

EPO 16th Semi-Annual Report

Board of Directors Meeting

September 30, 2022



COOK COUNTY
HEALTH

What is New?

Progress!

- **Revised Hiring Process**
 - A process was approved to support quicker and higher volume hiring
 - Training was completed and process was rolled out in July
- **Revised Hiring Fair Process**
 - A process was approved to support quicker and higher volume hiring
 - Training is in development
- **Technological Improvements**
 - Digitization of the DTH Form and packet
 - HR Recruitment Dashboard
- **HR Staffing**
 - Human Resources Business Partners
- **EPO Staffing**
 - Program Manager
 - Information Coordinator



EPO Observations

Monitoring

Hiring Process Concerns

- General observations
 - Delivery of interview questions
 - Activities conducted without required notice or approvals (e.g., notice of interviews or application reviews, approval of interview questions, approval of interview lists)
 - Untrained participants
- Direct Appointments
 - Request to Hire Packets
 - Job Description Updates
- Hiring Fairs
 - Process Documentation
 - Training
 - Oversight



EPO Observations

Monitoring

Supplemental Policies Concerns

- Interim Assignment/Interim Pay
 - Policy and form updates required
- Discipline
 - Required Approvals
 - Incomplete forms and/or packet submissions
 - Timeliness
 - Administrative process
- Overtime & Training Opportunities
 - NPCCs



EPO Observations

Investigating

- **Investigations Numbers**
 - New: 8
 - Closed: 6
 - Pending: 45+ since 2020 (also have several pre-dating 2020)
- **Investigations Activity**
 - New Program Manager focusing on investigations
 - Newly approved Plan modification allowing for efficiencies in handling complaints

EPO Observations

Auditing

- **Third-Party Providers** (contractors that recruit, screen, interview and recommend applicants)
 - Several new Third-Party Providers & contracts
 - Began a review of Policy compliance:
 - Approval process
 - Contract language/services
 - NPCCs

*Also looking to verify contractors fully trained for respective functions

The Future

What is coming?

- Plan & Policy Updates
 - Blitz
 - Comprehensive documentation of the two temporary revised processes
 - EPO investigations amendment
 - Interim Assignment Policy
- Plan Training
 - All employees: new and annual
 - Supervisors: annual
 - HR: annual
 - Hiring Fairs
 - Blitz
- EPO Initiatives
 - Process review
 - Data management
 - Staffing
 - Website – Employment Plan content/new EPO page
- Website Updates
 - Job descriptions

Thank you!

Questions?



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