

## 2020 Human Resources Division Annual Report Highlights of HR for 2020

- Transitioned the HR processes of Workers Compensation and FMLA to the New World software to manage injuries and FMLA applications and other federal requirements.
- Created HR process and procedure documentation to ensure consistent use of the HR software to manage all aspects of the employee work record.
- Transitioned to a new awards vendor to provide a higher quality of awards, improved experience for employees being recognized, included City logo on awards and significantly reduced the cost to the City (2019 to 2020 reduced the cost by 50%).
- Managed the continuously changing COVID19 guidelines, protocols, and FFCRA law to ensure education of staff and managers, provided guidance on quarantine requirements and managed tracking of leaves and proper coding for payroll.

### Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2020. 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 2020. 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 204.7, which is based upon 2080 hours divided by the number of staff. The City of Wooster EEO4 report was timely filed.

2019 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
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>			

## 2020 Human Resources Division Annual Report

<b>2020 Total Number of Employees by Gender</b>				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential & Administrative	7	29	1	12
WEA	0	53	0	17
Fire	0	42	0	1
Police	3	32	0	6
<b>Total</b>	<b>10</b>	<b>156</b>	<b>1</b>	<b>36</b>
<b>Total FTE's</b>	<b>192</b>			

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

<b>2020 Total Turnover</b>		
	Per Year %	Total
Involuntary	0 %	0
Voluntary	6.3 %	12
<b>Total</b>	<b>6.3 %</b>	<b>12</b>
*calculation based upon 192 FTE's		

### **Turnover Based on Tenure**

- Voluntary turnover based on tenure
  - 33.3% had 6 years or less service with the City
  - 8.3% had between 7 years and 17 years of service with the City
  - 58.3% had 19+ years of service and Retired from the City

### **Recruitment**

- 15 Employees were promoted / reclassified/ transferred in 2020
- Human Resources received and processed 279 employment applications a decrease of 6.4%
- 35 positions were posted
- 27 were filled, 8 positions were still open at the end of 2020
- 16 seasonal employees were hired
- There were 14 new hires
- There was a 1.6% increase in turnover from the prior year; however, the majority of turnover this year was from retirees. Without the inclusion of retirees, the turnover rate would be 2.6%.

### **Compensation Administration**

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2020. Salary adjustments were given for promotions and/or transfers to different positions.

### **Salary Administration**

- 15 internal employees received promotions and/or transfers
- Processed 7 retirement stipends for all three bargaining groups.
- Processed step increases for 15 employees in Police and Fire.
- Processed education stipends for 19 WEA employees, 27 Police employees, 32 Fire employees

### **Educational Assistance**

February 3, 2021

## **2020 Human Resources Division Annual Report**

- Processed 25 educational assistance reimbursements in 2020

### **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, Ohio Cities Salary 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 voluntary lines of insurance. No changes were implemented in 2020.
- Provided Health Care Reform required "exchange" notices to all employees by deadline
- POP document reviewed and updated to remain in compliance for FSA and DCRA accounts
- Processed 48 FMLA requests and paperwork
- 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
- Gathered information for vendor for the processing of 2020 1095s
- Evaluated and implemented new COBRA rates
- Offered Deferred Comp on-line meetings for employee retirement planning
- Submitted all required CMS notices
- Implemented Roth IRA option through Deferred Comp for interested employees

### **Training and Development**

The Human Resources Division continued training efforts in 2020.

Overcoming Unconscious Bias was coordinated for all City of Wooster employees.

Provided Ethics Training to employees from the State of Ohio.

HR attended multiple trainings in 2020 to become more educated, improve skills and remain knowledgeable: IT security, Health Benefit Trends, New World Training, FMLA Training, SHRM Live State of Workplace, and Workplace Investigation

### **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**

- Transitioned the HR processes of Workers Compensation and FMLA to the New World software to manage injuries and FMLA applications and other federal requirements
- Created HR process and procedure documentation to ensure consistent use of the HR software to manage all aspects of the employee work record
- Created and implemented new HR processes related to system changes in order to reduce redundancies
- Built Business Analytics in New World to increase reporting capabilities

February 3, 2021

# 2020 Human Resources Division Annual Report

## **Policies and Job Descriptions**

- Job Descriptions continue to be reviewed and updated as open positions become available
- Updated Continuity of Operations Plan (COOP) and submitted to the appropriate parties
- Updated various department forms to comply with policy and contracts
- Implemented new Civil Service Commission process to comply with public meeting requirements

## **Service Recognition**

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

## **Employee Engagement**

- Offered discount program for employees – access to hundreds of other attractions and events nationwide with special offers not available to the public

## **Wellness**

- 205 employees voluntarily participated in the Know Your Risks Know Your Numbers campaign
- A flu shot clinic was held for employees and spouses to receive free flu shots.
- Employees were offered the opportunity to take the COVID antibody test.
- Covid testing was implemented in the Recreation department in order to ensure employees were Covid free while working with the elderly and to ensure compliance with the State.
- Coordinated Covid testing for employees exposed in the workplace.
- Surveyed employees to solicit interest in Covid vaccinations

## **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 4 grievances filed in 2020.

- 4 grievances were filed by WEA; 1 was denied and 3 were not grievable issues

## **Discipline**

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

## **Public Records Requests**

- 30 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.
- Organized archived records for easy access

# 2020 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.

- 7 OSHA recordable injuries for 2020
- 25 accidents with or without injury that were not OSHA recordable in 2020
- Annual PERRP and Semi-annual safety council reports were filed timely
- Coordinated an accident investigation process with the fire department
- Created and implemented a safety orientation program for seasonal employees

## WARCOG – Human Resources

### HR Support of the WARCOG

- Manage recruiting process for 2020 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
- Implemented HRA benefit
- 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
- Processed 2 FMLA requests and paperwork and tracking to remain complaint with law
- 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 – i.e.(ADA, State Continuation Coverage, Claims issues, etc.)
- 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 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
- Conducted a Request for Proposal (RFP) for all insurance lines to reduce costs and offer better benefits
- Processed 9 disciplinary actions
- Processed 2 grievances; 1 was denied and 1 was settled
- Processed annual pay increases and stipends
- Filed required SERB notifications for contract extension

# **2020 Human Resources Division Annual Report**

## **2021 Human Resources Goals and 2020 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.

### **2020 Highlights / Goals Accomplished**

- Transitioned the HR processes of Workers Compensation and FMLA to the New World software to manage injuries and FMLA applications and other federal requirements.
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### **2020 Challenge and Accomplishment**

- Kept abreast of the evolving changes to federal and state law requirements relating to Covid19
- Ensured employees followed quarantine/isolation guidelines as recommended by the health department and CDC.

### **2021 Objectives / Goals**

- Transition from manual benefits enrollment to electronic enrollment in November 2021 in order to streamline process, reduce costs and reduce errors.
- Implement seasonal employee safety orientation in spring 2021 in order to increase safety awareness and reduce Workers Compensation costs.
- Implement in house 1095 tracking and reporting in December 2021.

### **Human Resources Staff as of December 2020**

Jeanette Wagner  
Human Resources Manager

Stacey Coleman  
Human Resources Specialist

February 3, 2021