



BOARD OF SCHOOL TRUSTEES

**KELLER INDEPENDENT SCHOOL DISTRICT**

**11A. Report**

**Date: January 29, 2009**

**SUBJECT: HUMAN RESOURCES DEPARTMENT UPDATE**

**BOARD GOAL:** The Keller Independent School District will recruit, develop, and retain a diverse highly qualified staff. All systems in the Keller Independent School District will be effective, efficient, and accountable in support of the district's mission.

**FISCAL NOTE: None**

**Background Information:**

- Keller ISD, with over 3300 employees, is one of the largest employers in NE Tarrant County.
- The Human Resources department provides services to stakeholders pre-employment, during employment, and post employment.
- Key services include recruiting, as well as developing and retaining the most qualified employees to create an environment in which students can achieve educational excellence.
- HR utilizes meaningful two-way communication with its many stakeholders to instill trust, confidence and a sense of value.
- With 14 employees, the Human Resources department demonstrates an efficiency of 2.3 times the industry standard of 1:100.

**Administrative Considerations:**

- The Human Resources department has developed departmental goals and objectives and the criteria by which to measure our performance.
- The Human Resources department has embraced continuous improvement through regular review of our processes and surveying our stakeholders.

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Respectfully submitted,

Penny Benz  
Assistant Superintendent of Human Resources



# Human Resources

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Board Report  
January 29, 2009

The logo for Keller ISD features a stylized graphic on the left consisting of overlapping yellow, red, and blue squares with a black crosshair. To the right of this graphic, the text "Keller ISD" is written in a blue, sans-serif font.

# Keller ISD

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- 3493 employees
  - 2198 teachers and instructional professionals
  - 133 administrators
  - 260 instructional paraprofessionals
  - 902 clerical, technical and operational support personnel



# Mission Statement

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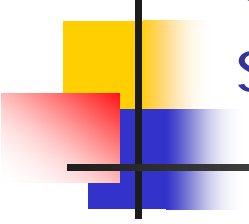
*The Human Resources Department is committed to recruiting and employing a highly qualified diverse staff, providing support and guidance to foster positive employee relations, and continually improving services provided to meet the needs of our ever-changing district.*



# Departmental Goals

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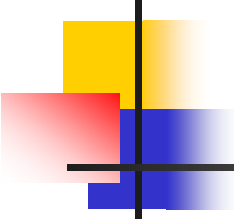
- Create an environment in which students can achieve educational excellence
- Instill trust, confidence and a sense of value with all stakeholders
- Good stewards of district funds



Recruit, develop and retain the most qualified employees to create an environment in which students can achieve educational excellence.

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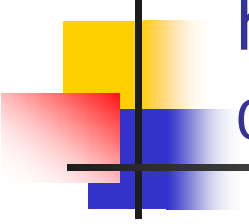
- Job Fairs
- Advertising
- University Relationships
- Diversity
- Employee Recognition



Achieve meaningful two-way communication between the Human Resources Department and its many stakeholders to instill trust, confidence and a sense of value.

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- HR websites
- Employee orientations
- Salary and benefits
- Employee Relations



Provide cost-effective, reliable, innovative and high quality human resources support to campuses and staff.

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- Job Descriptions
- Performance Management
- Automated systems
- Cost efficiencies

**MISSION:** The Human Resources department is committed to recruiting and employing a highly qualified diverse staff, providing support and guidance to foster positive employee relations, and continually improving services provided to meet the need of our ever-changing district.

2008 - 2009 Actual Performance

Departmental Goals/ Objectives	DIP Strategic Objective	Performance Measures	2007-2008 Actual	2008-2009 Target	Leader	Q 1 (July Aug Sep)	Q 2 (Oct Nov Dec)	Q 3 (Jan Feb Mar)	Q 4 (Apr May Jun)
Recruit, develop and retain the most qualified employees to create an environment in which students can achieve educational excellence.	3.1	% teacher turnover rate (previous school year)	13.1%	12.5%	Benz		13.1 %		
	3.1	% teachers retained after first year with district	--	85.0%	Hogle		100%		
	3.1	% standard job offers made to SBEC certified applicants within 48 hours	--	97.0%	Hogle				
	3.1	% increase in diversity rates for instructional professionals	--	2.0%	Benz		1.1%		
	1.5	% HQ teachers in core content areas	100%	100.0%	Hogle	100%	100%		
	1.5	% paraprofessionals at 09-10 Title I campuses who meet HQ	N/A	100.0%	Hodges				
	3.1	% contracts issued accurately and on time	--	100.0%	Benz				
	2.2	% substitute fill rate	--	93.0%	Hogle				
	2.1	% principals satisfied with quality of substitute as a result of training initiative	N/A	90.0%	Hogle				
	5.3	% new hires screened per Senate Bill 9	<b>100.0%</b>	100.0%	Hodges	100%	100%		
Achieve meaningful two-way communication between the Human Resources Department and its many stakeholders to instill trust, confidence and a sense of value	5.1	# peer-level resolutions of workplace issues	N/A	2	McKenzie				
	3.1	% principals/supervisors rating HR satisfactory	N/A	90.0%	Benz				
	3.2	# annual communications to operational support staff regarding ESL classes	2	2	Hodges				
	5.2	# monthly e-newsletters disseminated to staff	12	12	Whiteley	3	6		
Provide cost-effective, reliable, innovative and high quality human resources support to campuses and staff	2.1	% district benefits contribution at/above comparison districts median	<b>100.0%</b>	100.0%	Whiteley	100%			
	2.1	average annual medical claims cost per employee per year	\$5,185	\$5,185	Whiteley				



# Value-added Metrics

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- Recruitment and employment
  - Teacher vacancies
  - Diversity in hiring
  - Timeliness of job offers
  - HQ teachers & paraprofessionals
  - Teacher retention



# Value-added Metrics

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- Employee Services
  - Application of trainings to work performance
  - Supervisory training opportunities
  - Peer-level resolution of work-place issues
  - Grievances resolved at lowest level



# Value-added Metrics

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- Department Efficiencies
  - District benefits contribution
  - Medical claims costs
  - Implementation of technology



# Highlights of the Year

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- Increase in diversity in administrative hiring
- Web-based substitute system and training
- Peer-review complaint resolution
- New benefits administrator and online enrollment
- Compliance with new fingerprinting law



TASBO

## Management Review – Commendations

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- Dedicated and knowledgeable staff
- Services provided highly valued
- High levels of personal service
- Staff is open to technology enhancements
- Formalized HR procedures and valuable resources and documents on K-Connect



# TASBO

## Management Review -- Recommendations

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- Cross training opportunities and increased utilization of technology
- Review of organizational responsibilities
- Development of additional written procedures
- Open communication within department

