

2023 Human Resources Division Annual Report Highlights of HR for 2023

- Evaluated the Employee Handbook, updated policies as applicable to legal updates and issued an updated Handbook in January 2023
- Completed an RFP for voluntary lines of insurance and was able to keep premiums the same for all lines of voluntary coverage
- Coordinated Ohio Ethics Training and Drug Free Workplace and other necessary training in 2023 for all City of Wooster Employees
- Fully staffed the Police Department in September 2023

Introduction

The attached report is a snapshot of the Human Resources’ activities for Fiscal Year 2023. 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

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 31st of each year. Full time equivalents as prepared by Finance indicates a budgeted total of 208.55, which is based upon 2080 hours divided by the number of staff. The City of Wooster EEO4 report was timely filed.

2022 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential & Administrative	7	28	1	13
WEA	0	52	0	17
Fire	0	43	0	1
Police	3	32	0	7
Total	10	155	1	38
Total FTE’s	193			

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2023 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential, & Administrative	11	30	1	12
WEA		56		16
Fire		41		2
Police		35		6
Total	11	162	1	36
Total FTE's	198			

2022 Total Turnover		
	Per Year %	Total
Involuntary	0.5 %	1
Voluntary	5.2 %	10
Total	5.7 %	11
*calculation based upon 193 FTE's		

2023 Total Turnover		
	Per Year %	Total
Involuntary	1.0%	2
Voluntary	6.1%	12
Total	7.1%	14
*calculation based upon 198 FTE's		

Turnover Based on Tenure

- Voluntary turnover based on tenure
 - 2.0% had 6 years or less service with the City
 - 0.5% had between 7 years and 16 years of service with the City
 - 3.5% had 16+ years of service and includes 6 retirees

Recruitment

- 20 Employees were promoted / reclassified/ transferred in 2023.
- Human Resources received and processed 232 employment applications a decrease of 20%.
- 34 positions were posted.
- 32 were filled, 2 positions were still open at the end of 2023.
- 19 seasonal employees were hired.
- There were 16 full-time new hires, 3 part-time new hire.
- There was a 1.4% increase in turnover from the prior year.

Compensation Administration

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2023. Salary adjustments were given for promotions and/or transfers to different positions.

Salary Administration

- 20 internal employees received promotions and/or transfers
- Processed step increases for 12 Police employees, 10 Fire employees, and 20 WEA employees
- Processed education stipends for 14 WEA employees, 22 Police employees, 35 Fire employees

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Educational Assistance

- Processed 15 educational assistance reimbursements in 2023

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. Survey participation included SERB, the OML City Salary Survey, and City of Akron.

Benefit Administration

The Human Resources staff assists employees throughout the year to keep them updated on benefit related topics. 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 all voluntary lines of insurance. Premiums remained the same.
- Provided Health Care Reform required "exchange" notices to all employees by deadline
- Processed 49 FMLA requests and paperwork
- Provided the Medicare Part D notice by the required deadline
- Held benefits open enrollment meetings to educate employees on the differences between Plan 1 and Plan 3. As a result of these meetings, there was a 192% increase in enrollment for Plan 3 which is the least expensive plan for the City.
- Implemented a passive, electronic insurance open enrollment process for the 2024 plan year. Employees were 100% compliant.
- Completed open enrollment for COBRA participants
- 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 2023 1095s
- Evaluated and implemented new COBRA rates
- Offered Deferred Comp in-person and online meetings for employee retirement planning
- Submitted all required CMS notices
- Non-discrimination testing completed for all Section 125 plans. All plans were compliant.

Training and Development

The Human Resources Division continued training efforts in 2023.

Provided the following training to all employees: Ohio Ethics, Drug Free Workplace, Public Employee Social Media Communications, Introduction to the Ohio Open Meetings Act, Sexual and Other Unlawful Harassment, and How to Reduce (and Hopefully Eliminate) Discrimination from the Hiring Process

Created and provided performance feedback training to the police department command staff. This training will be rolled out to all managers/supervisors in 2024.

Provided FMLA training to new managers and supervisors.

