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CITY OF ATLANTA

DEPARTMENT OF HUMAN RESOURCES

QUARTERLY REPORT

JANUARY 13, 2021

PRESENTED BY
INTERIM COMMISSIONER JEFFREY B. NORMAN



VISION

One DHR working to manifest the **realization** of the Mayor's Strategic Vision of a **World-Class Workforce** who meets business needs in an efficient and timely manner, while providing excellent customer service to One Atlanta.

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OVERVIEW


- ❑ Resolution 20-R-4511
 - ❑ Reopening Planning: Telework Policies
- ❑ Coronavirus Disease 2019 (COVID-19) Pandemic Response
 - ❑ COVID-19 Employee Testing
 - ❑ Extension of Hazard Pay Program COVID-19
 - ❑ Departmental Highlights
- ❑ Quarterly Headcount Statistics





Resolution 20-R-4511



 CITY COUNCIL
ATLANTA, GEORGIA

20-R-4511

A RESOLUTION BY COUNCILMEMBER ANTONIO BROWN REQUESTING THAT THE CITY OF ATLANTA DEPARTMENT OF HUMAN RESOURCES WORK WITH ALL CITY DEPARTMENTS TO DEVELOP A PRELIMINARY PLAN THAT WOULD OUTLINE OPPORTUNITIES FOR ELIGIBLE CITY OF ATLANTA EMPLOYEES TO WORK REMOTELY POST THE COVID-19 PANDEMIC; AND FOR OTHER PURPOSES.

WHEREAS, due to the COVID-19 pandemic, on March 15, Mayor Keisha Lance Bottoms declared there to be an emergency in existence within the City of Atlanta pursuant to Section 2-181(a) of the City of Atlanta Code of Ordinances; and

WHEREAS, on March 15, 2020 in order to ensure the safety of City employees and members of the public, all City of Atlanta facilities, including City Hall and Municipal Court were closed to the public beginning March 16, 2020, until further notice; and

WHEREAS, in accordance with therewith, the City of Atlanta instituted a mandatory full telework deployment during this public closure period; and

WHEREAS, during the telework deployment, City Departments were empowered to create guidelines for their teams to support their specific communication and work-schedule needs to ensure productivity; and

WHEREAS, as a result of the telework deployment, the City invested in mass equipment purchases and enhanced technology which has served to streamline city operations and helped to minimize the disruption of services provided to citizens; and

WHEREAS, most of the City boards, including the Zoning Review Board, Board of Zoning Appeals and the License Review Board have successfully begun conducting remote meetings; and

WHEREAS, Mayor Keisha Lance Bottoms issued an Order directing the City's five-phased reopening plan, drawn from the recommendations of the Mayor's Advisory Council for Reopening Atlanta; the reopening phases are based on milestone metrics and data on the number of daily COVID-19 cases in the state; and

WHEREAS, even at phase five of the reopening plan, only non-essential City facilities and programs will open with safety precautions; and

WHEREAS, there are no clear predictions on when it will be completely safe for the city's full workforce to return to facilities, this provides an opportunity for the Department of Human Resources to explore what may be the "new normal" and work with city departments to develop a plan long-term to offer remote working opportunities to all eligible City employees; and

