



PUBLIC SERVICE COMMISSION

ANNUAL REPORT
2012-2013



TABLE OF CONTENTS

Message from the Public Service Commissioner	2
About the Public Service Commission	3
Public Service Commission Branches	5
2012-13 Year-end Budget Report	7
Public Service Commission Strategic Plan – Activity Report for 2012-13	8
Department Specific Goals	9
Corporate Goals.....	14
Appendix.....	18

MESSAGE FROM THE PUBLIC SERVICE COMMISSIONER



It is my pleasure to present the 2012-13 Annual Report for the Yukon Public Service Commission. This report shows the department's progress on the activities laid out in our strategic department plan. The 2012-13 year is the second year of the five-year (2011-16) Strategic Plan for the Public Service Commission.

The departmental strategic plan is one of the three major plans which set the overall direction of the Public Service Commission. Our activities are also guided by the Corporate Human Resource Strategy and the Representative Public Service Plan. We work in partnership with human resources on government-wide initiatives outlined in the three-year (2011-2014) Corporate Human Resources Strategy. We also support YG departments as they implement the Final Agreement - Representative Public Service plan (FA-RPSP). The FA-RPSP sets out strategies to increase the representation of Yukon First Nations people in the public service. This plan meets our commitments from the Yukon's First Nation Land Claims Agreements (Chapter 22 of the Umbrella Final Agreement).

Underlying all activities and plans is the mission to become a more client-service focused organization. As we developed and implemented new programs in 2012-13 – such as the corporate Disability Management program and new processes and policies for the Respectful Workplace Office – we collaborated and consulted with our clients in a more consistent way.

In 2012-13 we conducted our first client satisfaction survey to set a baseline and bring a new focus to our client service efforts.

We laid important groundwork in 2012-13 and began to shift the culture of the organization. Our employees work with clients in departments to understand their operational realities and develop solutions to the HR challenges they are facing.

I would like to express my thanks to the staff of the PSC for their ongoing efforts to further PSC's goals as well as our valued partners in the human resources community throughout the Yukon government, who work closely with us to deliver programs and services in government departments.

Sincerely,

A handwritten signature in black ink that reads "C. Read". The signature is written in a cursive style and is positioned above a horizontal line.

Catharine Read

ABOUT THE PUBLIC SERVICE COMMISSION

OUR MISSION:

Together with our clients, we provide effective and timely services and explore innovative human resource solutions leading to public service excellence.

OUR VISION:

Promoting and modeling excellent human resource practices.

OUR VALUES:

Integrity, accountability, respect and unity in purpose.

WHO WE ARE

The Public Service Commission (PSC) provides human resource advice and related support services to other Yukon government departments and employees. We establish and maintain human resource policies and legislation and act as the employer on behalf of the government.

Under the *Public Service Act*, the Public Service Commission has authority and responsibility to develop, maintain, administer and supervise a qualified and efficient public service. This includes collective bargaining, classification of positions, pay and allowance, appointments, transfers, suspension and dismissal, political leave, lay-offs and contracts of employment. The Act allows the PSC to delegate authority to departments through an Appointment Delegation Accountability Agreement. In practice, most Yukon government appointments (hires) are carried out by departments under the authority of delegation agreements.

64 TONS

of materials were diverted from the landfill.

The Document Destruction Centre, through the Workplace Diversity Office, provides a safe and secure method of disposing confidential/sensitive YG documents and gives employment opportunities to Yukoners with disabilities. In 2012/13 approximately 64 tons of materials were diverted from the landfill.

The Public Service Commission's electronic staffing system, e-recruitment, tracks most aspects of the staffing process including application, pre-screening, interview and testing. Between April 1, 2012 and March 31, 2013, e-recruitment recorded:

2100

More than 2,100 staffing action requisitions from departments;

1500

More than 1,500 staffing actions were filled or closed;

