

2018 Human Resources Division Annual Report

Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2018. 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 approximately the same in 2018. 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.

2017 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential, & Administrative	1	25	0	12
WEA	2	50	0	18
Fire	0	40	0	2
Police	1	33	0	5
Total	4	148	0	37
Total FTE's	185			

2018 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential & Administrative	6	28	1	13
WEA	0	48	0	18
Fire	0	41	0	2
Police	0	31	0	5
Total	6	148	1	38
Total FTE's	186			

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2017 Total Turnover		
	Per Year %	Total
Involuntary	0.5 %	1
Voluntary	3.3 %	6
Total	3.8 %	7
*calculation based upon 185 FTE's		

2018 Total Turnover		
	Per Year %	Total
Involuntary	1 %	2
Voluntary	5 %	10
Total	6 %	12
*calculation based upon 186 FTE's		

Turnover Based on Tenure

- Voluntary turnover based on tenure
 - 70% had 6 years or less service with the City
 - 10% had 18 years of service with the City
 - 20% had 31 years of service and Retired from the City

Recruitment

- 15 Employees were promoted / reclassified/ transferred in 2018
- Human Resources received and processed 232 employment applications a decrease of 45%
- 27 positions were posted, which was a 30% increase over 2017
- 22 were filled, 5 positions were still open at the end of 2018
- 32 seasonal employees were hired, which was a 12% increase over 2017
- There were 14 new hires, which was a 57% increase over 2017
- There was a 37% increase in turnover in 2018

Compensation Administration

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2018. Salary adjustments were given for promotions and/or transfers to different positions. IAFF received increases based upon negotiations. WEA became effective 1/7/2018. Mgmt and SC&A became effective 1/1/2018.

Mandatory direct deposit was implemented for all employees in 2018.

Salary Administration

- 15 internal employees received promotions and/or transfers
- IFAS salary tables were updated to ensure system was accurate and correct wages were paid
- Processed 12 retirement stipends for all three bargaining groups.
- Processed step increases for 16 employees in Police and Fire.
- Processed education stipends for 16 WEA employees, 23 Police employees, 16 Fire employees

Educational Assistance

- Processed 21 educational assistance reimbursements in 2018

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:

- Provided Health Care Reform required "exchange" notices to all employees by deadline

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- POP document reviewed and updated to remain in compliance with adding of FSA and DCRA accounts
- Processed 48 FMLA requests and paperwork for 2018
- FSA and DCRA implemented for Management and SC&A employees
- HIPPA training completed for all HR staff
- Conducted dependent audit for all City of Wooster employees on the Health Plan
- Updated plan amendments for sleep disorders and elected officials
- 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
- Gather information for vendor for the processing of 2018 1095s
- Evaluated and implemented new COBRA rates for 2018

Training and Development

The Human Resources Division continued training efforts in 2018.

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

Provided Ethics Training to employee from the State of Ohio.

Various managers and supervisors completed the 360 evaluation and personal coaching.

HR attended multiple training in 2018 to become more educated, improve skills and remain knowledgeable: IT security, FMLA, HIPPA training, Advanced Pivot table training, Leadership and Building Trust, Business Impacts of Safety: Employee Engagement, Using Effective Medical Management to Control Worker's Compensation Costs.

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.

System Implementation

- Implementation of new system, including manual entry of all employment data for active and terminated employees including: personal data, employment history, job data, payroll and benefits, FMLA, Workers Compensation
- Created and implemented new HR processes related to system changes and to reduce redundancies
- Triple entry into IFAS, New World Live and Test since April to have an accurate parallel for payroll testing and reporting

Policies and Job Descriptions

- Job Descriptions continue to be reviewed and updated as open positions become available
- Updated Employee Handbook and incorporate all policies implemented since 2013 as well as legal updates

Service Recognition

- The annual spaghetti luncheon and summer picnic were both held to recognize employees with milestone years of service

January 31, 2018

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- The spaghetti luncheon and picnic includes employees/spouses/retirees/board and commission members/council members

Employee Engagement

- Offered discount program for employees – access to hundreds of other attractions and events nationwide with special offers not available to the public
- Core Values T-shirt contest to engage employees
- Core Values poster project

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.

