

2021 Human Resources Division Annual Report Highlights of HR for 2021

- Transitioned from manual benefits enrollment for all City staff to electronic enrollment in November 2021 in order to streamline process, reduce costs and reduce errors.
- Implemented a seasonal employee safety orientation in spring 2021 in order to increase safety awareness and reduce Workers Compensation costs. All seasonal employees completed a one day safety and IT orientation prior to working in the department. We had no work related incidents or injuries in 2021.
- Implement in house 1095 tracking and reporting in December 2021. System is updated and accurate with 2021 changes and the system is capable of in house on-line filing of all 1095s for 2021.
- Kept abreast of the evolving changes to federal, state and local health department requirements relating to Covid19 and responded timely to division concerns, quarantines, isolations to reduce the impact to manpower and operations.

Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2021. 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

The total full time employees (FTE's) in the chart below does not include part-time staff. The below statistics are based upon the actual full time employees as of December 31st of each year. Full time equivalents as prepared by Finance indicates a total of 204.7, which is based upon 2080 hours divided by the number of staff. The City of Wooster EEO4 report was timely filed.

2020 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential, & Administrative	7	29	1	12
WEA	0	53	0	17
Fire	0	42	0	1
Police	3	32	0	6
Total	10	156	1	36
Total FTE's	192			

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2021 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential & Administrative	7	26	1	13
WEA	0	50	0	14
Fire	0	43	0	1
Police	3	27	0	8
Total	10	146	1	36
Total FTE's	182			

2020 Total Turnover		
	Per Year %	Total
Involuntary	0 %	0
Voluntary	6.3 %	12
Total	6.3 %	12
*calculation based upon 192 FTE's		

2021 Total Turnover		
	Per Year %	Total
Involuntary	0.5%	1
Voluntary	14.8%	27
Total	15.3%	28
*calculation based upon 182 FTE's		

Turnover Based on Tenure

- Voluntary turnover based on tenure
 - 7.1% had 6 years or less service with the City
 - 3.3% had between 7 years and 15 years of service with the City, includes 1 retiree
 - 4.4% had 23+ years of service and includes 8 retirees
 - Five of the voluntary resignations were pending corrective action

Recruitment

- 16 Employees were promoted / reclassified/ transferred in 2021
- Human Resources received and processed 270 employment applications a decrease of 3.2%
- 40 positions were posted
- 24 were filled, 16 positions were still open at the end of 2021
- 19 seasonal employees were hired
- There were 17 full-time new hires, 4 part-time new hires
- There was a 9% increase in turnover from the prior year.
- Implemented online employment application

Compensation Administration

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2021. Salary adjustments were given for promotions and/or transfers to different positions.

Salary Administration

- 16 internal employees received promotions and/or transfers
- Processed 2 retirement stipend for all three bargaining groups.
- Processed step increases for 15 employees in Police and Fire.
- Processed education stipends for 19 WEA employees, 27 Police employees, 33 Fire employees

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Educational Assistance

- Processed 22 educational assistance reimbursements in 2021

Salary Surveys

- The Human Resources department participated in multiple salary surveys in order to evaluate the City's compensation and maintain competitive with public and private industry. (CompData, SERB, City of Marysville Wage and Workforce Survey, City of Mt. Vernon Wage Survey, Occupational Employment and Wage Statistics Report, and the Ohio Municipal League Survey)

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 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:

- Completed RFP for voluntary lines of insurance. No changes were implemented in 2022.
- Completed RFP for group lines of insurance. Dental and group life rates increased for 2022.
- Reviewed and updated Management Benefits Ordinance to remain comparable with the union negotiated contracts
- Provided Health Care Reform required "exchange" notices to all employees by deadline
- Processed 37 FMLA requests and paperwork
- Provided the Medicare Part D notice by the required deadline
- Implemented an electronic insurance open enrollment process to eliminate paper and streamline process
- Completed open enrollment for COBRA participants
- Distributed the Summary Plan Document and Summary of Benefits and Coverage (SBC) for the City and distributed per required guidelines
- Gathered information for vendor for the processing of 2021 1095s
- Evaluated and implemented new COBRA rates
- Offered Deferred Comp in-person and online meetings for employee retirement planning
- Submitted all required CMS notices

Training and Development

The Human Resources Division continued training efforts in 2021.

Provided Ethics Training to employees from the State of Ohio.