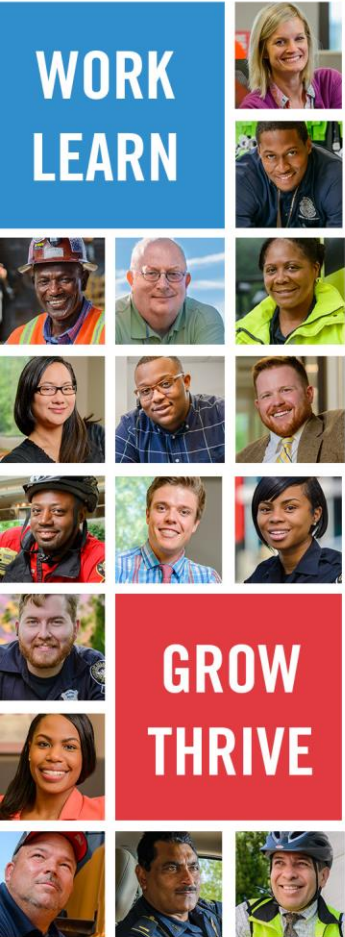
Last Updated: 10/19/20 Page 1 of 7

- On November 2, 2020, Resolution 20-R-4511 was adopted by the Atlanta City Council requesting that the Commissioner of the Department of Human Resources work with all city departments to develop a preliminary plan that would outline opportunities for eligible City of Atlanta employees to work remotely post the COVID-19 pandemic.
- Additionally, it requested that the Commissioner of the Department of Human Resources present a preliminary plan to offer remote working opportunities to eligible City employees for the review and consideration of the City Council's Finance and Executive Committee within 90 days following adoption of this legislation.



Resolution 20-R-4511 (cont.)

- As a practical matter, prior to introduction of Resolution 20-R-4511, in coordination with the City's five phased reopening plan, the administration has been working on a return to work program through the establishment of an operational committee since the early part of Q1 of FY21.
- The internal committee comprised of the Departments of Human Resources, Law, and AIM, along with the Mayor's Office, have been heavily engaged in executing on a thoughtful approach to ensuring the right policies and agreements are in place to address the City's directed and optional telework programs moving forward as part of the "new normal".





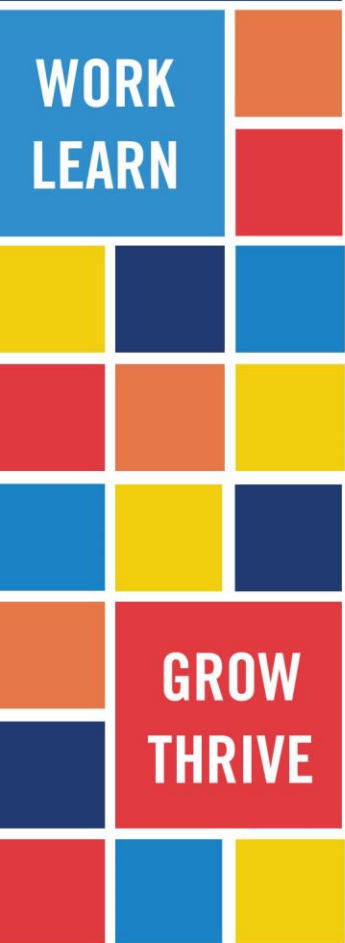
COVID-19 Reopening Planning: Telework Policies


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TOOLS: TELEWORK POLICY / TELEWORK AGREEMENT / ACCEPTABLE USE OF ASSETS POLICY



	CITY OF ATLANTA Department of Human Resources	Control ID	N/A
		Effective Date	11.12.2020
Telework Policy		Revision Number	
		Revision Date	
		Approved By	Jeffrey B. Newman
		Department Policy Owner	Department of Human Resources


1.0 INTRODUCTION

- The City of Atlanta (hereinafter the "City") considers teleworking to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Teleworking, or working from another location such as home or an office close to home, is an assignment that the City may choose to make available to City Employees ("Employees") when a mutually beneficial situation exists, or that the City may require of Employees due to emergency or exigent circumstances impacting the City or its Employees; or due to a decision that teleworking is an efficient mode of operation for certain City Departments or Employees.
- This Telework Policy (the "Policy") will supersede any other existing City of Atlanta policies relating to teleworking and all Telework Agreements will reference and be subject to this Policy. Teleworking is not an employee benefit, but rather an alternative method of meeting the needs of the employer. Teleworking may be appropriate for some employees and jobs but not for others. Conditions for teleworking must be agreed upon by the teleworker and teleworker supervisor. In a telework environment Employees must continue to comply with all other City policies, applicable Department standard operating procedures and Federal, State, and local laws.