- 125 employees and spouses participated in the Wellness Event to have their BP/BMI/Bloodwork completed

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 was one positive result.

Union Activity

There were 5 grievances filed in 2018.

- 3 grievances were filed by IAFF. The Union withdrew or dropped 2. SERB dismissed 1.
- 2 grievances were filed by OPBA. Union dropped one. Other being held open with legal.
- 1 grievance filed by WEA. Settled.

Discipline

- 12 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.
- 1 terminations due to violation of policy and insubordination

Public Records Requests

- 55 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.

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.

- 9 OSHA recordable injuries for 2018
- 33 accidents with or without injury that were not OSHA recordable in 2018
- 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
- Updated the HazMat policy and collected HazMat inventory lists from each department for OSHA record keeping purposes
- Attended the Business Impacts of Safety: Employee Engagement and Using Effective Medical Management to Control Worker's Compensation costs training in 2018

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WARCOG – Human Resources

HR Support of the WARCOG

- Negotiated and implemented a new collective bargaining agreement between the WARCOG and Dispatch employees
- Manage recruiting process for 2018 including updated forms, IFAS, documents, personnel files
- Process medical, dental, vision and life invoices
- Held open enrollment and processed all changes using online software Form Fire
- Held insurance meetings and orientation meetings for all new hires
- Reviewed and recommended insurance contracts
- Updated all new hire paperwork and required legal notices for 2018
- 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
- Updated job descriptions
- Processed 8 FMLA requests and paperwork and tracking to remain complaint with law
- Create a personnel file system and scan all files electronically for WARCOG records
- Reviewed department policy and provided feedback and suggestions
- Process all Verification of Employment requests
- Responsible for researching billing issues
- Process all comp time cash outs
- Research benefit questions and issues – i.e.(ADA, State Continuation Coverage, Claims issues, etc.)
- Supported the Board by providing counsel in 1 corrective action issue
- 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
- Processed 78 applications
- Hired 3 employees
- Processed 3 reclassifications
- Processed 2 terminations
- Calculate COG seniority dates based upon ORC vacation requirement
- Process all employee related public record requests in a timely manner
- Process unemployment claims timely
- Provided training to managers and staff – FMLA and Sexual Harassment
- Research Dispatch Union contracts, reviewed Union contract proposal, drafted a new Union contract based upon research, committee feedback and Union's proposal

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2018 Human Resources Goals and 2019 Objectives

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.

2018 Goals Accomplished:

- Enrolled in the Industry Specific Safety Program for 2018 to receive Workers Compensation discounts and additional safety training. Completed an on-line assessment, attended the Ohio Safety Congress training, PPM attended Tree Work Essentials training in December 2018.
- Completed a HazMat Inventory review and logs updated in March 2018.
- All employees completed Workplace Violence Training in November 2018.
- Employee Handbook updated, communicated and distributed to all employees in January 2019.
- Updated several HR policies to ensure City of Wooster compliance including drug testing procedures, military pay procedures and POP document update.
- Completed manual entry of new HR system and audited data in preparation for go-live in early 2019.
- Implemented mandatory direct deposit for all employees in August 2018 in preparation of new HR/Payroll system.
- Completed compliance training including FMLA, Employee Evaluations, for new managers and supervisors.

2019 Objectives:

- Complete “go live” in new HR system and determine HR best practices and utilize the system to reduce manual processes in 2019.
- Complete training for all employees regarding Unconscious Biases in 2019.
- Coordinate with Broker to complete an RFP for all lines of insurance coverage for City of Wooster in 2019.
- Serve as the HR representation for the Wooster Ashland Regional Council of Government to create and implement all new HR processes including but not limited to; compensation, benefits, recruiting, policies/procedures, workers compensation, employee relations, etc.
- Continue to monitor federal, state and local legal changes and remain in compliance.

5 Year Goals:

- Utilize new software to maximize Human Resources efficiency and overall customer service.

Human Resources Staff as of December 2018

Jeanette Wagner
Human Resources Manager

Stacey Coleman
Human Resources Specialist

Amanda McLain
Part-time Human Resources Coordinator

January 31, 2018