

2014 Human Resources Division Annual Report

Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2014. Each area of Human Resources is represented in the following report: Employment, Compensation Administration, Training and Development, Employee Relations and Safety.

Our mission is to provide exceptional customer service through all aspects of the human resources profession for all city of Wooster employees and external customers.

Employment

The staff in Human Resources assists applicants and employees with all phases of the employment process. We oversee recruitment, interviewing, testing, background checks, pre-selection drug screening, civil service process, selection and evaluation of management, hourly and union employees while also assisting Directors and Managers with hiring.

Staffing

Staffing efforts within the City of Wooster increased in 2014. The staffing levels from 2013 to 2014 grew by 7.5%. The City of Wooster also became a more diverse workforce in 2014 by increasing our female staff by 25% and hiring 2 minorities. The total FTE's does not include part-time staff. The below statistics are based upon the actual FTE's as of December 31st of each year.

2013 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management	0	18	0	3
Supervisory, Confidential, & Administrative	2	6	2	7
WEA	0	45	0	11
Fire	0	39	0	0
Police	0	28	0	3
Total	2	136	2	24
Total FTE's	160			

2014 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management	0	19	0	3
Supervisory, Confidential & Administrative	2	7	0	8
WEA	0	44	0	14
Fire	0	41	0	2
Police	0	31	0	3
Total	2	142	0	30
Total FTE's	172			

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2013 Total Turnover		
	Per Year %	Total 9
Involuntary	0.0 %	0
Voluntary	5.6 %	9
Total	5.6 %	9

*calculation based upon 160 FTE's

2014 Total Turnover		
	Per Year %	Total 13
Involuntary	2.9 %	5
Voluntary	4.7 %	8
Total	7.6 %	13

*calculation based upon 172 FTE's

Recruitment

- Human Resources received and processed 296 employment applications a decrease of 39%
- 43 positions were posted, which was a 4.9% increase over 2013
- 40 were filled, 3 positions were still open at the end of 2014
- There was a 74% increase in positions filled in 2014
- 21 seasonal employees were hired, which was a 68% decrease over 2013
- There were 21 new hires, which was a 16% increase over 2013
- There was a 2% increase in turnover in 2014 attributed to involuntary terminations

Compensation Administration

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2014. Salary adjustments were given for promotions and/or transfers to different positions. All three unions (WEA, IAFF, OPBA) received increases based upon negotiations. WEA and IAFF were effective in 2014. OPBA increase became effective 1/1/2015.

Salary Administration

- 15 internal employees received promotions and/or transfers, a 25% decrease from 2013
- IFAS salary tables were updated to ensure correct system was accurate and correct wages were paid

Salary Surveys

- Collaborated with the Director of Administration to create a consistent method of evaluating years of experience, job knowledge and education for all new hire salaries. This methodology was applied to all current management and SCA staff to ensure internal equity and to address wage compression issues that existed between union employees and some management positions
- Wage adjustments were approved and began in November 2014 based upon survey data, experience, job knowledge and education
- The SERB Annual Salary and Benefit Survey were complete by the deadline
- The CompData Salary and Benefit Survey were complete by the deadline.
- Participated in a new survey with Kent State University for a salary study

Benefit Administration

The Human Resources staff assists employees throughout the year to keep them updated on benefit related topics. The Human Resources office processes all weekly medical and FSA claims. We receive a consistent stream of phone calls, e-mails and walk-in visits from employees requesting assistance with benefits-related issues. Here are some examples of the year's activities:

- Collaborated with CPI, HR (Benefits Consultant) to complete an RFP for Dental, Vision and Voluntary Benefits (Life, STD,LTD)
- Selected a vendor through the RFP process and implemented 7 new lines of insurance for all employees to ensure a more competitive benefit package

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- Ended contract with Quantum and contracted with MHS for same services. Savings in 2015 will be approximately \$100,000
- Implemented a 3 Tier Pharmacy co-pay program and mandatory mail order program to become effective in 2015. The estimated savings is \$45,000.
- Provided Health Care Reform required “exchange” notices to all employees by deadline
- Provided the Medicare Part D notice by the required deadline
- Reviewed and approved a new ProAct contract
- Updated IFAS system with all insurance dependents for accuracy of records, data/reporting, health care reform requirements
- Completed the Insurance Open Enrollment process so all insurance benefits remained active
- Worked with MHS to coordinate the issuance of new medical insurance cards for all employees due to elimination of Quantum’s services
- Updated the Summary Plan Document and Summary of Benefits and Coverage (SBC) for the City and distributed per required guidelines
- Added new disease management, case management, pre-certification and pre-authorization vendors and developed and proofed employee communications regarding the changes
- Eliminated FSA (Benny Card) for 2015 in preparation for the future Cadillac tax
- Implemented increase of insurance premium for all employees and collaborated with Finance to ensure all systems and records were updated regarding this change

Training and Development

The Human Resources Division continued training efforts in 2014. The Performance Evaluation training offered in 2013 continued into 2014 and all Police Department officers attended the 8 hour training.