2.0 POLICY STATEMENT

- The City is committed to ensuring the approval and execution of this Policy and related Telework Agreement by the Employee and supervisor as a condition of each of Employee being authorized for teleworking. Any violation of the Telework Policy may result in termination of telework privileges at any time.
- In furtherance of this Policy, employees will manage any City assets and resources available to them in an appropriate and responsible manner, including City electronic information and data or technology resources in compliance with City of Atlanta's "Acceptable Use of Assets Policy", which includes provision regarding an Employee's remote use of such assets.

1

	CITY OF ATLANTA Department of Human Resources
Telework Authorization & Agreement	

The City of Atlanta (hereinafter the "City") considers teleworking to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Teleworking, or working from another location such as home or an office close to home, is an assignment that the City may choose to make available to some City employees ("Employees") when a mutually beneficial situation exists, or may require for all Employees for a period of time due to emergency or exigent circumstances impacting the City or City employees. It is not an employee benefit, but rather an alternative method of meeting the needs of the employer. Conditions for teleworking are agreed upon by the teleworker and teleworker supervisor in accordance with the City of Atlanta Telework Policy effective _____ (the "Telework Policy" or the "Policy").

In accordance with the City of Atlanta's Telework Policy, this Telework Authorization and Agreement (the "Telework Agreement" or the "Agreement") for the ("Department") sets forth the expectations, directions and guidelines for the Department's Employees and their respective supervisor/manager in establishing the terms of each employee's eligibility and responsibilities for teleworking during the period set forth in this Agreement. This Agreement does not supersede any requirements of the Telework Policy.



Optional Telework

This Telework Agreement is for an Optional Telework assignment offered by the City of Atlanta due to a mutually beneficial situation. This Telework Agreement is subject to the needs of the Department and the City, accordingly there may be times that the Employee may be required to physically come into the office or facility at the request of a supervisor to conduct City business.

Directed Telework

This Telework Agreement is for a Directed Telework assignment required by the City of Atlanta as a result of [a business operational decision, an emergency situation, or exigent circumstances]. This requirement for Directed Telework is due to the following emergency:

Like much of the world, the United States, the State of Georgia and the City of Atlanta are responding to an outbreak of respiratory disease caused by a novel coronavirus named "SARS-CoV-2" and the disease it causes named "coronavirus disease 2019" (abbreviated "COVID-19"). The President of the United States announced a national emergency in response to this COVID-19 pandemic, the Governor of the State of Georgia signed a public

	CITY OF ATLANTA	Control ID	NIST-CSF
		Effective Date	
		Version Number	2.1
Acceptable Use of Assets Policy		Revision Date	10/26/20
		Approved By	Joshua Williams Chief Operating Officer Office of the Mayor
		POC for Changes	Gary Brantley, Chief Information Officer
Developed by:  Gary Brantley, Chief Information Officer, AIM		May 18, 2020 Date signed	

1.0 Purpose:
The City of Atlanta (City) management and its employees are committed to establishing, implementing and maintaining an effective and efficient Acceptable Use of Assets Policy. This policy is developed as part of the risk-based Information Security Management System (ISMS) and it is also in alignment with the Mayor's priorities. To that end, the City has adopted the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) as a tool for protecting the confidentiality, integrity and availability of City information assets.

2.0 Policy Objectives:
The City is committed, in accordance with its mission and values, to maintaining and improving information security, resiliency and minimizing exposure to risk. Therefore, this policy shall ensure that the following objectives are accomplished:

- Access to the City's Information Technology Assets is driven by business requirements and is granted in a controlled manner.
- City Information Technology Assets (e.g. Computer Information Systems, Internet, Networks, Software, Desktops/Laptops, electronic mail, databases, telephones, smartphones, etc.) are utilized for business purposes only in serving the interests of the City and its constituents in the course of normal operations.
- Eliminate inappropriate use of Information Technology Assets and to minimize risks associated with malicious software. (e.g. virus attacks, malware attacks, unauthorized access, compromise of network systems and services, etc.)