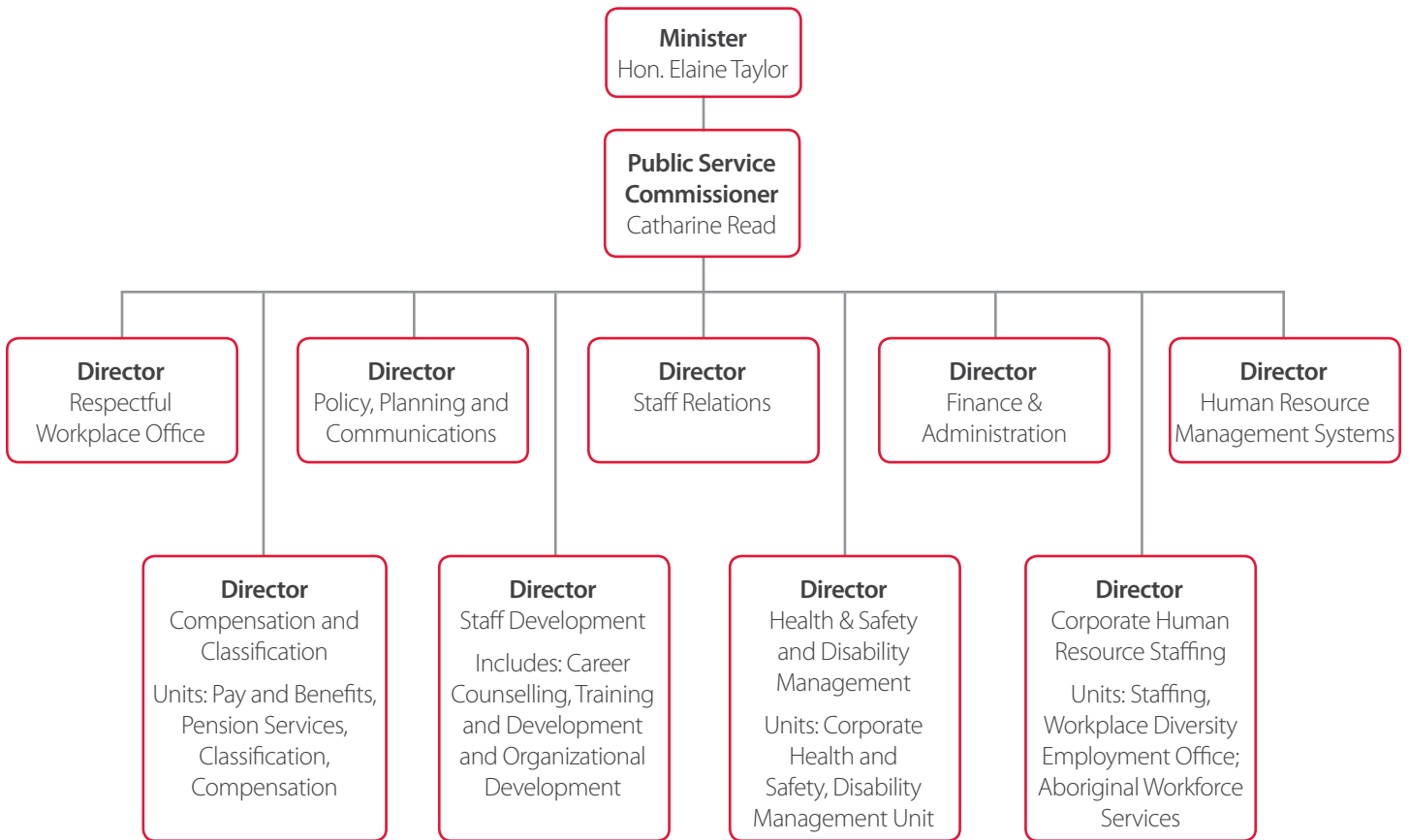
395,000

395,000 views (hits) on the e-recruitment website

7500

7,500 people created profiles in the system.

YUKON PUBLIC SERVICE COMMISSION ORGANIZATION CHART



Public Service Commission directors sit on the Human Resource Management Advisory Committee (HRMAC). HRMAC membership also includes human resource directors and managers in all Yukon government departments and crown corporations.

PUBLIC SERVICE COMMISSION BRANCHES:

CORPORATE HUMAN RESOURCE STAFFING

The Corporate Human Resource Staffing Branch provides recruitment and staffing services for all Yukon government departments, including E-recruitment, the government's electronic job application system. The branch also provides human resources support to the Public Service Commission. The Aboriginal Workforce Services unit supports the Aboriginal Employees' Forum and is responsible for planning, supporting implementation of and reporting on the Final Agreement – Representative Public Service Plan. The Workplace Disability Employment Office provides information, services, training and programs to increase the representation of persons with disabilities in the public service.

COMPENSATION & CLASSIFICATION

Compensation & Classification ensures pay, benefits and pensions are administered and employee compensation is correct and accurate. Classification maintains a formal job classification system to ensure salaries paid to all YG employees are fair and reflect the value of their work. The units within this branch are Classification, Compensation, Pay & Benefits and Pension Support.

FINANCE & ADMINISTRATION

The Finance and Administration branch provides financial and administrative services to the Public Service Commission including budget management, records management and access to information requests. This branch also supports the office of the Public Service Commissioner.

HEALTH, SAFETY & DISABILITY MANAGEMENT

This branch has two units, Disability Management and Corporate Health and Safety. The Disability Management Unit works with employees who have a medical issue requiring accommodation or time away from work. They help find workplace accommodations or facilitate an early and safe return to work for employees. The Corporate Health & Safety Unit provides leadership in health and safety, focusing on injury prevention, workplace safety and promoting a safe workplace.

