CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

HUMAN RESOURCES

OVERVIEW

The Human Resources Department is dedicated to aligning with the City's Strategic Plan to anticipate and meet the changing needs of the workforce and the organization. Human Resources promotes and encourages inclusivity, integrity and accountability, respect, leadership, trust and open communication.

FY 2026/27

HIGH-PERFORMING GOVERNMENT ORGANIZATION

IMPROVING SERVICE & PERFORMANCE: ORGANIZATIONAL DEVELOPMENT

The Human Resources Department will work to advance organizational department through the following:

- **Revamp of Citizens Scholars Internship Program with a focus on high school juniors and seniors.** The P.A.T.H. (Prepare. Aspire. Train. Home.) Program will provide local high school juniors and seniors a unique opportunity to work with various City departments for eight weeks over the summer. In addition, they will attend mandatory workshops: Applications & Resumes 101, Interviewing Skills, Attitude & Gratitude and Financial Planning.
- **Succession Planning (Ongoing):** Identifying key roles and future leaders through meetings, reclassification and training.
- **Training & Development:** Offering 122 unique topics and on-demand training, plus private sessions for specific teams.
- **Leadership Training & Team Building:** Quarterly workshops for Directors on management and workplace topics.
- **Innovation Academy:** Over 100 new ideas implemented through a program involving 186 employees conducted in partnership with the Office of Strategic Initiatives & Innovation.
- **Enhancing Applicant Communication:** Improving updates for job applicants throughout the hiring process, including text notifications.
- **Leading Today's Workforce Series:** A seven-part leadership program focusing on modern work environments.
- **Expanding Employee & Family Health Clinic:** Increasing clinic services for employee healthcare. Issued a competitive solicitation and selected a new Employee & Family Clinic provider.
- **NeoGov Hiring Manager Training:** Helping departments use NeoGov tools to speed up hiring.
- **Retiree Hub:** Centralized retirement information for employees and retirees.
- **Talent Management Strategy:** Strengthening onboarding, orientation and training to align with City priorities.
- **Manager's Toolbox:** Providing resources to support managers.
- **Career Fair Partnership:** Collaborating with CareerSource Research Coast for job fairs and clothing assistance.
- **Expanding Wellness Programs:** Exploring ways to improve employee health services.
- **Medical Insurance:** Issued a competitive solicitation and selected a new medical insurance provider, Cigna.

- **Behavioral Health Support:** Adding an onsite specialist and expanding EAP services for mental health care.
- **Updating NeoGov Job Library:** Ongoing improvements to job descriptions.
- **Learning Management System (Absorb and Brainstorm):** A comprehensive training platform with reporting tools.
- **Career Counseling (Ongoing):** Helping employees plan their careers and grow within the City.
- **Enhancing City's Water Cooler:** Improving internal communication resources.
- **Mandatory Supervisor Training:** Required leadership and soft skills training for new supervisors.
- **Policy and Personnel Rules & Regulations Review and Update:** Review substance abuse policy and update Personnel Rules & Regulations.
- **Performance Evaluation:** Researching a new evaluation system for non-bargaining employees.
- **Charitable Support Committee:** Establishing a group for employee-driven philanthropy.
- **Financial Academy (Ongoing):** Educating employees on financial management.
- **Employee Recognition Initiatives**: Expanding ways to celebrate achievements.
- **Mental Health & Public Service Recognition Week:** Promoting awareness and appreciation.
- **HR Intake System:** Maintaining the system launched in January 2024.
- **Sick Bank for Civilian Employees:** Exploring new benefits for extended sick leave.
- **Free Gym Membership Program:** Continuing access to Parks & Rec facilities.
- **Streamlining Benefits:** Improving efficiency in benefit processes.
- **Sworn Bargaining Agreements:** Negotiating successor agreements with three units.
- **Civilian Bargaining Agreement:** Negotiating new and successor agreements.
- **Expanded Benefits:** Added Spirence, an online mental health and wellness platform in January 2026. Researching Earned Wage Access Program.
- **Take Our Daughters and Sons to Work Day:** Coordinate event logistics, consent-form handling, and department activities to deliver an organized, engaging day for employees and their children.
- **Civilian Bargaining Agreement:** Negotiating new and successor agreements.

346 total hires in FY 2024/25.

305 requisitions received in FY 2024/25.

12,920 applications received in FY 2024/25.

PERFORMANCE MEASURES AND SCORECARD

HUMAN RESOURCES

Effectiveness Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Overall employee turnover rate	10.5%	10.64%	11.38%	9%	10.32%	9%
7	*NES™: Percent of employees who rated the quality of the support service; recruitment services positively	73% ↑	72% ↑	71% ↑	80%	*	80%
7	*NES™: Percent of employees who rated the quality of the support service; training services positively	75% ↑	75% ↑	79% ↑	80%	*	80%
7	*NES™: Percent of employees who rated the quality of the support service; Human Resources services positively	79% ↑	74% ↑	72% ↑	80%	*	82%

Efficiency Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Days to fill openings	42	44	53	30	59	30

Awards: The City has been awarded the Best Places to Work designation for 17 years. The Bell Seal for Workplace Mental Health (Platinum Winner).

*NCS and NES - Percent of respondents rating serve as excellent or good from the annual National Community Survey™ and National Employee Survey™ for Port St Lucie. The following symbols are provided to show the relationship to the National Benchmark. The NES Survey Results will be updated in FY 2027 once released.

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower