

COOK COUNTY  
HEALTH

# EPO Semi-Annual Report

## Board of Directors Meeting

March 31, 2023



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# What is New?

## Progress!

- **Revised Hiring Process**
  - Temporary process was approved to support quicker and higher volume hiring
  - Training was completed and process began rolling out in July
- **Revised Hiring Fair Process**
  - Temporary process was approved to support quicker and higher volume hiring
  - Training is in development
- **Technological Improvements – Supporting Hiring Managers**
  - Hiring Central
  - HR Recruitment Dashboard
- **EPO Staffing**
  - Program Manager
  - Information Coordinator

# EPO Observations

## Monitoring

### Hiring Process Observations

- General Observations
  - Interview questions
  - Validation
  - Documentation of process
- Hiring Fairs
  - Planning process improvements
  - Document organization and maintenance
  - Training
  - Documentation of process



# EPO Observations

## Monitoring

### Supplemental Policies

- Interim Assignment/Interim Pay
  - EPO Compliance Review
- Discipline
  - Approvals
  - Incomplete forms and/or packet submissions
  - Timeliness
  - Administrative process
- Reclassifications
  - Requests submitted to HR
  - Determinations submitted to EPO

# EPO Observations

## Monitoring

### Supplemental Policies (Cont.)

- Third Party Providers – EPO Review
  - New NPCC form
  - Missing Documentation (approvals, NPCCs)
  - EP-Related Contract Language
  - Need for structured document maintenance and information sharing

# EPO Observations

## Investigations

- **Investigations**
  - New: 5
  - Closed: 36 (10 Incident Reports)
  - Pending: 151
- **Investigations Activity**
  - New Program Manager Expanded Investigative Capacity
  - First Use of Approved Mechanism for Administrative Resolution of Complaints

# The Future

What is coming?

- Plan & Policy Updates
  - Hiring Blitz
  - Comprehensive documentation of the two temporary revised processes
  - Employment Plan amendment: new expedited hiring process
  - Interim Assignment & Interim Pay
- Plan Training
  - Supervisors (annual)
  - HR (annual)
  - Hiring Fair
  - Hiring Blitz

# The Future

What is coming?

- Joint HR/EPO Initiatives
  - Training for administrative support (DTH packet submission)
  - Discipline resources tool
  - Data management
  - Updated Employment Plan website content & new EPO page
- Website updates
  - Job descriptions
- EPO Staffing
  - Employment Compliance Analyst



# Thank you!



Questions?



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