Document Title: Acceptable Use of Assets Policy	Internal Use Only	Document Owner:
Control ID: NIST-CSF Version 2.1 04-24-	Page 1 of 6	AIM Office of Information Security



TOOLS:

TELEWORK POLICY / TELEWORK AGREEMENT / ACCEPTABLE USE OF ASSETS POLICY

Optional Telework program is a work alternative that the City offers to eligible employees when telework benefits both the City and the employee.

Directed Telework program is a work alternative required when the City or a Department of the City determines that certain job roles and responsibilities can function at the same or improved capacity under remote circumstances and makes the business decision to direct those employees or entire Departments to work remotely. In addition, during certain emergency, exigent or special circumstances the City may require that all but those employees essential under the circumstance, work remotely for a period until such emergency, exigent or special circumstances has ended.

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ADVANTAGES/ROI OF TELEWORK PROGRAMS

City Advantages

- Reduced absenteeism
- Lowered overhead and real estate costs
- Expands coverage
- Provides workplace flexibility/work-life balance
- Vital component to a Business Continuity Plan

Employee Advantages

- Increased job satisfaction, loyalty & engagement
- Improved morale and productivity
- Increased morale, recruitment & retention
- Lowered stress and health care expenses
- Environmentally friendly “green” program

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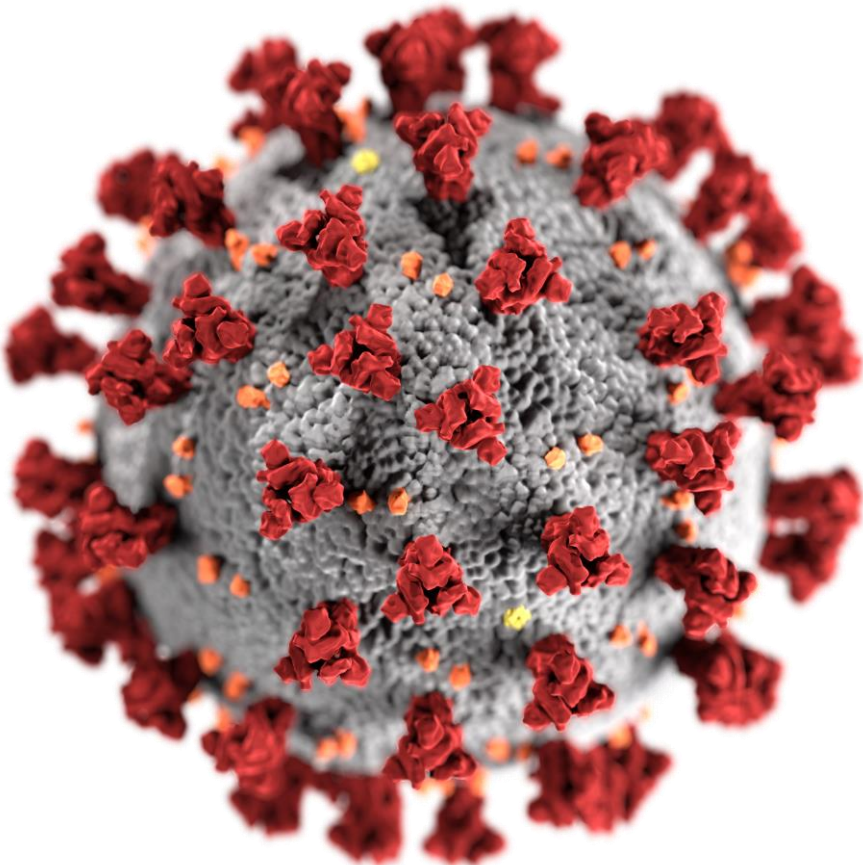


CORONAVIRUS DISEASE 2019 (COVID-19) PANDEMIC RESPONSE

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OBJECTIVE

The City of Atlanta (COA) is working to ensure that all appropriate measures are taken to minimize the impact of the SARS-CoV-2 virus and the disease it causes, named “coronavirus disease 2019” (COVID-19). COA employees are continuously provided with **up-to-date reliable pandemic information, best workplace safety practices and precautions**, as well as other **public health advisories** from state and local health departments, emergency management agencies and the Centers for Disease Control (CDC).