HR attended multiple trainings in 2023 to become more educated, improve skills, and remain knowledgeable: Mastering FMLA, IT security, Top 10 Mistakes Employers Make Managing Worker's Compensation, PandaDoc Team Training, The Basics: FMLA and ADA, Best Practices: Hiring, Internal Investigations, and Disciplinary Practices, Navigating the New "Undue Hardship" Standard for Religious Accommodation Requests, What Employers Should Know About the New Alternative Procedure for I-9 Virtual Verification and the New I-9 Form, Navigating the Landmines When Engaging in the ADA Reasonable Accommodation Process, Customer Service Communication Seminar

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Employee Relations

The Human Resources department is also responsible for a variety of employee relations events that occur throughout the year. The planning and coordination of service recognition events and the Borma Preventative Wellness 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

- Tested New World system on a quarterly basis in preparation for ongoing system updates
- Attended multiple system demos for electronic implementation of HR forms and processes
- Implemented the use of PandaDoc for seasonal new hire packets

Policies and Job Descriptions

- Job Descriptions continue to be reviewed and updated as open positions become available.
- Implemented Fire Department Leave Conversion Policy
- Updated procedure for on the job injuries and illnesses
- Updated various departmental forms to comply with policy and contracts

Employee and Service Recognition

- The Fiesta luncheon and summer picnic were held to recognize employees with milestone years of service. 2023 was the first year for the Fiesta Luncheon and employees expressed their enjoyment of the event.
- Implemented the Acclaim Program, and 96 employees were recognized

Wellness

- 291 employees and spouses voluntarily participated in the Borma Preventative Wellness Campaign. As a result of participation, employees and family members have a better understanding of their overall health, and the City was eligible for a 1% discount on the premium.
- Offered a flu clinic for employees and spouses in October and November

Random DOT and Seasonal Drug Testing

- Random DOT tests were coordinated through the HR office for the PPM, Distribution & Collection, Waste Water and Water Pollution Divisions.
- 14 employees were randomly tested. All results were negative.

Union Activity

- One grievance was filed by Fire in 2023, and it was denied.

Discipline

- 17 corrective actions were issued. Coached managers on writing, proofing, and issuing the corrective action.
- Of the 17 corrective actions, 1 employee was terminated.

Public Records Requests

- 39 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.

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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.

- 28% decrease in occupational injuries/accidents
- 12 OSHA recordable injuries for 2023
- 27 accidents with or without injury that were not OSHA recordable in 2023
- Annual PERRP reports were filed timely
- Processed BMV checks for City employees. All employees were compliant with a valid driver's license.

WARCOG – Human Resources

HR Support of the WARCOG

- Implemented a passive, electronic insurance open enrollment process for the 2023 Plan Year. As a result of this change, employees were 100% compliant.
- Managed recruiting process for 2023 including updated forms, system updated, documents, personnel files
- Processed medical, dental, vision and life invoices
- Held orientation meetings for all new hires
- Updated all new hire paperwork and required legal notices
- Processed all paperwork for transfers and terminations
- Submitted all required CMS notices
- Served as primary HR contact for WARCOG management and provide employee relations, policy and corrective active advice
- Reviewed department policy and provided feedback and suggestions
- Processed all Verification of Employment requests
- Researched billing issues
- Processed all comp time cash outs
- Researched benefit questions and issues
- Provided policy interpretation
- Processed Worker's Compensation invoices and claims
- Completed year-end reporting for WARCOG records
- Processed applications and testing of candidates for full-time and part-time openings
- Processed 5 new hires, 1 promotion, 1 transfer, and 5 terminations
- Calculated COG seniority dates based upon ORC vacation requirement
- Processed all employee related public record requests in a timely manner
- Processed annual pay increases and stipends
- Gathered information for vendor for the processing of 2023 1095s
- Processed 5 step increases
- Completed one investigation regarding conduct
- Consulted with director on employee issues
- Non-discrimination testing completed for all Section 125 plans. All plans were compliant.
- Created and implemented a military leave policy
- Processed one extended military leave

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2023 Human Resources Goals and 2024 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.

2023 Goals Accomplished:

- Evaluated the Employee Handbook, updated policies as applicable to legal updates, and issued an updated Handbook in January 2023.
- Completed an RFP for voluntary lines of insurance and was able to keep premiums the same for all lines of voluntary coverage.
- Coordinated Ohio Ethics Training and Drug Free Workplace and other necessary training in 2023 for all City of Wooster Employees.
- Fully staffed the Police Department in September 2023.

2024 Objectives:

- Evaluate an updated HR software that provides the capability of electronic HR processes.
- Ensure that all required training is completed in 2024 for liability insurance carrier in order to receive a discounted premium.
- Manage HR Records and ensure compliance with HR Record Retention Policy by December 2024

Human Resources Staff as of December 2023

Jeanette Wagner
Human Resources Manager

Stacey Coleman
Human Resources Specialist