



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**BOARD OF DIRECTORS**  
*Human Resources and Labor Relations  
Committee*  
*March 13, 2013*

**MEETING MINUTES**

**Committee Members Present**

Kathleen Boucher, Chairperson  
Howard Croft  
Edward Long  
Alan Roth

**DC Water Staff Present**

George Hawkins, General Manager  
Randy Hayman, General Counsel  
Rosalind Inge, AGM, Support Services  
Linda R. Manley, Board Secretary  
Rick Green, Director, Human Capital Mgmt.  
Stephanie Black, Manager, Learning & Dev.  
Mustaafa Dozier, Manager, Labor Relations  
Otho Milbourne, Manager, Benefits  
Steve Rogers, Manager, Compensation  
Denyse Jeter-Williams, Mgr., Talent Mgmt.  
James Winston, Manager, HCM Systems

**1. Call to Order**

Kathleen Boucher called the meeting to order at 11:16 a.m.

**2. HCM/Labor Relations Roles & Responsibilities**

- A. At the February 13<sup>th</sup> HR/Labor Relations meeting, Howard Croft inquired about the role and responsibilities of the Human Capital Management (HCM)/Labor Relations department. In response to his request, Rick Green, Director, Human Capital Management had his team present a brief overview of their functions. Following is a summary of the presentation, by branch manager, of HCM's responsibilities.
- Otho Milbourne), Manager, Benefits – handles health and welfare (medical, dental, vision, etc.), retirement, voluntary benefits, wellness and federal benefits.
  - Steve Rogers, Manager, Compensation – is charged with the task of developing and maintaining a comprehensive compensation and classification system in order to support the mission of the HCM; which includes negotiation of the compensation agreement for all union employees. Compensation also handles

performance tracking as well as the development and maintenance of current job descriptions for all 300+DC Water positions.

- Mustaafa Dozier, Manager, Labor Relations & Compliance Programs - deals with collective bargaining issues between the management of an organization and its employees or employees' representatives. Most commonly, it handles employee grievances, mediation, arbitration, employee counseling (agency's proactive measure to elude any adversarial outcomes), collective bargaining agreements, and contract negotiations for DC Water's 70% unionized workforce.
  - Alan Roth inquired about DC Water's Drug Testing policy and system. Mustaafa Dozier explained that there are two policies--CDL mandatory/random testing and non-CDL testing based on reasonable suspicious behavior. These tests are administered by outside vendors.
- Stephanie Black (16 months), Manager, Learning & Development - mission is to develop a world class learning program, committed to facilitating an intentional learning environment which includes personal and career development courses, and tuition assistance programs, web-base training, etc., while supporting the authority's strategic goals and satisfying stakeholder expectations.
  - Howard Croft inquired on DC Water's position or mix of for profit vs. non profit university options provided to employees. Stephanie Black explained its RFP selection process and assured all that its partnerships (DeVry, UMUC, University of Phoenix, Catholic University, etc.) only provide cost savings options to employees through basic discounts. Employees are also encouraged to use established, accredited institutions that suit their educational pursuits.
- James Winston, Manager, HCM Systems – mainly supports the business function and strategic plan for the authority. HCM's overall responsibility is records administration, IT applications support, verification of employment, HCM/Payroll processing, Ceridian recruiting solutions security administration, and custom report writing.
  - Chairperson Boucher inquired of the agency's systems compared to the market standards. Mr. Winston assured all that DC Water's overall IT, and systems applications are top notch.
- Denyse Jeter-Williams, Manager, Talent Management – the talent management branch is dedicated to the recruitment and retention of a high performing workforce by facilitating the recruitment, resume writing and preparation workshop, staffing, placement and on-boarding of talent. An online computerized system has been implemented to improve the interview process. New hires and promotions are acknowledged with gift baskets. Overall motto of the branch is,

“...people working together to make a difference”.

- B. Howard Croft inquired about DC Water’s turnover and retention rates. Steve Rogers reported that DC Water’s workforce is stable, and its turnover rate is around 12%, which is below national average. Mr. Croft also inquired about the living local for the percentage of DC Water employees. Mr. Hawkins and Chairperson Boucher offered to forward the March 13<sup>th</sup> Governance Committee report, which highlights the various jurisdictions, where DC Water and contractor employees reside, as well as other demographic data. Denyse Jeter-Williams also spoke to talent management’s strategies in targeting the DC Metro area to hire talent from local communities – job/career fairs, placement agencies and WJLA commercial job posting segment, etc.
  - C. Committee members commended the HCM team on its presentation; overall innovative concepts; and program implementations and practices.
3. **Acting Assignment** – Due to time constraints, Chairperson Boucher recommended that this item be addressed during a future meeting.
  4. **Hiring/Promotion Statistics** – Due to time constraints, Chairperson Boucher recommended that this item also be addressed during a future meeting.
  5. **Open Discussion** - N/A
  6. **Adjournment** - The meeting was adjourned at 12:54 pm.