HR attended multiple trainings in 2021 to become more educated, improve skills and remain knowledgeable: IT security, New World Training, Paul Butler's Organizational Culture & Leadership Training, ICMA Webinar-Every Employee is a Chief Experience Officer

Provided development training to all employees.

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.

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System Implementation

- Created and implemented new HR processes related to system changes in order to reduce redundancies
- Built Business Analytics in New World to increase reporting capabilities
- Utilizing more New World capabilities (i.e. CS View) to reduce paper
- Testing New World system on a quarterly basis in preparation for ongoing system updates
- Implemented electronic invoice processing for HR department

Policies and Job Descriptions

- Job Descriptions continue to be reviewed and updated as open positions become available
- Updated various departmental forms to comply with policy and contracts

Service Recognition

- The annual service recognition picnic was held to recognize employees with milestone years of service. The picnic was held for the first time at Freedlander Chalet with rave reviews. Due to Covid restrictions, the annual spaghetti luncheon was not held; however, employees were recognized within their departments.

Wellness

- 177 employees voluntarily participated in the Know Your Risks Know Your Numbers campaign
- Employees were offered the opportunity to take the Covid antibody test.
- Coordinated Covid testing for employees exposed in the workplace.
- Tracked Covid exposures and illnesses and performed contact tracing

Random DOT and Seasonal Drug Testing

- Random DOT tests were coordinated through the HR office for the PPM, Waste Water and Water Pollution Divisions
- 17 employees were randomly tested. They were all negative results.

Union Activity

There were 2 grievances filed in 2021.

- 1 grievance was filed by WEA; however, it was not filed in a timely timeframe so the grievance was waived.
- 1 grievance filed by Fire is scheduled for arbitration in 2022

Participated in contract negotiations for Police, WEA, and Fire. Agreements were reached with Police and WEA. Negotiations with Fire are ongoing.

Discipline

- 7 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.
- 5 employees resigned in lieu of corrective action

Public Records Requests

- 66 public records requests were received and responded to in a timely manner.
- Electronic process was used to keep track of public records requests by year.

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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 in 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.

- 10 OSHA recordable injuries for 2021
- 15 accidents with or without injury that were not OSHA recordable in 2021
- Annual PERRP reports were filed timely

WARCOG – Human Resources

HR Support of the WARCOG

- Implemented online employment application
- Implemented an electronic insurance open enrollment process to eliminate paper and streamline process
- New employee handbook was implemented and distributed for compliance
- Manage recruiting process for 2021 including updated forms, system updated, documents, personnel files
- Process medical, dental, vision and life invoices
- Manage open enrollment and processed all changes using online software Form Fire and implementation of insurance changes
- Held insurance meetings and orientation meetings for all new hires
- Implemented HRA benefit
- Updated all new hire paperwork and required legal notices
- Processed all paperwork for transfers and terminations
- Submit all required CMS notices
- Serve as primary HR contract for WARCOG management and provide employee relations, policy and corrective active advice
- Reviewed department policy and provided feedback and suggestions
- Process all Verification of Employment requests
- Research billing issues
- Process all comp time cash outs
- Research benefit questions and issues – i.e.(ADA, State Continuation Coverage, Claims issues, etc.)
- Provide policy interpretation
- Process Worker's Compensation invoices and claims
- Complete year-end reporting for WARCOG records
- Processed applications and testing of candidates for full-time and part-time openings
- Processed 2 reclassifications
- Calculate COG seniority dates based upon ORC vacation requirement
- Process all employee related public record requests in a timely manner
- Conducted a Request for Proposal (RFP) for all insurance lines to reduce costs and offer better benefits
- Processed 3 disciplinary actions
- Processed annual pay increases and stipends
- Participated in contract negotiations
- Processed 3 new hires and 4 terminations

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2021 Human Resources Goals and 2022 Objectives

Human Resources Mission

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.

2021 Highlights / Goals Accomplished

- Transitioned from manual benefits enrollment for all City staff to electronic enrollment in November 2021 in order to streamline process, reduce costs and reduce errors.
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2021 Challenge and Accomplishment

- Kept abreast of the evolving changes to federal and state law requirements relating to Covid19
- Ensured employees followed quarantine/isolation guidelines as recommended by the health department and CDC.

2022 Objectives / Goals

- Create a new hire orientation manual to be used during the new hire process for all new employees.
- Implement employee safety orientation for full-time hires to increase safety awareness and reduce Workers Compensation costs.

Human Resources Staff as of December 2021

Jeanette Wagner
Human Resources Manager

Stacey Coleman
Human Resources Specialist

January 20, 2022