

## 2022 Human Resources Division Annual Report Highlights of HR for 2022

- Create a new hire orientation manual to be used during the new hire process for all new employees.
- Kept abreast of the evolving changes to federal and state law requirements in order to remain in compliance
- Transitioned BWC Class Codes to Clerical/Clerical Telecommuter which resulted in an annual savings of \$33,623.00

### Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2022. 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 31<sup>st</sup> of each year. Full time equivalents as prepared by Finance indicates a total of 207.45, which is based upon 2080 hours divided by the number of staff. The City of Wooster EEO4 report was timely filed.

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
<b>Total</b>	<b>10</b>	<b>146</b>	<b>1</b>	<b>36</b>
<b>Total FTE's</b>	<b>182</b>			

## 2022 Human Resources Division Annual Report

2022 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential, & Administrative	7	28	1	13
WEA		52		17
Fire		43		1
Police		32		7
<b>Total</b>	<b>7</b>	<b>155</b>	<b>1</b>	<b>38</b>
<b>Total FTE's</b>	<b>193</b>			

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

2022 Total Turnover		
	Per Year %	Total
Involuntary	0.5%	1
Voluntary	5.2%	10
<b>Total</b>	<b>5.7%</b>	<b>11</b>
*calculation based upon 193 FTE's		

### Turnover Based on Tenure

- Voluntary turnover based on tenure
  - 2.1% had 6 years or less service with the City
  - 2.1% had between 7 years and 16 years of service with the City, includes 1 retiree
  - 1.6% had 16+ years of service and includes 3 retirees
  - Two of the voluntary resignations were pending corrective action

### Recruitment

- 11 Employees were promoted / reclassified/ transferred in 2022
- Human Resources received and processed 290 employment applications an increase of 7.4%
- 40 positions were posted
- 33 were filled, 7 positions were still open at the end of 2022
- 17 seasonal employees were hired
- There were 23 full-time new hires, 1 part-time new hire
- There was a 9.6% decrease in turnover from the prior year.

### Compensation Administration

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2022. Salary adjustments were given for promotions and/or transfers to different positions.

# 2022 Human Resources Division Annual Report

## Salary Administration

- 11 internal employees received promotions and/or transfers
- Processed step increases for 12 Police employees, 10 Fire employees, and 20 WEA employees
- Processed education stipends for 19 WEA employees, 27 Police employees, 47 Fire employees

## Educational Assistance

- Processed 19 educational assistance reimbursements in 2022

## 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. Survey participation included CompData, SERB, City of Green Wage Survey, and HR Government Compensation 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 group lines of insurance. Vision rates increased for 2023. Dental and group life rates remained the same.
- Updated Management Benefits Ordinance by changing the vacation schedule. Also included language that allows the ability to negotiate vacation in order to attract new talent.
- Provided Health Care Reform required "exchange" notices to all employees by deadline
- Processed 48 FMLA requests and paperwork
- Provided the Medicare Part D notice by the required deadline
- Implemented a passive, electronic insurance open enrollment process for the 2023 Plan Year. As a result of this change, employees were 100% compliant.
- 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 2022 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 2022.

Provided the following training to all employees: Ohio Ethics, Preventing Harassment in Industry, Diversity in the Workplace, and Surviving an Active Shooter.

Also created and conducted confidential medical training for the police department.

HR attended multiple trainings in 2022 to become more educated, improve skills and remain knowledgeable: IT security, PERRP Training, BCI/FBI Background Training, Introduction to Ohio Worker's Compensation, Seven Steps to a Successful Worker's Compensation Program, Social Media Training, Recordkeeping Roundtable, Employee Fitness for Duty Exams: Navigating the FMLA and ADA

January 20, 2022

# 2022 Human Resources Division Annual Report

## **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 and the Borma Preventative Wellness Campaign are some of the activities. The HR office also is involved in employee disputes, investigations, or union grievances that occur throughout the year.

## **System Implementation**

- Utilizing more New World capabilities (i.e. keeping track of licensure for the Utilities Dept.)
- Testing New World system on a quarterly basis in preparation for ongoing system updates

## **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
- Drafted Vehicle Usage Policy for director approval
- Reviewed and updated Sick Leave & Attendance Policy for the police department
- Drafted Hours & Schedule Policy for director approval

## **Service Recognition**

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

## **Wellness**

- 243 employees and spouses voluntarily participated in the Borma Preventative Wellness Campaign. As a result of participation, employees and family members have a better understanding of their overall health.

## **Random DOT and Seasonal Drug Testing**

- Random DOT tests were coordinated through the HR office for the PPM, Distribution & Collection, Waste Water and Water Pollution Divisions
- 18 employees were randomly tested. All results were negative.

## **Union Activity**

- Two grievances were filed by WEA in 2022. One grievance was closed, and the other grievance was resolved by a Memorandum of Understanding.
- Participated in contract negotiations for Fire. After much deliberation, an agreement was reached in June 2022.

## **Discipline**

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

## **Public Records Requests**

- 54 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.

## 2022 Human Resources Division Annual Report

### 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.

- 13 OSHA recordable injuries for 2022
- 41 accidents with or without injury that were not OSHA recordable in 2022
- Annual PERRP reports were filed timely
- Transitioned appropriate personnel to BWC Class Code 9444 Clerical/Clerical Telecommuter. This change resulted in an annual savings of \$33,623.00

### **WARCOG – Human Resources**

#### HR Support of the WARCOG

- Terminated Anthem medical contract and transitioned the WARCOG to Borma (Aetna). As a result of this change, employees are receiving better benefits.
- Implemented a passive, electronic insurance open enrollment process for the 2023 Plan Year. As a result of this change, employees were 100% compliant.
- Manage recruiting process for 2022 including updated forms, system updated, documents, personnel files
- Process medical, dental, vision and life invoices
- Held orientation meetings for all new hires
- Implemented Flexible Medical Spending Account and Dependent Care Reimbursement Account options for employees as part of their benefit package
- Implemented a sick leave donation program that allows employees to donate sick hours to other bargaining unit employees
- 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
- 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 4 new hires, 2 promotions, and 3 terminations
- Calculate COG seniority dates based upon ORC vacation requirement
- Process all employee related public record requests in a timely manner
- Processed annual pay increases and stipends
- Gathered information for vendor for the processing of 2022 1095s
- Processed 2 step increases
- Completed one investigation regarding conduct
- Consulted with director on employee issues
- Transitioned WARCOG personnel to BWC Class Code 9444 Clerical/Clerical Telecommuter which resulted in an annual savings of \$3,166.00

January 20, 2022

# **2022 Human Resources Division Annual Report**

## **2022 Human Resources Goals and 2023 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.

### **2022 Highlights/Goals Accomplished**

- Created a new hire orientation packet to be used for all new hires during the orientation process and implemented December 2022.
- 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.
- Coordinated Ohio Ethics Training and Diversity Training in 2022 for all City of Wooster Employees.
- Trained the Police Department Command Staff on confidentiality and other federal, state and local law requirements for managers in February 2022.
- Transitioned BWC Class Codes to Clerical/Clerical Telecommuter which resulted in an annual savings of \$33,623.00

### **2022 Challenge and Accomplishment**

- Kept abreast of the evolving changes to federal and state law requirements in order to remain in compliance

### **2023 Objectives / Goals**

- 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.
- Evaluate Employee Handbook and make any necessary updates and issue an updated Employee Handbook in 2023.

### **Human Resources Staff as of December 2022**

Jeanette Wagner  
Human Resources Manager

Stacey Coleman  
Human Resources Specialist

January 20, 2022