STAFF RELATIONS

95

Employee grievances were managed by Staff Relations.

In 2012-13, Staff Relations managed 95 employee grievances. Three grievances resulted in adjudication and/or court action. The branch also managed 6 Yukon Human Rights Commission complaints, of which 2 were settled, 2 were dismissed after the employer report was submitted and 2 were received by the YHRC and held in abeyance pending adjudication review.

CAREER DEVELOPMENT

348

Employees participated in Career Counselling.

Career Development services in the Staff Development Branch supports employees and helps them manage and plan their careers. In 2012-13, 348 YG employees participated in Career Counselling. Employees also participated in testing and assessment. Consultations were held with 90 supervisors and managers.

DISABILITY MANAGEMENT

173

Found accommodation in their workplace.

In 2012-13 the Disability Management Unit helped 173 YG employees find an accommodation in their workplace. A workplace accommodation is a modification an employer makes to a job or workplace that allows an employee with an illness, injury or disability to work to the best of his or her ability.

EMPLOYEE ASSISTANCE PROGRAM

1038

Employees accessed the Employee Assistance Program.

This program is administered by the Health, Safety and Disability Management branch and helps employees dealing with personal problems. In 2012-13, 1,038 YG employees accessed the Employee Assistance Program.

HUMAN RESOURCE MANAGEMENT SYSTEMS

This branch maintains and develops software solutions to support human resources across government. HR systems help the government appropriately manage and access human resources data and information. While this is mainly done through PeopleSoft, the branch adds and develops additional components to help meet clients' needs.

POLICY, PLANNING & COMMUNICATIONS

The Policy, Planning and Communications branch develops corporate human resource policies and provides strategic communications advice to the department. The branch also facilitates strategic human resource planning across the Yukon government and within the Public Service Commission.

RESPECTFUL WORKPLACE OFFICE

The Respectful Workplace Office provides conflict management services to all YG employees and supports the Respectful Workplace Policy. The branch uses a collaborative approach to resolve conflict and address disrespectful behaviour in the workplace. Conflict management services include education and training, coaching, mediation and facilitation, group assessment and group facilitation.

STAFF DEVELOPMENT

The Staff Development branch provides training and learning opportunities to employees in all Yukon government departments. The branch's programs and services facilitate learning through growth opportunities, formal courses and classes and leadership development and career development for YG employees as well as organizational development consultation services.

STAFF RELATIONS

The Staff Relations Branch represents the Yukon government in collective bargaining and interprets collective agreements. The branch advises departments on how to apply provisions of the collective agreements and employment legislation to real-life situations including issues of employee performance, discipline, discrimination, conflicts and grievance management.

2012-13 YEAR-END BUDGET REPORT

Public Service Commission: Expenses for the fiscal year ending March 31, 2013, showing comparison to 2012.

	2012-13	2011-12	Increase (Decrease)
EXPENSES: Increase (Decrease)			
OPERATIONS AND MAINTENANCE:			
Finance and Administration	\$980,239	\$866,287	\$113,952
Corporate Human Resource Staffing	\$1,806,983	\$1,668,033	\$138,950
Compensation and Classification	\$2,896,065	\$3,026,957	\$(130,892)
Staff Relations	\$1,375,961	\$1,213,389	\$162,572
Workers' Compensation Fund	\$4,591,949	\$5,328,606	\$(736,657)
Human Resource Management Systems	\$801,098	\$674,433	\$126,665
Policy, Planning and Communications	\$1,596,686	\$1,323,314	\$273,372
Employee Future Benefits	\$18,222,126	\$17,719,459	\$502,667
Staff Development	\$2,332,635	\$2,534,335	\$(201,700)
Health, Safety and Disability Management	\$2,179,004	\$2,108,459	\$70,545
	\$36,782,746	\$36,463,272	\$319,474
CAPITAL:			
Finance and Administration	\$ 63,475	\$38,952	\$24,523
Compensation and Classification	\$18,111	\$4,608	\$13,503
Staff Development	\$9,366	\$3,929	\$5,437
	\$90,952	\$ 47,489	\$43,463
AMORTIZATION EXPENSES	\$6,542	\$8,867	\$(2,325)
TOTAL EXPENSES	\$36,880,240	\$36,519,628	\$360,612

STAFF TRAINING

269

Classes held for employees across the Yukon government.

The Public Service Commission held 269 classes for employees across the Yukon government in 2012-13, including classes delivered by the Staff Development Branch and other training such as the training delivered by the Health, Safety and Disability Management Branch. Those classes were attended by a total 4,718 participants. (4,393 were Yukon government employees and 325 were from other organizations, such as First Nation governments, other levels of government and NGOs.)

