

2015 Human Resources Division Annual Report

Executive Summary

Human Resources Mission

Provide exceptional customer service through all aspects of the human resources profession for all City of Wooster employees and external customers.

2015 Highlights

- Increased applications received and processed by 23%, by processing 384 applications
- The City of Wooster became a more diverse workforce in 2015 by increasing our female staff by 9%
- Decreased turnover by 46%
- Employee insurance premium contributions were changed from a constant flat rate to a percentage of the COBRA rate. Premium contributions will increase from 5% to 9% by January 2017. This allows the employee premium to be directly calculated based upon claims costs and other related health care expenses.
- Successfully implemented 7 new lines of insurance for all City of Wooster employees including dental, vision, life insurance and various voluntary benefits.
- Successfully implemented a City wide Safety Handbook.
- Successfully implemented a HazMat program and policy for the City of Wooster. Mandatory training of all employees was completed December 31, 2015. As a result, the City of now OSHA and PERRP complaint with this program.

2015 Challenges

- Reliance the voluntary / group insurance carrier attempted to not honor the proposal they provided to the City. They also have unable to offer a system that accurately processes monthly bills. This has caused HR to create a tracking system to ensure insurance benefits, payroll and reliance billing are accurate.
- City of Wooster became ineligible for group rating under the BWC program. As a result, the City is not eligible to participate in certain programs to receive additional discounts. One of those programs is transitional work and other safety discounts.
- City of Wooster is required under the governing body of PERRP (Public Employee Risk Reduction Program) to comply with OSHA regulations. The City is working with a consultant to address gaps in compliance.

2015 Objectives

- Continue to evaluate and update the City of Wooster's safety programs throughout the 2016 calendar year, in cooperation with the insurance consultant and the Safety Committee.
- Monitor and ensure City of Wooster compliance for possible changing Federal and Ohio laws which impact the workplace and its employees.
- Continue to research alternative vendors to supply the City's dental, vision, group and voluntary benefits.

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Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2015. 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 2015. The staffing levels from 2014 to 2015 grew by 6.5%. The City of Wooster also became a more diverse workforce in 2015 by increasing our female staff by 9%. 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.

2015 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management	0	19	0	3
Supervisory, Confidential, & Administrative	1	8	1	8
WEA	0	48	0	17
Fire	0	42	0	2
Police	0	34	0	3
Total	1	151	1	33
Total FTE's	184			

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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2015 Total Turnover		
	Per Year %	Total 9
Involuntary	0.5 %	1
Voluntary	3.3 %	6
Total	3.8 %	7

*calculation based upon 184 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 384 employment applications an increase of 23%
- 32 positions were posted, which was a 25% decrease over 2014
- 28 were filled, 3 positions were still open at the end of 2015
- 19 seasonal employees were hired, which was a 10% decrease over 2014
- There were 20 new hires, which was a 5% decrease over 2014
- There was a 46% decrease in turnover in 2015
- City's employment application was updated and new version implemented
- Implemented an IT User Form to assist with the new hire and internal transfer process

Compensation Administration

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2015. Salary adjustments were given for promotions and/or transfers to different positions. All three unions (WEA, IAFF, OPBA) received increases based upon negotiations. IAFF were effective in October 2015. OPBA and WEA increases became effective 1/1/2016.

Salary Administration

- 11 internal employees received promotions and/or transfers, a 26% decrease from 2014
- IFAS salary tables were updated to ensure system was accurate and correct wages were paid
- Processed 17 retirement stipends for all three bargaining groups.
- Processed step increases for 22 employees in Police and Fire.
- Processed education stipends for 14 Police employees.

Educational Assistance

- Processed 25 educational assistance reimbursements in 2015

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 and continued for some employees in May and November of 2015

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:

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- Finalized the Reliance Dental and Vision contracts and plan documents and provided to employees
- Reviewed Stop Loss quotes and switched vendors to save money on premium for 2016
- Provided Health Care Reform required “exchange” notices to all employees by deadline
- Provided the Medicare Part D notice by the required deadline
- Completed the Insurance Open Enrollment process so all insurance benefits remained active
- Distributed the Summary Plan Document and Summary of Benefits and Coverage (SBC) for the City and distributed per required guidelines
- Implemented increase of insurance premium for all employees and collaborated with Finance to ensure all systems and records were updated regarding this change
- Encountered issues with Reliance contracts and worked to ensure all the quoted benefits were included in the final insurance certificate and signed contract
- Ensured that all voluntary and group benefits with Reliance were billed correctly by month. If incorrect, pushed issue with Reliance until the billing was accurate and matched City payroll.

