

What would you say are the Top Three issues identified above

- Payroll process

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- Compensation, Pay classification (pay equity)
 - Benefits
 - Lack of staff
 - Functioning equipment
 - Retention
 - Training and readily available training
 - Time management, Time to be a manager
 - Work load
 - Open positions not being filled in crucial departments
 - Communication
 - Access to information (website)
 - Staffing challenges
 - Orientation/Onboarding
 - Seasonal wage scale
 - Office space
 - Succession training
 - Time off, compensated time
 - Restructuring department
 - Compensated absences on paystubs
 - Different payroll system
 - HR enter new employees
 - Organization

What else would you like to share that can help me understand your needs better?

- Time for classification study
- Personnel bylaws do not reflect needs of fire
- Would like clear expectations and benchmarks from Town
- Reimbursement purchasing process

- Would like Town cellphone policy
- Town needs a code enforcement officer
- Would like a better understanding of all departments
- Policy on training-training budget
- Each dept should make a training manual

In conclusion the majority of the staff feel safe and have good morale amongst the individual departments. The Department Heads are currently satisfied with the support from the Human Resource Department. Areas that the Department Heads would like to receive more support in are listed below:

- Onboarding/orientation process
- More frequent compensation studies and concentration on the effects of living on the island
- **Benefits**
 - 50% dental premium covered by the Town
 - Concern that the health insurance premiums are high and almost equivalent to COLA

- **Training**
 - Workers Compensation
 - Time management
 - Conflict resolution
 - Basic computer skills
 - Microsoft- Excel, Word
 - Google workspace/sheets
 - General technology
 - Munis
- **Performance evaluations**
 - Training more of an understanding of what they should be used for
 - Number system increased options or change to another way
 - Include goals

- Seasonal
 - Wage scale updated
 - OT policy

The onboarding and orientation process is the first area where the Human Resource Department has started to improve upon. The new employees are being brought on a tour of all Town Departments, thoroughly going over new hire paperwork and benefits offered. There will be a welcome email sent upon the start of the newly hired employees. The parking permit is now being given to the employee on the first day of employment. Deb Radway has provided a checklist that will be adapted and used going forward. ACEMV has been contacted for training with Microsoft products. Trainings for the other topics listed above will be looked into to provide to the employees.