

Departmental Update and Employee Recognition

Human Resources Department

City Council
August 11, 2026

RiversideCA.gov

1

STAFF INTRO

ADMINISTRATION



Rene Goldman
Human Resources Director



Miriana Gonzalez
Human Resources
Deputy Director



Colene Torres
Human Resources
Deputy Director



2

RiversideCA.gov

2

OUR MISSION

The Human Resources Department is committed to being a professional strategic business partner that values innovation, integrity, confidentiality and diversity; while continuing to provide a variety of resources to past, present and future employees.

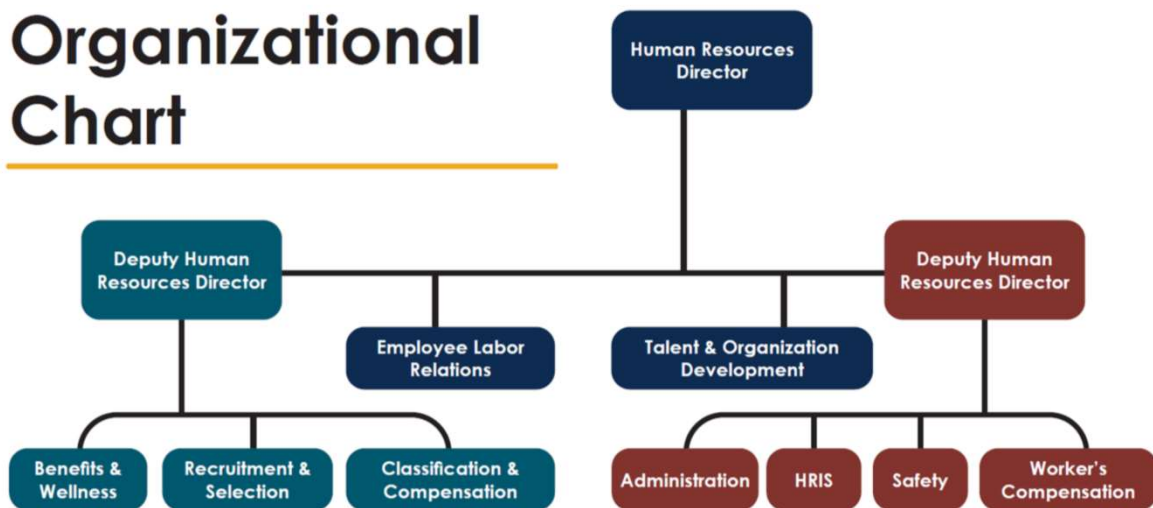


3

RiversideCA.gov

3

Organizational Chart



Total FTE: 46

4



RiversideCA.gov

4

DEPARTMENTAL ACCOMPLISHMENTS

Successfully managed a high volume of recruitment activity, receiving and reviewing 31,670 applications in 2025

Conducted 37 onboarding sessions, ensuring new hires were thoroughly oriented, supported, and integrated into the organization.

Welcomed 203 new employees

Processed 172 internal promotions

Hired 66 Rec Leaders, 20 Lifeguards, 3 Pool Managers, 11 Lateral Police Officers, and 36 Police Officer Trainees



****Attended 12 job fairs****



5

RiversideCA.gov

5

DEPARTMENTAL ACCOMPLISHMENTS

- | | |
|---|--|
| ➤ Developed and implemented Power BI Dashboards for Safety and Workers' Compensation to provide real-time access to critical metrics, trends and performance indicators | ➤ Hosted 19 retirement sessions with MissionSquare, HICAP, CalPERS, and HR. 368 employees in attendance collectively |
| ➤ Created and launched the HR Flipbook, a centralized resource designed to provide employees with easy access to important Human Resources information and services | ➤ Hosted 19 wellness webinars focused on financial wellness, health education, and employee well-being. topics included financial success, home buying, college savings, and estate planning. Total webinar attendance reached 369 employees |
| ➤ Processed 337 Leaves (GLOA,FMLA,PDL,CFRA, Military) | ➤ Completed the 2026 Open Enrollment: 828 Employees submitted change requests, totaling over 1000 transactions |
| ➤ Successfully managed and processed 49 reasonable accommodation requests, ensuring timely, consistent, and legally compliant interactive processes for employees across the organization aiding departments in returning staff to work | ➤ Introduced a new High-Deductible Health Plan with a Health Savings Account (HSA) with Blue Shield |



6

RiversideCA.gov

6

DEPARTMENTAL ACCOMPLISHMENTS

➤ Completed the annual 2025-2026 Maintain Don't Gain Wellness Challenge. This challenge encourages employees to maintain their weight and healthy eating during the November and December holidays. There were a total of 294 participants	➤ Organized the 2025 EE Appreciation Event: Reached approximately 1,400 Employees; (3) On-Site Meal Events (White Park, Magnolia Station, and EOC). Provided 26 site deliveries (All Libraries, All Fire Stations; WQCP, RERC, CORP Yard, and Police Stations (Orange & Lincoln)
➤ Completed a Virtual 6-Week Wellness Challenge (Star Trak) promoting physical activity. There were a total of 394 participants	➤ Collaborated with Blue Zones Project Riverside to certify and approve City Hall as a Blue Zone Worksite location
➤ Launched the 2026 Benefits Pulse Survey: 415 employees participated All 18 departments represented	➤ Secured/Renewed 5 new agreements with benefit vendors and brokers via the RFP process
➤ Developed an electronic Leave of Absence Request Form to better streamline the leaves administration process	➤ Completed 32 classification actions, including new classifications, title changes, deletions, and bargaining unit reassignments