CLASSIFICATION

1004

Processed requests for Classification Reviews.

In 2012-13 the Classification Unit processed 1,004 Requests for Classification Reviews and heard 32 Classification Appeals. Six Classification Appeal Board Hearings were held.

PUBLIC SERVICE COMMISSION STRATEGIC PLAN – ACTIVITY REPORT FOR 2012-13

In 2012-13, the work of the Public Service Commission was guided by the goals and objectives laid out in three separate but complementary strategic plans. In 2013, PSC worked to meet goals in the PSC Strategic Plan (2011-16), as well as the Corporate Human Resources Strategy (2011-14) and the Final Agreement – Representative Public Service Plan (2011-16).

The focus of this annual report is our progress in the second year of PSC's five year Strategic Plan.

The PSC Strategic Plan has three goals that are unique to the department and three corporate goals that are key government initiatives shared by all departments.

Department goals:

1. Being a valued and welcome partner with our clients in the provision of human resources services.
2. Promote workplace diversity to better reflect the make-up of Yukon society and develop a culture within the Yukon government that welcomes diversity.
3. Implement a corporate approach to wellness, health and safety and disability management focused on prevention of illness and injuries and on early and safe return to work.

Corporate goals:

4. Attract, develop and engage talented people to continue to provide high quality service to the public.
5. Practice open, accountable and fiscally responsible government.
6. Advance strategic corporate initiatives through interdepartmental cooperation.

DEPARTMENT GOALS

GOAL 1

Being a valued and welcome partner with our clients in the provision of human resource services.

OBJECTIVE 1.1

Build effective working relationships with departments, based on credibility and trust.

Highlights:

- Establish baseline data through a client satisfaction survey.

Status: Complete.

The Public Service Commission conducted its first Client Satisfaction Survey in October 2012.

Other activities:

- Implement the Corporate Human Resources Strategy, for those actions under PSC responsibility. **Status:** Ongoing. PSC worked closely with departments to carry out activities identified in the corporate Human Resource Strategy. Highlights from 2012-13 include:
 - Updating 12 HR Policies using a principle-based approach.
 - Completed new procedures, guidelines and tools for a new corporate Disability Management program and began training and communications on the program. More than 300 YG employees were trained in the new corporate Disability Management approach in 2012-13.
 - Enhanced career counselling for both Aboriginal and youth employees, with the hiring of a permanent Career Aboriginal Support Counselor.

SUCCESS STORY

CLIENT SATISFACTION SURVEY:

A total of 333 respondents were surveyed by the Client Satisfaction Survey, including executives and managers and human resource directors and staff.

The survey focused on eight PSC services: recruitment; classification; staff development; staff relations; health and safety; disability management; pay and benefits; and Human Resource Management Systems (HRMS).

The survey effectively established a baseline and gave PSC renewed focus on client service. The responses provided clear direction on where clients would like to see improvements. Overall, 39% of respondents were satisfied or very satisfied and 29% were dissatisfied (the remainder were neutral).

The survey results show that PSC staff have an excellent reputation with their clients. Respondents said staff are knowledgeable, competent, polite and courteous. They also found several areas PSC can improve on. They would like the department to improve communications, especially our websites, strengthen coordination within the department, establish standards for timeliness, consistency, reliability and accessibility of service and look for opportunities to automate and update our systems and processes.

The Corporate Human Resource Staffing Branch (CHRS) provides training, information sessions and ongoing assistance to human resource staff, YG employees and the public on the E-recruitment system.

In 2012/13, CHRS facilitated 39 training and information sessions, including:

8

Training sessions for HR

8

Information sessions for YG employees

16

Public information sessions in Whitehorse

7

Public information sessions in rural communities.*

*Includes: Watson Lake, Dawson City, Mayo, Carmacks, Carcross, Haines Junction

- Review and provide training in written and verbal communications. **Status:** Ongoing.

PSC provides regular training in effective written and verbal communications.

OBJECTIVE 1.2

Model strong client service attitudes, supported by systems, training, coaching and feedback.

Highlights:

- Consult and engage clients in an ongoing dialogue on how PSC can best meet their information needs and support joint priorities. **Status:** On track and ongoing.

PSC works closely with human resource partners from departments through the Human Resource Management Advisory Committee and the Deputy Ministers' Human Resource Committee. Departmental HR have been the driver of major initiatives like the HRMS Systems and Service Strategy and HR Sustainability Project. The Staff Development Branch continues to organize HR Think Tanks, regular, informal meetings where HR can discuss issues that are important to them. Five Think Tanks were held in 2012-13.

