

CCH Hiring Improvement Updates

Contra Costa County Joint Conference Committee

July 22, 2024



CONTRA COSTA
HEALTH

Measurement Updates

- Developed ongoing measurement and reporting plan
- Initiated development of CCH Hiring Metrics Dashboard
- Held dashboard project kickoff meeting



Dashboard Metrics

#	Metric	Definition	Data Source
1	Total Time-to-Fill (TTF)	Number of days to fill job vacancy from need identification to new hire start date	NeoGov & CCH Internal Process Tracking
2	Length of Posting	Number of days position posted online	NeoGov
3	Length of Eligible List Creation	Number of days to review applications and certify the eligible list	NeoGov
4	Length of interview process	Number of days to schedule and complete interviews	NeoGov
5	Length of Pre-Employment Process	Total number of days post offer acceptance to new hire start date	NeoGov
6	Length of each Pre-Employment Step	Number of days for each pre-employment activities: background check, I-9, reference checks, etc.	NeoGov
7	Start Date Delays	Number of days when pre-employment activities are complete to employee start date	NeoGov
8	Offer Acceptance Rate	Percentage of job offers accepted by candidates.	NeoGov

Labor MOU Change Requests in Progress



Follow Rule of List when bid process unsuccessful

Update bid process to receive the 'full list' of eligible candidates when the bid process is unsuccessful or fewer than 3 bidders exist; Request limited to Teamsters Health Services-specific classifications only



Standardize bid posting timelines

Align all Labor MOUs to standard of 5 Calendar Days for bid process to improve consistency; Current required bid posting timelines in MOUs range from 3-7 calendar or business days.



Waive bid process for single-division classifications when no change in hours and location

Eliminate bid process for classifications that only exist in single CCH division where there is no change to the job location and hours. Bid process in these situations does not provide additional value to the employee and only introduces additional delays in recruitment activities.

Virtual I-9 Verification



- **Remote Verification Enabled:** Equifax now allows remote verification of I-9 documents via virtual meetings, though in-person appointments will remain available upon request.
- **Efficiency Goal:** The new process aims to expedite recruitment by removing delays in the pre-employment phase.
- **Contract Update:** The amendment to the contract is nearly complete, county counsel review is complete.