Ethics training was coordinated through the Ohio Ethics Commission for all City of Wooster employees.

Emotional Intelligence Training was also offered and 14 employees took advantage of the training class.

Employee Relations

The Human Resources department also is responsible for a variety of employee relations events that occur throughout the year. The planning and coordination of service recognition events, wellness events and the United Way campaign are some of the activities. The HR office also is involved in employee disputes, investigations or union grievances that occur throughout the year.

Policies and Job Descriptions

- 26 job descriptions were written or updated including all job descriptions for Police and Fire which met one of our goals for the year.
- Researched and developed a service club reimbursement policy for the Director of Administration

Service Recognition

- The service recognition process was changed in 2014 so employees are recognized within the same 6 months they celebrate a service anniversary. The previous process recognized some employees up to a year and a half after their anniversary date.
- The annual spaghetti luncheon and summer picnic were both held to recognize employees with milestone years of service
- The spaghetti luncheon and picnic includes employees/spouses/retirees/board and commission members/council members

Employee Engagement

- In September began appreciation luncheons with the Mayor and Director of Administration. Coordinated a lunch with PPM, Utilities and City Hall employees.

January 26, 2015

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Wellness

A Health Fair is coordinated each year to offer employees and spouses a health screening, flu shot, blood drawn and provide other wellness and health information to promote a healthy lifestyle.

- Vendors and Health Care Professionals attended our Annual Health Fair
- 125 employees and spouses participated in the Health Fair to have their BP/BMI/Bloodwork completed, 19% increase over prior year
- 60 employees received flu vaccinations, 9% increase over prior year

United Way

The United Way campaign this year was coordinated by Human Resources. The campaign collected \$1,806 in donations. This is a 57% decrease in donations from the prior year.

Random DOT and Seasonal Drug Testing

- Random DOT tests were coordinated through the HR office for the PPM, Waste Water and Water Pollution Divisions
- 26 employees were randomly tested. There were no positive results.

Union Activity

There were 4 grievances filed in 2014.

- 1 grievance filed by WEA and settlement was reached
- 3 grievances filed by IAFF but they were all considered waived because the issues were not grievable issues under the collective bargaining agreement
- Prepared and collected data for WEA fact finding hearing
- Collaborated with the Finance department to calculate the OPBA and IAFF negotiations cost analysis for review and analysis by the Director of Administration
- Participated in WEA, IAFF and OPBA negotiations. All three contracts were successfully bargained and ratified in 2014.
- Ensured the accurate implementation of all 3 collective bargaining agreement changes
- SERB contract updates were submitted timely
- HR staff attended a 2 day SERB academy training to become more educated on the SERB process and HR requirements

Discipline

- 13 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.
- 4 investigations were conducted involving inappropriate comments, code of ethics violations, dishonesty
- 5 terminations due to inappropriate behavior
- 1 EAP referral and employment agreement completed

Public Records Requests

- 15 public records requests were received and responded to in a timely manner.

Safety

It is the responsibility of the City of Wooster to provide a safe work environment for all employees. The Human Resources Division plays an important role meeting this objective by processing Workers Compensation claims appropriately, completing government required safety reports, and recommending policy and process changes that create a safer work environment while meeting all safety requirements.

- 13 OSHA recordable injuries, a decrease of 18.7% from the previous year
- Annual PERRP and Semi-annual safety council reports were filed timely
- HR attended monthly safety council meetings to receive a 2% Workers Compensation premium discount

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- Participated and took an active role in the monthly safety meetings, finalized the Safety Handbook and submitted to consultant for final review
- HR staff attended several BWC Workers Compensation training courses
- Transition work program was a goal of the HR staff for 2014; however, the city of Wooster lost group rating status through the BWC. As a result, the City is not eligible for the transition work program discount. The program was removed as a goal due to this change.
- BBP program was also a goal; however, this goal was delayed because the City is working with a consultant for all of these programs beginning in 2015.

2015 Objectives:

- Streamline human resources processes and procedures to provide efficient and accurate service to all customers on an ongoing basis.
 - Collaborate with Travis Thompson (consultant) and the Safety Committee to create a process and policy for Blood Borne Pathogens (BBP) by December 31, 2015.
 - Initiate an Employee Engagement Committee that meets monthly beginning in February, representing each department, with the goal of developing programs designed to positively impact City of Wooster culture.
 - Develop and communicate internal guidelines and processes for employees using the new ID badge system by July 2015.

5 Year Goals:

- Implement a document management system to mechanize all personnel records by December 31, 2019.
- Approve and implement a Record Retention Policy and ensure compliance within HR by December 31, 2019.

Human Resources Staff as of January 2015

Jeanette Wagner
Human Resources Manager

Stacey Coleman
Human Resources Specialist