Other activities:

- Reward and recognize individual staff who demonstrate strong client service attitudes. **Status:** Ongoing.

PSC employees are recognized formally through an internal department employee recognition award program. It's used regularly by staff from all branches. A new internal blog was launched in 2012 and senior managers have been recognizing and thanking employees for good work in an informal, but department-wide forum.

- Implement Time and Labour system. **Status:** On hold.

The Time and Labour project for substitute teachers was completed in 2012-13.

OBJECTIVE 1.3

Further develop PSC as a collaborative team internally, to become leaders in service.

Highlights:

- Increase use of inter-branch working groups and teams on projects. **Status:** On track and ongoing.

Interdepartmental groups were engaged to plan for the HR as well as to develop: PSC's new intranet sites, the client survey, the workforce census, and to implement continuous improvements to e-recruitment. A new approach of collaboration between Respectful Workplace, Disability Management and Staff Relations, integrated case management, is now in place.

Other activities:

- Enhance collaborative planning, training and information sharing on PSC priorities and challenges. **Status:** Ongoing.

Information sharing within PSC is enhanced by the new internal blog. PSC all-staff meetings are used to inform staff about branch activities and updates.

GOAL 2

Promote workplace diversity to better reflect the make-up of Yukon society and develop a culture within the Yukon government that welcomes diversity.

OBJECTIVE 2.1

Complete the new Representative Public Service Plan under the land claims agreements.

Highlights:

- Communicate the new Representative Public Service Plan to departments and continue to implement it. **Status:** Complete and ongoing.

SUCCESS STORY

THE FINAL AGREEMENT- REPRESENTATIVE PUBLIC SERVICE PLAN

The PSC continued implementation of the Final Agreement – Representative Public Service Plan, which was renewed in 2011. The FA-RPSP is a corporate plan aimed at increasing the representation of Aboriginal people within the public service, an obligation of the Yukon government through Yukon's Land Claims Agreements (Chapter 22 of the Umbrella Final Agreement).

There are three main objectives in the renewed FA-RPSP:

- Proportional representation of Aboriginal people in Yukon government workforce in different occupations and classification levels
- Contribute to well-functioning government to government relationships that strengthen both Yukon government and First Nations governments
- Yukon government is a desirable place for Aboriginal people to work

The 2012-13 year was a productive year for the FA-RPSP. The plan continues to be a top priority for the Public Service Commission and has been incorporated in both the PSC Strategic Plan and the Corporate Human Resource Strategy.

To support and implement the activities in the FA-RPSP, a new work unit was formed: the Aboriginal Workforce Services (AWS) within the Corporate Human Resource Staffing branch. This unit is responsible for monitoring statistics, and developing various reports, as well as managing the First Nation Training Corps, First Nation Temporary Assignments, and the Aboriginal Employees Forum.

Under the renewed plan, the Yukon government has significantly increased the use of hiring tools designed to increase Aboriginal representation in the public service including exemptions (exempting qualified Aboriginal employees into positions without competition), restricted competitions and competitions preferenced to Aboriginals. Please see the FA-RPSP report on activities on the PSC website for more information.

The plan is available on the PSC public website and the FA-RPSP has been presented to departments, the HR community and DMs. Implementation of the plan is ongoing. Updating 12 HR Policies using a principle-based approach.

- The 2012 Aboriginal Employee's Award of Honour ceremony was held and two deserving Aboriginal employees were awarded;
- The AEF participated in a review of Bridge of Trust, a program that supports Aboriginal employees accessing the Respectful Workplace Service.

OBJECTIVE 2.2

Support and encourage departments to promote and value diversity.

Highlights:

- Celebrate and promote the culture of diversity.
Status: Ongoing.
Highlights include:
 - Training and development events on communications and self-awareness for youth and Aboriginal employees were held in January 2013;
 - A Forum for Persons with Disabilities was established by the Workplace Diversity Employment Office. This form offers YG employees with a disability an opportunity to discuss issues of mutual concern and share information. The forum meets several times a year.
 - Youth participated in the development of a youth recruitment and retention strategy through surveys and 'World Café' meetings;
 - All youth in government were directly invited to receive career counseling through the Staff Development Branch;
 - An American Sign language Interpreter was hired to support employment-related needs of the Deaf community and Deaf employees in the Yukon government;
 - The PSC continued to provide support for Aboriginal Employees Forum (AEF) and developed a Cultural Activities Working Group;

OBJECTIVE 2.3

Identify tools and opportunities to increase the diversity of representation within the Yukon government workforce.

Highlights:

- Incorporate diversity into different points of the recruitment process. **Status:** Ongoing.

