

2016 Human Resources Division Annual Report

Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2016. 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 stayed the same in 2016. The City of Wooster also became a more diverse workforce in 2016 by increasing our female staff by 10%. 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			

2016 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management	0	18	0	4
Supervisory, Confidential & Administrative	2	7	1	10
WEA	0	48	0	17
Fire	0	40	0	2
Police	0	35	0	4
Total	2	148	1	37
Total FTE's	185			

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2015 Total Turnover		
	Per Year %	Total
Involuntary	0.5 %	1
Voluntary	3.3 %	6
Total	3.8 %	7
*calculation based upon 184 FTE's		

2016 Total Turnover		
	Per Year %	Total
Involuntary	.5 %	1
Voluntary	8 %	15
Total	8.5 %	16
*calculation based upon 185 FTE's		

Recruitment

- Human Resources received and processed 333 employment applications a decrease of 13%
- 25 positions were posted, which was a 21% decrease over 2015
- 18 were filled, 7 positions were still open at the end of 2016
- 21 seasonal employees were hired, which was a 9% increase over 2015
- There were 15 new hires, which was a 33% decrease over 2015
- There was a 4.7% increase in turnover in 2016, related to 9 retirements
- City's employment application was updated to be compliant with Ban The Box law change

Compensation Administration

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2016. 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 2016. OPBA, WEA, Mgmt and SC&A increases became effective 1/1/2017.

Salary Administration

- 15 internal employees received promotions and/or transfers, a 36% increase from 2015
- 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.
- Processed 65 anniversary increases for WEA employees.

Educational Assistance

- Processed 29 educational assistance reimbursements in 2016

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, AWWA)

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:

- Reviewed Stop Loss quotes and switched vendors to save money on premium for 2017
- 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

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- Ensured that all voluntary and group benefits with Reliance were billed correctly by month
- Completed the RFP process for Insurance Brokers and hired a new Broker (Chapman and Chapman)
- Offered multiple health insurance plans during open enrollment (Gold and Silver) to comply with federal law change
- Switched to self bill with Reliance to correct billing issues and errors with billing
- Worked with Broker to ensure City compliant and finalized POP document for City
- Gather information for vendor for the processing of 2015 and 2016 1095s

Training and Development

The Human Resources Division continued training efforts in 2016.

Diversity training was coordinated for all City of Wooster employees and we were 100% compliant.

Provided FMLA educational training to all Police Department employees.

HR Manager completed the 360 evaluation and personal coaching.

HR attended multiple training in 2015 to become more educated, improve skills and remain knowledgeable regarding upcoming law changes: Ban the Box, Hot Button Compliance, FMLA Training, OT Webinar, FLSA Training, Navigating New Frontier Webinar, GINA & ADA, SHRM HR Updates

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
- Developed ADA policy and outlined process for processing an ADA request
- Finalized and received approved Records Retention Policy and began reviewing old HR records

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

- The Employee Engagement Committee in collaboration with the Director of Administration, met several times during the year with representatives from City of Wooster departments:
 - Conducted survey regarding employee engagement and activities
 - Created schedule with Committee of upcoming events/activities based upon employee feedback
 - Started a quarterly newsletter for employees and published 4 newsletters in 2016
 - In January, held a bowling event and over 50 attended
 - Held 4 quarterly Open Houses in divisions across the City to increase work relationships and knowledge of the City of Wooster
 - Implemented Cedar Point discount program for employees

Wellness

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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.

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

United Way

The United Way campaign this year was coordinated by Human Resources. The campaign collected \$761.00 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
- 10 employees were randomly tested. There were no positive results.

Union Activity

There were 4 grievances filed in 2016.

- 3 grievances were filed by IAFF and all 3 were denied and not taken to arbitration by the Union. 1 grievance was filed by OPBA and the Union withdrew the grievance after the 1st step.

Discipline

- 9 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.
- 1 terminations due to unacceptable performance

Public Records Requests

- 30 public records requests were received and responded to in a timely manner.
- Created an electronic process to keep track of public records requests by year.

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.

- 15 OSHA recordable injuries
- 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
- Participated and took an active role in the monthly safety meetings
- Hepatitis B and BBP policy is complete. All Hep B forms are in compliance. Employees have started their Hep B series injections, if elected. Fire employees will complete the injection series in 2017. Training will occur in 2017.

WARCOG – Human Resources

HR Support of the WARCOG

- Finalized the Employee Handbook and updated policies in compliance with WARCOG operations
- Set up recruiting process including forms, IFAS, documents, personnel files for new hires
- Process medical, dental, vision and life invoices
- Researched benefit plan structure, implemented new insurance plan and set up appropriate policies
- Held insurance meetings and orientation meetings for all new hires
- Research EAP program and implemented benefit
- Researched HSA program, created forms, set up process with payroll and implemented program

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- Reviewed and recommended insurance contracts
- Created all new hire paperwork and required legal notices which are different from the City of Wooster
- Process all paperwork for new hires, terminations and transfers
- Submit all required CMS notices
- Serve as primary HR contract for WARCOG management and provide employee relations, policy and corrective active advice
- Write job descriptions
- Process FMLA paperwork and tracking to remain complaint with law
- Create a personnel file system and scan all files electronically for WARCOG records
- Researched Broker for fully insured plan
- Process all Verification of Employment requests
- Responsible for researching billing issues
- Process all comp time cash outs
- Research benefit questions and issues – i.e.(ORC vacation issue, policy questions, ORC differences)
- Supported management by providing counsel to Director and Supervisor regarding ADA issue and 3 corrective action issues
- Provide policy interpretation
- Research and set up Workers Compensation policy, process invoices and claims
- Year-end reporting for WARCOG records and IFAS updates
- Process stipends for Supervisor
- Process HSA quarterly payments, eligibility and paperwork
- Tracking of part-time hours for benefits eligibility on a bi-weekly basis
- Processed 47 applications
- Hired 17 employees
- Promoted 2 employee
- Processed 2 terminations
- Calculated COG seniority dates based upon ORC vacation requirement

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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.
 - Wrote Hep B policy and ensured City compliance with Hep B injection offerings and documentation for City employees impacted before December 31, 2016.
- Monitor and ensure City of Wooster compliance for possible changing Federal and Ohio laws which impact the workplace and its employees.
 - FLSA policy was updated and employees were re-evaluated and reclassified as required by law in September 2016.
- Continue to research alternative vendors to supply the City's dental, vision, group and voluntary benefits.
 - Began this process by hiring a new insurance broker to increase service, address compliance issues, and cost savings in October 2016.

2017 Objectives:

- Continue to evaluate and update the City of Wooster's safety programs throughout the 2017 calendar year, in cooperation with the insurance consultant and the Safety Committee.
 - Complete Hep B training by end of 3rd quarter and finalizing all required documentation by year end.
- Create City HIPPA policy, completed all required employee training and compliance documentation by December 31, 2017.
- Complete compliance review with Broker and implement compliance calendar to ensure the City is compliant with areas identified by December 31, 2017.

5 Year Goals:

- Implement a document management process to mechanize personnel and/or terminated 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 2016

Jeanette Wagner
Human Resources Manager

Stacey Coleman
Human Resources Specialist

Amy Hamilton
Part-time Human Resources Coordinator

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