7

RiversideCA.gov

7

DEPARTMENTAL ACCOMPLISHMENTS

➤ Completed 44 job description revisions	➤ Launched the 2025 Citywide Engagement Survey and periodic "pulse" survey
➤ Completed 24 reclassification studies, resulting in 19 approved reclassifications	➤ Led 4 citywide virtual debrief sessions and developed a dedicated web page to ensure transparent employee access to engagement survey results
➤ Delivered 3,844 training hours to employees (trained 455 employees)	➤ Facilitated 5 citywide action sessions, engaging employees in identifying improvements across five key drivers of engagement
➤ Facilitated 19 Enneagram department/division Team Development Workshops along with 300 one-on-one Enneagram assessment debriefs to support employee growth and team effectiveness	➤ Conducted 5 department-specific action sessions tailored to individual engagement survey results, supporting targeted improvement strategies
➤ Foundations of Supervision Cohort 4 graduated 26 front-line supervisors	➤ Provided all Department Heads with customized department and division-level PowerPoint presentations to support data sharing and team engagement discussions
➤ 137 supervisors participated in HR Essentials Training	➤ Partnered with 14 Department Heads to present department-specific survey results, strengthening communication, transparency, and action planning across the City



8

RiversideCA.gov

8

DEPARTMENTAL ACCOMPLISHMENTS

- Processed 190 education reimbursements for 110 employees
- Facilitated and/or assisted with 6 grievances. This includes pay practice issues, disciplinary appeals, MOU/policy interpretations
- Expanded university and college education partnerships by adding 3 new programs, bringing the total to 9
- Updated 11 policies in the Safety & Health Policy and Procedure Manual
- Youth Service Corps. Grant renewed for 2027 1.5M
- Completed 35 ergonomic evaluations
- 382 volunteers live scanned and processed
- Completed CHP Audit with zero findings
- Assisted departments/supervisors with 241 Disciplinary cases – this includes lower-level discipline (coaching and counseling), to more punitive, suspensions, demotions, and terminations, and some that resulted in “no action”
- Completed the WC Annual Inventory Report and achieving a \$129,000 reduction from the previous year while strengthening program efficiency and oversight
- Received/investigated and/or assisted external investigators with 31 complaints – this includes allegations of hostile working environment, retaliation/harassment/discrimination, bullying, poor treatment from a co-worker, supervisor, or management
- Successfully resolved 44 workers’ compensation cases, including 6 Compromise & Release (C&R) settlements, reducing outstanding liabilities and advancing claim resolution efforts



9

RiversideCA.gov

9

STRENGTHENING OUR WORKFORCE 2025 HRD PROMOTION RECOGNITION



10

RiversideCA.gov

10

HR PROFESSIONAL GROWTH HIGHLIGHTS

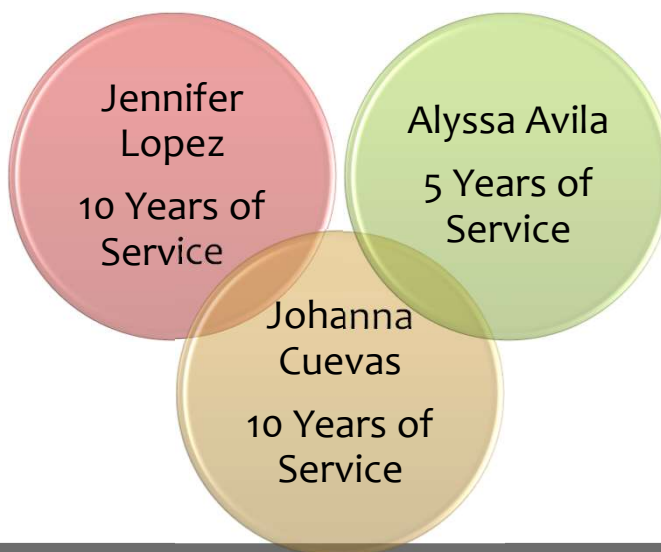


11

RiversideCA.gov

11

LEGACY OF ACHIEVEMENT



12

RiversideCA.gov

12

HONORABLE MENTION



Marcus Ulibarri was selected as the Mayor's Unsung Hero Honoree. Marcus has made tremendous contributions to both the Recruitment Team and the Human Resources Department as a whole. He manages a demanding workload with remarkable efficiency and consistently approaches every task with a positive attitude and a customer focused mindset. Whether assisting candidates, supporting hiring managers, or collaborating with colleagues, Marcus can always be counted on to go above and beyond to ensure exceptional service and successful outcomes.



13

RiversideCA.gov

13

HUMAN RESOURCES DEPARTMENT EMPLOYEE OF THE YEAR



James Macalma
Principal Business Systems Analyst

It is an honor to have James represent the Human Resources Department as the 2025 Employee of the Year!

James joined the Human Resources Department in October 2024, and quickly distinguished himself as a highly motivated, solutions-oriented professional. From the start, he demonstrated an impressive ability to adapt to the fast-paced and dynamic environment of public sector service. In a remarkably short period of time, James has made a meaningful and lasting impact on the department and the organization as a whole.

James' dedication, innovation, and positive attitude make him a tremendous asset to the City. His work exemplifies the spirit of excellence and service that this award is meant to recognize.



14

RiversideCA.gov

14

THANK YOU

Mayor, City Council, and CMO Team —

Thank you for your continued support of the Human Resources Department. Your partnership has strengthened our ability to better serve the City's workforce.



15

RiversideCA.gov