Aboriginal representatives now sit on the hiring panels for hiring Deputy Ministers. Diversity has been incorporated into selection skills training for HR and in the public information sessions on recruitment. Diversity is also advanced through:
 - Providing ongoing support to departments pursuing employment equity options;
 - Increasing awareness and visibility of equity programs and support to departments.

Other activities:

- Implement the human resource marketing plan, including the use of more social media and web based advertising and less newspaper advertising. **Status:** On track.

PSC continues to review and update the employment website and is exploring more opportunities to promote YG recruitment through web-based advertising.
- Develop a youth hire and retention strategy. **Status:** On track.

Research has been completed including surveys of youth, meetings with youth employees and supervisors, and an inter-departmental committee which was involved in its development.

GOAL 3

Implement a corporate approach to wellness, health and safety, and disability management focused on prevention of illness and injuries, and on early and safe return to work.

OBJECTIVE 3.1

Develop and implement a corporate approach to promoting employee wellness.

- Complete and put into practice the corporate disability management procedures prior to a major focus on wellness.

Status: Completed and ongoing.

PSC implemented a new corporate approach to disability management. The program was developed with leadership and collaboration from senior managers across YG as well as representatives from the Yukon Employees' Union and the Yukon Teachers' Association. A new Respectful Workplace Policy was developed replacing the previous Harassment Prevention Policy. PSC once again worked with unions and senior managers to develop the program.

ASSESSING OUR BENEFITS PROVIDER:

In 2012-13, the Public Service Commission began to look carefully at our group insurance benefits provider. PSC decided it was an appropriate time to investigate the market by starting a Request for Proposal process. This process could help ensure YG's benefits provider was meeting our current and future needs while providing the most cost-effective solution to keep costs down for both employees and the employer.

With the involvement of both Yukon Teachers' Association and the Yukon Employees' Union, PSC assessed the provisions of the employee benefits contract, with a particular focus on long-term disability provisions. We released a Request for Qualifications which began the extensive procurement process that was completed in the following year.

OBJECTIVE 3.2

Complete and fully implement the corporate framework for disability management, focusing on early and safe return to work.

- New corporate disability management procedures that addresses the following:
 - Corporate communications and training;
 - Early intervention and integrated case management;
 - Managing complex cases;
 - Early and safe return to work procedures;
 - Case management reports and results based indicators;**Status:** Complete, on track and ongoing.

OBJECTIVE 3.3

Fully implement the corporate framework for health and safety management. (5th Strategic Initiative).

- Carry out an implementation plan for the corporate health and safety framework that addresses the following:
- Allocating corporate resources to assist departments to implement their health and safety systems;
- Addressing outstanding issues under the corporate health and safety framework (e.g. contractor management, corporate health and safety training, monitoring health and safety performance). **Status:** On track and ongoing.
- PSC allocated corporate resources to help departments implement their health and safety systems. Training is being developed to familiarize employees with the Corporate Health and Safety Management System. An online safety databank has been developed, launched and promoted to employees across YG.

GOAL 4

Attract, develop and engage talented people to continue to provide high quality service to the public.

OBJECTIVE 4.1

Support effective recruitment and retention through timely and transparent processes with a client-centred approach.

- Incorporate competencies for management employees into the recruitment process. **Status:** On track.

Competencies profiles for management employees were drafted and reviewed by HRMAC. The Leadership Competencies Working Group will continue to meet and modify the draft profiles to reflect YG's business, language, and leadership vision.
- Implement E-recruitment system. **Status:** Completed.

The new E-recruitment system was implemented in early 2012. The Corporate Human Resources Branch continues to offer training for HR staff as well as outreach and support to job applicants. PSC is working closely with HR staff to identify and plan improvements to the E-recruitment system.
- Develop an evidence based model for YG employee engagement that will facilitate effective actions for YG workplace improvements. **Status:** Completed.

PSC engaged B.C. Statistics to re-examine the data from the 2011 Yukon government employee engagement survey. A more intuitive model of engagement was developed which YG will continue using for future surveys.

OBJECTIVE 4.2

Develop a platform of best practices in recruitment and retention with an emphasis on active recruitment of youth and under-represented groups of Yukon.

- Develop a youth hire and retention strategy. **Status:** On track.
Research on a youth retention and recruitment strategy was completed in 2012-13.

GOAL 5

Practice open, accountable and fiscally responsible government.

OBJECTIVE 5.1

Exercise sound financial and information management and planning in the delivery of service to Yukoners.

- Annual re-profile of training funds to better support the Corporate Human Resource Strategy and the new Final Agreement - Representative Public Service Plan. **Status:** Ongoing.
- Improve human resource information and analysis to better meet department and organizational needs. **Status:** On track and ongoing.
PSC provides ongoing information reporting and data analysis to departments. In 2012-13, the department also conducted an employee census.
- Began assessing YG's benefits provider needs and prepared for a Request of Proposals process to be completed the following year.

