

# 2013 Human Resources Division Annual Report

## Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2013. 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

In the past year, the City has had a significant amount of recruiting activity, in order to maintain the numbers we had in 2012. The total FTE's do not include the part-time staff. A correction was also made from 2012. There were 39 full-time Fire employees in 2012 and that number remained unchanged in 2013. The below statistics are based upon the actual FTE's as of December 31<sup>st</sup> of each year.

<b>2013 Total Number of Employees by Gender</b>				
	<b>Male</b>		<b>Female</b>	
	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
<b>Total</b>	<b>2</b>	<b>136</b>	<b>2</b>	<b>24</b>
<b>Total FTE's</b>	<b>160</b>			

<b>2012 Total Number of Employees by Gender</b>				
	<b>Male</b>		<b>Female</b>	
	PT	FT	PT	FT
Management	0	14	0	3
Supervisory, Confidential & Administrative	2	9	1	5
WEA	0	45	0	12
Fire	0	39	0	0
Police	0	31	0	2
<b>Total</b>	<b>2</b>	<b>138</b>	<b>1</b>	<b>22</b>
<b>Total FTE's</b>	<b>160</b>			

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<b>Employees by Years of Service</b>	
	<b>Total 160</b>
35 – 39	1
30 – 34	3
25 – 29	13
20 – 24	27
15 – 19	19
10 - 14	35
5 -9	35
<5	27
*Does not include PT employees	

<b>Total Turnover</b>		
	<b>Per Year %</b>	<b>Total 9</b>
Involuntary	0.0 %	0
Voluntary	5.6 %	9
<b>Total</b>	<b>5.6 %</b>	<b>9</b>
*calculation based upon 160 FTE's		

### **Recruitment**

- Human Resources received and processed 483 employment applications an increase of 24%
- 41 positions were posted, which was a 65.8% increase over 2012
- 23 were filled, 15 positions were still open at the end of 2013, 3 were closed or placed on hold
- 65 seasonal employees were hired, which was a 7.6% increase over 2012
- There were 18 new hires, which was a 27.7% increase over 2012
- Implemented a new on-line SigniX system to automate seasonal new hire paperwork

### **Reporting**

- The bi-annual EEO-4 report was filed timely with the federal government.

### **Compensation Administration**

In 2013, salary increases were not given based upon the current financial situation within the City. Salary adjustments were given for promotions and/or transfers to different positions.

### **Salary Administration**

- 20 internal employees received promotions and/or transfers, a 9% decrease from 2012

### **Salary Surveys**

A city wide job classification study was completed by October to maintain market competitiveness within the City of Wooster. The objective was to have the studies completed by September. This deadline was not met due to issues working with the organization that was hired to complete a specialized market study for 19 positions.

- The SERB Annual Salary and Benefit Survey were complete by the deadline.
- The CompData Salary and Benefit Survey were complete by the deadline.
- Contracted with Jeremy Iosue to conduct a specialized salary survey for 19 positions.
- 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.

### **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 First Niagara (Benefits Consultant) to complete a Request for Proposal process for our TPA and PBM. As a result, this process saved the City \$39,777 in fees from our TPA. There are other savings through PBM discounts that have not yet calculated.
- Provided Health Care Reform required "exchange" notices to all employees by deadline.
- Provided the Medicare Part D notice by the required deadline.

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- 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 identification number changes.
- Updated the Summary Plan Document and Summary of Benefits and Coverage (SBC) for the City and distributed per required guidelines.
- Selected a new Employee Assistance Program and implemented the change in July to provide a more comprehensive and beneficial benefit to employees and their families.
- Developed a sick leave procedure and form for IAFF for sick leave donation.

### **Training and Development**

The Human Resources Division has taken a more active role in training and provided 2 – 4 hour training sessions for all managers and supervisors on Performance Evaluation. We had a 100% participation rate.

Sexual Harassment was also identified as an opportunity for training. To accommodate various schedules, an on-line training option was provided with a 100% participation rate among all City 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.

### **Policies and Job Descriptions**

- An Employee Handbook was drafted, finalized and implemented in August 2013.
- 21 job descriptions were written or updated to the new format and approved by the Manager and Director of Administration. These 21 job descriptions covered 13 different departments. The original objective was to evaluate and update job descriptions for just PPM and Utilities; however, the increase in recruiting activity created a need to update job descriptions across almost all City departments.

### **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

### **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.

- 17 Vendors and Health Care Professionals attended our Annual Health Fair, 41% increase in vendor offerings
- 105 employees and spouses participated in the Health Fair, 4% decrease over prior year
- 55 employees received flu vaccinations, 1% decrease over prior year
- In June of 2013, HR began sending out health and wellness communication emails to all employees. This was in an attempt to increase communication, but also to provide education to employees to begin to control health care costs.

### **United Way**

The United Way campaign this year was coordinated by Human Resources. The campaign collected \$4,230 in donations. This is a 28% increase in donations from the prior year.

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

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- Random DOT tests were coordinated through the HR office for the PPM, Waste Water and Water Pollution Divisions. There were no positive results as a result of the DOT Testing.
- HR eliminated the random drug testing of seasonal employees, creating a savings of \$855 in drug testing costs.

### **Union Activity**

There were 5 grievances filed in 2013.

- 5 grievances filed by WEA – 4 of them were not filed timely and dismissed by the City. The other grievance was filed over a suspension which went to settlement and the Union never responded.
- Drafted City's negotiation proposals to WEA.
- Created WEA negotiations cost analysis for review and analysis by the Director of Administration.

### **Discipline**

- 10 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.
- 1 sexual harassment investigation was conducted

### **Public Records Requests**

- 13 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.

- 16 OSHA recordable injuries, an increase of 18.7% from the previous year .
- Annual PERRP was filed with OSHA and Semi-annual safety council reports were filed
- 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, began the process of writing a Safety Handbook for all City of Wooster employees.
- Coordinated with the Safety Committee a Fire Drill at City Hall in September, all employees were clear of the building in 2 minutes and 20 seconds.
- Coordinated a Safety Grant application for PPM. The department received the grant which contributed \$35,298.75 toward the purchase of a truck attenuator and 2 scissor lifts.
- Reviewed and updated the HR Evacuation Plan (COOP).
- Established BWC exposure claim process.
- Transitioned to MedPro to handle all post-accident, DOT and Workers Compensation injuries.

## **2013 Human Resources Division Annual Report**

### **2014 Objectives:**

- Streamline human resources processes and procedures to provide efficient and accurate service to all customers on an ongoing basis.

### **Personnel:**

- Partner with management in 2014 to evaluate and update job descriptions in the Police and Fire divisions by December 31, 2014.

### **Safety:**

- Create a process for ensuring and tracking that employees have received Hepatitis B injections and Bloodborne Pathogen / First Aide training by December 31, 2014.
- Update Transitional Work Program to meet BWC standards and submit to the Bureau by end of the 3<sup>rd</sup> quarter 2014.

### **5 Year Goals:**

- Implement a document management system to mechanize all personnel records by December 31, 2019.
- Implement an HR management system in order to increase efficiency in the processing of HR related functions 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 2014**

Jeanette Wagner  
Human Resources Manager

Stacey Coleman  
Human Resources Specialist