Training and Development

The Human Resources Division continued training efforts in 2015. The Performance Evaluation training offered in 2013 continued into 2015 and all new managers and supervisors, Fire Department leadership, and managers who had previously participated attended the 8 hour training.

Ethics training was coordinated through the Ohio Ethics Commission for all City of Wooster employees and we were 100% compliant.

HazMat Training was required for all employees to meet safety standards. By December 31, 2015 we were 100% compliant with the training requirements.

Provided FMLA educational training to all Fire Department employees.

HR attended multiple training in 2015 to become more educated, improve skills and remain knowledgeable regarding upcoming law changes: Sunshine Law Training, Employment Law Training, Excel Training, Workers Compensation Training, Unemployment Training, IFAS HR Training.

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

- Job Descriptions continue to be reviewed and updated as open positions become available

Service Recognition

- 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 January 2015, started the Employee Engagement Committee in collaboration with the Director of Administration. Met several times during the year with representatives from all City of Wooster departments:
 - Conducted survey regarding employee engagement and morale

January 25, 2016

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- Consolidated results and held meeting to review
- Created schedule with Committee of upcoming events/activities based upon employee feedback
- Started a quarterly newsletter for employees and published 2 newsletters in 2015
- Held an employee engagement baseball event in Akron. Over 50 employees/family attended.

Wellness

Coordinated a Wellness Event for employees and spouses offering health screenings, flu shots, blood draws and other wellness and health information to promote a healthy lifestyle.

- 111 employees and spouses participated in the Wellness Event to have their BP/BMI/Bloodwork completed
- 56 employees received flu vaccinations

United Way

The United Way campaign this year was coordinated by Human Resources. The campaign collected \$1,741 in donations.

Random DOT and Seasonal Drug Testing

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

Union Activity

There were 2 grievances filed in 2015.

- The 2 grievances were filed by IAFF but they were all considered waived because the issues were not grievable issues under the collective bargaining agreement

Discipline

- 16 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.
- 3 investigations were conducted involving inappropriate conduct, unprofessional behavior/communication and compliant regarding management treatment
- 1 terminations due to inappropriate behavior

Public Records Requests

- 33 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.

- 11 OSHA recordable injuries, a decrease of 15% from the previous year
- Annual PERRP and Semi-annual safety council reports were filed timely
- Completed security project with employee ID badges
- Worked with Fire Department management to review and modify a light duty policy to ensure compliant with appropriate federal and state laws
- HR attended monthly safety council meetings to receive a 2% Workers Compensation premium discount
- Participated and took an active role in the monthly safety meetings
- Finalized and implemented new Safety Handbook
- Finalized and implemented HazMat policy for the City and trained 100% of staff
- Began review of Hepatitis B and BBP policies and ended 2015 with a draft of necessary changes to be implemented next year

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Other Projects

HR is also involved in other projects throughout the year:

- Received approved Record Retention Policy from legal. Will use this approved policy to ensure HR records are compliant with the policy.
- Assisted with the HR functions needed for the WARCOG:
 - Paperwork completed to hire COG Director, IFAS, and payroll
 - Researched Workers Compensation, finalized policy and secured a TPA and MCO
 - Advertised, collected applications, logged data, screened applicants for hiring
 - Drafted the employee handbook, reviewed policies for relevance for the COG and made appropriate changes
 - Set up MedPro as a vendor for pre-employment testing

2015 Objectives:

- Updated and implemented a safety handbook for all employees August 2015.
- A hazardous material procedure and mandatory training has been completed for all employees in September 2015 meeting PERRP requirements.
- City of Wooster is currently compliant with all Affordable Health Care changes and is actively tracking reporting requirements which become mandatory in 2016.
- Successfully implemented 7 new lines of insurance for City of Wooster employees while ensuring efficient and timely processing of all claims and meeting customer service needs of employees.
- All employees completed Ethics Training through the Ohio Ethics Commission by September 2015.

2016 Objectives:

- Continue to evaluate and update the City of Wooster's safety programs throughout the 2016 calendar year, in cooperation with the insurance consultant and the Safety Committee.
- Monitor and ensure City of Wooster compliance for possible changing Federal and Ohio laws which impact the workplace and its employees.
- Continue to research alternative vendors to supply the City's dental, vision, group and voluntary benefits.

5 Year Goals:

- Implement a document management process 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 December 2015

Jeanette Wagner
Human Resources Manager

Stacey Coleman
Human Resources Specialist

Amy Hamilton
Part-time Human Resources Coordinator

January 25, 2016