SUCCESS STORY

RESPECTFUL WORKPLACE

In 2012 the Public Service Commission conducted a program review of the harassment prevention program and found that the procedures and processes for resolving workplace conflicts needed an overhaul. It was determined that the Yukon government should move towards a new approach based on the principles of appropriate dispute resolution.

The new policy was developed throughout 2012-13 with input from the Yukon Employees' Union and the Yukon Teachers' Association.

The corporate Harassment Prevention Policy was revised and renamed the Respectful Workplace Policy. The Respectful Workplace Office was reorganized to meet the new objectives laid out in the policy. The new policy was approved in April 2013 and implementation is ongoing.

Appropriate dispute resolution includes a range of methods and approaches like coaching, mediation and facilitation. In cases where the alleged behaviour is so serious that it could lead to severe discipline of an employee, an external investigator will conduct an investigation.

GOAL 6

Advance strategic corporate initiatives through interdepartmental cooperation.

OBJECTIVE 6.1

Build new First Nation relations in a modern treaty environment.

- Work with departments to implement new Final Agreement - Representative Public Service Plan. **Status:** On track.

PSC continues to work with departments to implement the new FA-RPSP.

- Work with self-governing First Nations working group to measure performance under the Representative Public Service Plan. **Status:** On track.

PSC works with interested Yukon First Nations on implementation of the new FA-RPSP. Regular meetings were held with the bi-lateral working group to review the operational plan and initiatives.

OBJECTIVE 6.2

Implement the Climate Change Action Plan.

- Actuate the Green Committee within PSC. **Status:** Complete and ongoing.

OBJECTIVE 6.3

Enable efficient and effective Yukon government emergency preparedness and response.

- Annual review of the PSC Business Continuity Plan and communicate the Plan internally. **Status:** Ongoing.

OBJECTIVE 6.4

Develop and implement corporate and departmental health and safety systems. (5th Strategic Initiative).

- Continue implementing the PSC Health and Safety Plan (See also Strategic Goal 3). **Status:** Ongoing.

OBJECTIVE 6.5

Work cooperatively with other departments on items of mutual concern (involving two or more departments that are not corporate-wide).

- Participate on various interdepartmental committees. **Status:** Ongoing.

Highlights: PSC continued to chair DMHRC, DMCC, Health and Safety Leadership Committee, Disability Management Leadership Committee and Respectful Workplace Steering Committee. Planning for HR Symposium was an interdepartmental initiative. PSC Communications participates on the Corporate SharePoint Working Group. PSC participated on the Yukon Workers' Compensation Health and Safety Board's Stakeholders Advisory Committee. PSC worked with Yukon Housing Corporation and other departments on staff housing policy.

- Develop and implement new corporate training courses. Includes: orientation for new supervisors and managers, the continuum of performance management, evaluation of programs, communities of practice, First Nations' culture and land claims, HR training. **Status:** Complete, on track and ongoing.

Development and/or training was undertaken for the following:

- Orientation for new supervisors and managers.
- Evaluation of Programs – PSC hosted a Summit on Program Evaluation and designed a new leadership program on Program Evaluation which will be delivered in the spring of 2013.
- Communities of Practice - 5 HR Think Tanks and special youth employee programming was undertaken.
- First Nations culture and land claims - Aboriginal Development Program; land claims training curriculum revised and training underway; culturally appropriate Career Counselling methodology; diversity training; and FNs involvement on selection boards.
- HR Training: HR Symposium; and HR Skills Training.
- Other: Critical thinking; Management Development Program and the Supervisory Success program.

SUCCESS STORY

NEGOTIATIONS AND TWO NEW COLLECTIVE AGREEMENTS:

A new collective agreement between the Yukon government and the Yukon Teachers' Association was ratified by both parties in the fall of 2012. The three-year agreement is effective from July 1, 2012 to June 30, 2015. The negotiations were very productive and resulted in an agreement that contains several measures supporting educators and to improve student achievement in Yukon schools.

In 2012-13, the Staff Relations Branch began preliminary negotiations with the Yukon Employees' Union, preparing to enter a new Collective Agreement in 2013.

Negotiations with the unions were collaborative, constructive and productive, ultimately reaching positive results for both parties.