COVID-19 EMPLOYEE TESTING

- Established a direct testing program managed by the City through HealthStat to expand mission-critical employees' access to testing services and linking them to care through the City of Atlanta Wellness Center.
- In coordination with the guidance provided by the Georgia Department of Public Health (DPH) the City has provided mission-critical employees with the opportunity to obtain free COVID-19 testing through the Fulton County Health Department and other local testing partners.
- Worked with our medical health care providers, Anthem Blue Cross Blue Shield of Georgia and Kaiser Permanente, to provide free testing through employees' primary care physicians.





COA COVID-19 Testing Program



- In July of 2020 the rate for positive COVID-19 cases significantly increased in the Metro Atlanta Area and it resulted in a strain on our health partners at the Fulton County Health Department and Georgia Department of Public Health to provide accessible testing for our Residents and particularly our Employees. As a result of this critical concern, the Mayor's Pandemic Coordination Team, the City's Chief Health Officer and DHR's Office of Employee Benefits developed a COVID-19 testing program that allows the City to offer direct COVID-19 testing, specifically for our First Responders and Essential Workers due to the increased vulnerability for exposure to COVID-19.
- The City has partnered with HealthStat, our contracted medical vendor at the Employee Wellness Center, to administer the test. HealthStat utilizes the most reliable FDA authorized PCR testing, nasal swab external icon, to conduct COVID-19 viral tests for City of Atlanta employees, including first responders and essential staff.



COA COVID-19 Testing Program (cont.)



▪ Testing results as of January 12, 2021

▪ Total Administered = 880

(858) Negative

(22) Positive

Department	Negative Test Results	Positive Test Results	Total No. Employees Tested
APD	126	1	127
AFRD	190	6	196
Public Works	96	7	103
Watershed	193	6	199
Transportation	22	-	22
Executive Offices	10	-	10
Parks & Recreation	87	-	87
DEAM	12	1	13
Human Resources	6	-	6
WorkSource	4	-	4

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COA COVID-19 Testing Program (cont.)



▪ Testing results as of January 12, 2021

▪ Total Administered = 880 (858) Negative (22) Positive

Department	Negative Test Results	Positive Test Results	Total No. Employees Tested
Municipal Court	61	-	61
Finance	2	-	2
City Planning	6	-	6
Aviation	43	1	44

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Extension of Hazard Pay Program

- Extended the Hazard Pay Policy such that it shall remain in effect on a month-to-month basis until such time as the Mayor shall issue an executive order declaring that in accordance with the latest scientific and medical expert information concerning the COVID-19 pandemic:
 - a) a COVID-19 vaccine has been made available to front-line City of Atlanta employees; and/or
 - b) that the City of Atlanta has resumed operation of services through the return of non-mission critical employees to the physical workplace.

- All Mission-critical employees are eligible

- \$500 per month hazard pay benefit

- No further award of hazard pay compensatory time

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Extension of Hazard Pay Program (*cont.*)



- Pro-rated hazard pay benefit award based on attendance and utilization measures
- The restriction that hazard pay compensatory time be utilized first is removed
- Employees eligible to receive cash payment of one-fourth of accumulated hazard pay compensatory time at time of separation from City





HIGHLIGHTS

- Successful completion of the City's Benefits Open Enrollment Process
- Completion of the implementation of the new Third Party Defined Benefit Plan Administrator – Strategic Benefits Administrator (SBA)
- Completion of Compensation Study for 911 Call Center staff
- Successful program delivery of Hazard Pay Program for mission critical employees and mandatory telework deployment of non mission critical staff
- Successfully developed and redesigned approximately 42 courses/modules for virtual delivery





