

## 2019 Human Resources Division Annual Report

### Highlights of HR for 2019

- Transitioned all employees to new insurance plan for 2020 resulting in reduced increase and less liability with the elimination of stop loss and full self-insured status
- Implementation of the live New World system in November 2019 including: personal data, employment history, job data, payroll and benefits, FMLA, Workers Compensation reducing redundancies and implementation of on-line payroll and benefits

#### **Introduction**

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2019. 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 2019. The total FTE's does not include part-time staff. The below statistics are based upon the actual FTE's as of December 31<sup>st</sup> of each year. Timely filed the City of Wooster EEO4 report.

<b>2019 Total Number of Employees by Gender</b>				
	<b>Male</b>		<b>Female</b>	
	<b>PT</b>	<b>FT</b>	<b>PT</b>	<b>FT</b>
Management & Supervisory, Confidential, & Administrative	8	29	2	12
WEA	0	50	0	18
Fire	0	41	0	2
Police	4	33	0	6
<b>Total</b>	<b>12</b>	<b>153</b>	<b>2</b>	<b>38</b>
<b>Total FTE's</b>	<b>191</b>			

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

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<b>2019 Total Turnover</b>		
	Per Year %	Total
Involuntary	0.5 %	0
Voluntary	4.7 %	9
<b>Total</b>	<b>4.7 %</b>	<b>9</b>
*calculation based upon 191 FTE's		

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

## **Turnover Based on Tenure**

- Voluntary turnover based on tenure
  - 56% had 6 years or less service with the City
  - 22% had between 7 years and 17 years of service with the City
  - 22% had 28+ years of service and Retired from the City

## **Recruitment**

- 9 Employees were promoted / reclassified/ transferred in 2019
- Human Resources received and processed 298 employment applications an increase of 28%
- 27 positions were posted
- 24 were filled, 3 positions were still open at the end of 2019
- 32 seasonal employees were hired
- There were 17 new hires
- There was a 1.3% decrease in turnover from prior year

## **Compensation Administration**

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2019. Salary adjustments were given for promotions and/or transfers to different positions.

## **Salary Administration**

- 9 internal employees received promotions and/or transfers
- Processed 16 retirement stipends for all three bargaining groups.
- Processed step increases for 17 employees in Police and Fire.
- Processed education stipends for 20 WEA employees, 25 Police employees, 37 Fire employees

## **Educational Assistance**

- Processed 26 educational assistance reimbursements in 2019

## **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:

- Worked with Broker to complete RFP and transitioned all employees to a new insurance plan for 2020 (MHS to Aetna-Borma) resulting in reduced increase and less liability and reduction of stop loss and fully self-insured status
- Provided Health Care Reform required "exchange" notices to all employees by deadline

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## **2019 Human Resources Division Annual Report**

- POP document reviewed and updated to remain in compliance for FSA and DCRA accounts
- Processed 58 FMLA requests and paperwork
- FSA and DCRA implemented for Management and SC&A employees
- 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 2019 1095s
- Evaluated and implemented new COBRA rates
- Offer Deferred Comp meeting for employee retirement planning

### **Training and Development**

The Human Resources Division continued training efforts in 2019.

8 Keys to a Respectful Workplace training was coordinated for all City of Wooster employees and we were 100% compliant.

Provided Ethics Training to employees from the State of Ohio.

Met with various departments to review policy changes and review Handbook implementation.

HR attended multiple training in 2019 to become more educated, improve skills and remain knowledgeable: IT security, Health Benefit Trends, New World Training, OSHA recordkeeping, ADA Training, FMLA Training, Public Records Training, SHRM Live State of Workplace, CPR

### **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 the live New World system in November 2019 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
- Built ESuite in New World, rolled out and trained all City employees on access to on-line benefits and payroll, which includes on-line benefit enrollment

### **Policies and Job Descriptions**

- Job Descriptions continue to be reviewed and updated as open positions become available
- February 2019 rollout updated Handbook to all employees

### **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**

- Offered discount program for employees – access to hundreds of other attractions and events nationwide with special offers not available to the public
- Semi-annual HR newsletter distributed to all employees

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## **2019 Human Resources Division Annual Report**

- Implemented the employee suggestion box, responded to suggestions on a monthly basis and implemented – all city employee meetings, started back to quarterly Open Houses
- Conducted a City Wide employee survey and meet with departments to receive feedback and suggestions for improvements

### **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
- A flu shot clinic was held on two separate dates for employees and spouses to receive free flu shots

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

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

### **Union Activity**

There were 2 grievances filed in 2019.

- 2 grievances were filed by WEA. 1 denied for not being filed timely, 1 settled

### **Discipline**

- 6 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.

### **Public Records Requests**

- 42 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.

- 8 OSHA recordable injuries for 2019
- 41 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

### **WARCOG – Human Resources**

HR Support of the WARCOG

- Manage recruiting process for 2019 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
- Reviewed and recommended insurance contracts
- Updated all new hire paperwork and required legal notices
- Process all paperwork for new hires, terminations and transfers

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- 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 4 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.)
- Provide policy interpretation
- Research and set up Workers Compensation policy, process invoices and claims
- Year-end reporting for WARCOG records
- Process HSA quarterly payments, eligibility and paperwork
- Processed 15 application and testing of candidates
- Hired 3 employees
- Processed 6 reclassifications
- 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

# **2019 Human Resources Division Annual Report**

## **2020 Human Resources Goals and 2019 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.

### **2019 Highlights / Goals Accomplished**

- Completed “go live” in November 2019 in new HR system based upon HR best practices and are beginning to utilize the system to reduce manual processes.
- Completed 8 Keys to a Respectful Workplace and Ohio Ethics Training in 2019.
- Coordinated with Broker and completed an RFP for all lines of insurance for the City of Wooster (9 separate policies) and successfully transitioned to a new insurance carrier to enhance benefits and reduce costs effective 1/1/2020.
- Updated the 2013 Employee Handbook by updating policies/changing/adding/deleting as necessary based upon policy, federal, state and local law. Distributed to all staff in February 2019.

### **2019 Challenge and Accomplishment**

- Organized all history documents maintained by the HR department. Employees hired by the City of Wooster since 1940 and forward have been archived and organized to ensure an accurate filing system and the ability to comply with required record keeping practices.

### **2020 Objectives / Goals**

- Transition HR processes to the new HR system to include, Workers Compensation, FMLA and On-line Benefit Enrollment.
- Continue to provide employee training and development opportunities in 2020, Ohio Ethics; Harassment, etc.
- Conduct FMLA and other needed training for Managers and Supervisors in 2020 to ensure management has education, knowledge and tools needed to comply with legal regulations
- Implementation of new orientation process for seasonal and new hire employees
- Implementation of Wellness objectives through BORMA to reduce cost and provide health benefits to employees and families

### **Human Resources Staff as of December 2019**

Jeanette Wagner  
Human Resources Manager

Stacey Coleman  
Human Resources Specialist

Amanda McLain  
Part-time Human Resources Coordinator

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