APPENDIX A: YUKON GOVERNMENT EMPLOYEE POPULATION AND STAFFING

Number of employees and FTEs (calculated as full-time equivalents) as of December 31, 2012¹

Department	Number of Employees (on Dec. 31, 2012)	Full-time equivalent counts for the third quarter 2012-13 ²
Community Services	355	263.1
Economic Development	57	53.1
Education	1030	1063
Energy, Mines and Resources	286	251.3
Environment	237	180.1
Executive Council Office	113	90.5
Finance	55	53.2
Highways and Public Works	904	762
Health and Social Services	1286	926.9
Justice and Women's Directorate	298	261.2
Legislative Assembly and Elections Yukon	12	9.7
Child & Youth Advocate	6	6.0
Public Service Commission	123	96.2
Tourism & Culture	149	82.5
Worker's Compensation Health and Safety	88	77.3
Yukon Housing and Lotteries	84	76.0
Yukon Liquor Corporation	70	55.1
Total (YG)	5153	4307.4
Total unique employees (YG)³	5106	

¹ Number of employees and FTEs do not include judges, elected members, employees in the HeadStart program, order-in-council appointees, Justices of Peace, co-op students, student hires, substitute teachers, MLA and JD pensioners, employees on leave-without-pay for 2 years or more.

² Full-time equivalents (FTE) counts hours worked, not employees or jobs. It is a measure of the workforce that takes part-time employees into account. FTEs are determined by dividing working hours (excluding overtime) for all employees by standard full-time hours. The FTE count includes all employees who are actively working or on paid leave. FTEs are counted as full-time equivalents on a quarterly basis.

³ Totals for YG derived as the sum of departmental counts will not be equal to the count of unique YG employees as some employees worked in more than one department.

The methodology for employee counts was developed jointly by Public Service Commission and the Yukon Bureau of Statistics.

Staffing Activity Report

All recruitment to the Yukon public service is based on merit, which the *Public Service Act* defines as: "The knowledge, abilities, and suitability of a person in relation to the requirements for a position or for employment as a casual, as the case may be." There are several options departments may use when recruiting for Yukon public service positions, including: Competitions; Eligibility List Hires (from established list on prior competitions); Direct hires for short-term casuals, auxiliary on-calls, new seasonal auxiliary hires and recalls, and reinforcement workers; Exemptions; and Transfers.

Staffing Activity, 2008-2010*

	2012-2013	2011-2012	2010-2011
Competitions and Eligibility List	788	676	628
Job Experience Program Hires	40	32	N/A
Direct Hires ⁴	867	757	796
Exemptions	96	102	103
Extensions ⁵	368	348	337
Transfers	5	6	14
Total Staffing Actions	2164	1921	1878

*Does not include teachers

Exemptions

All departmental staffing exemption requests must be submitted to the Public Service Commission, Corporate Human Resource Staffing Branch for review and approval. Exemptions may be considered if they are:

- Under the Employment Equity Policy (Aboriginal, Yukon First Nations, or persons with Disabilities);
- For a workplace accommodation or reintegration;
- Part of a negotiated agreement (e.g. union settlement); or
- Regular: where a department can rationalize it is in the best interest of the public service (e.g. difficult-to-fill position).

The Public Service Commission considers factors such as existing employment trends, provisions of reasonable access to opportunities for appointment for employees and the public, and the needs of individual employees who have priority entitlement (e.g. layoff, accommodation, etc.).

⁴ Direct Hires Includes: Casuals, Auxiliary On-Calls, Seasonal Auxiliary New Hires/Recalls, and Reinforcement Workers

⁵ Extensions Includes: Casuals, Seasonal Auxiliaries, and Terms

Exemption Types, 2012-13

Exemption Type	Total
Regular Exemption	50
Employment Equity	29
Workplace Accommodation	13
Other	4
Total	96⁶

⁶Excludes 10 Exemption Requests that were cancelled.

Staffing Activity by Department, 2012-13

Department	Competitions	Job Experience Program	Eligibility List Hires	Direct Hires	Exemptions	Extensions	Transfers	Total
Community Services	48	8	12	121	2	33	0	224
Corporations*	14	0	6	39	6	38	0	103
Economic Development	13	2	2	13	1	12	0	43
Education	44	1	5	49	16	18	0	133
Energy, Mines & Resources	39	7	7	50	1	22	3	129
Environment	31	5	4	65	2	20	1	128
Executive Council Office	11	0	3	8	2	8	0	32
Finance	9	1	0	6	0	10	0	26
Health & Social Services	164	5	115	262	19	95	0	660
Highways & Public Works	102	6	48	172	30	50	1	409
Justice	41	5	26	46	7	34	0	159
Legislative Assembly	0	0	0	0	0	0	0	0
Public Service Commission	19	0	4	12	8	15	0	58
Tourism & Culture	10	0	1	15	2	7	0	35
Women's Directorate	0	0	0	1	0	0	0	1
YWCHSB	8	0	2	8	0	6	0	24
Total	553	40	235	867	96	368	5	2164

*Includes: Yukon Lotteries, Yukon Liquor Corporation, Yukon Housing Corporation