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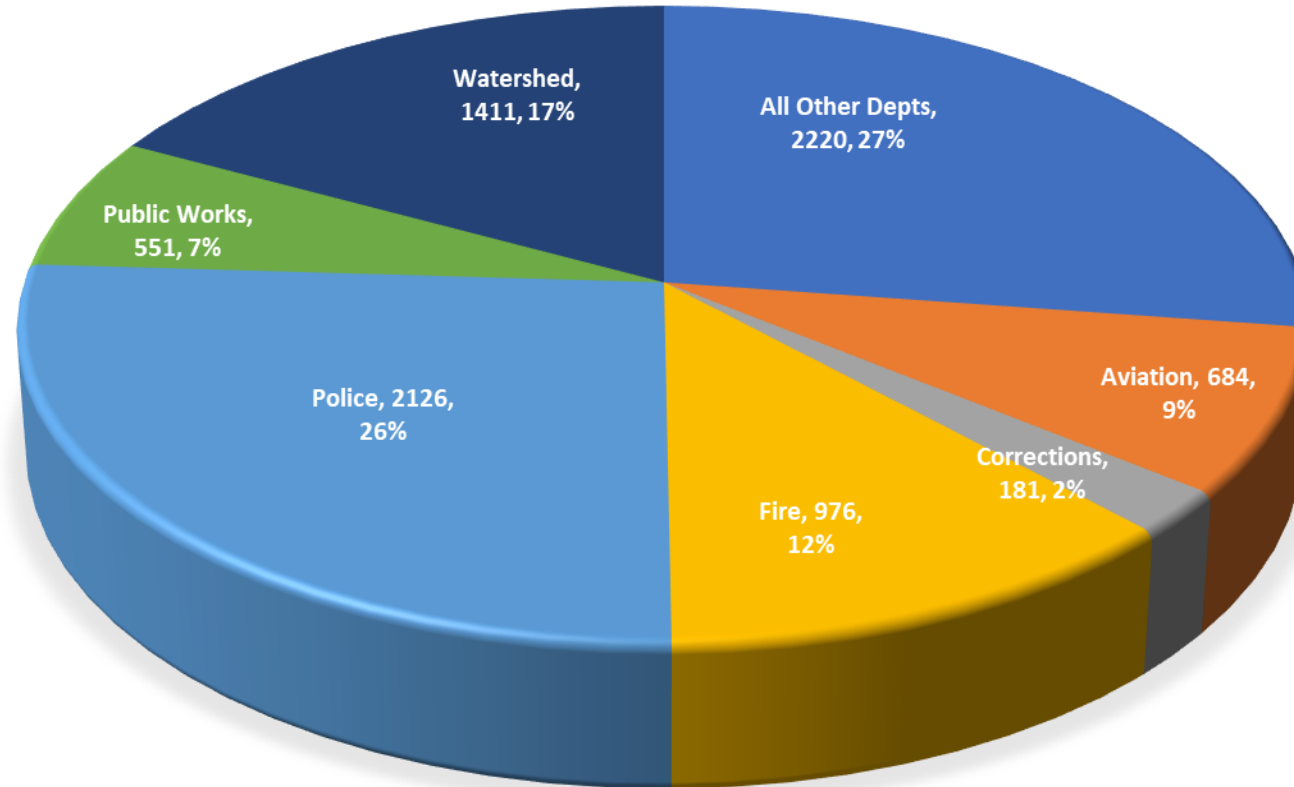


QUARTERLY HEADCOUNT STATISTICS



HEADCOUNT AS OF DECEMBER 31, 2020

By Department



TOTAL 8498





ALL OTHER DEPARTMENTS

By Count



All Other Depts

Division	Total
AIM	138
AUD	19
CCN	64
CRB	9
DCP	244
DCS	100
DGC	2
DHR	113
DOF	161
DOP	54
DOT	275
EAM	100
ETH	8
EXE	202
JDA	129
LAW	85
PDA	39
PRC	402
SOL	76
Grand Total	2220



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QUESTIONS?

