

## 2024 Human Resources Division Annual Report Highlights of HR for 2024

- Evaluated HR software and transitioned all archived personnel files into electronic files which consisted of 50+ years of records.
- Completed all required training for liability insurance carrier in order to receive the discounted premium.
- Managed HR Records Retention Policy and met compliance requirements
- Completed an RFP for health insurance and switched health insurance carrier to reduce the City's cost

### Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2024. 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 processes. 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 31<sup>st</sup> of each year. Full time equivalents as prepared by Finance (2024 appropriation budget) indicates a budgeted total of 211.47, which is based upon 2080 hours divided by the number of staff.

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
<b>Total</b>	<b>11</b>	<b>162</b>	<b>1</b>	<b>36</b>
<b>Total FTE's</b>	<b>198</b>			

## 2024 Human Resources Division Annual Report

2024 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential, & Administrative	5	31	1	19
WEA		56		16
Fire		42		2
Police	2	36	1	7
<b>Total</b>	<b>7</b>	<b>165</b>	<b>2</b>	<b>44</b>
<b>Total FTE's</b>	<b>209</b>			

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

2024 Total Turnover		
	Per Year %	Total
Involuntary	0.4%	1
Voluntary	5.3%	11
<b>Total</b>	<b>5.7%</b>	<b>12</b>
*calculation based upon 209 FTE's		

### Turnover Based on Tenure

- Voluntary turnover based on tenure
  - 2.9% had 6 years or less service with the City
  - 0.4% had between 7 years and 16 years of service with the City
  - 2.4% had 16+ years of service and includes 4 retirees

### Recruitment

- 16 Employees were promoted / reclassified/ transferred in 2024.
- Human Resources received and processed 374 employment applications, an increase of 61%.
- 38 positions were posted.
- 37 were filled, 1 position was still open at the end of 2024
- 25 seasonal employees were hired.
- There were 22 full-time new hires, 3 part-time new hire.
- There was a 1.4% decrease 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 2024. Salary adjustments were given for promotions and/or transfers to different positions.

### Salary Administration

- 16 internal employees received promotions and/or transfers
- Processed step increases for 6 Police employees, 7 Fire employees, and 7 WEA employees
- Processed education stipends for 14 WEA employees, 26 Police employees, 35 Fire employees
- Processed 27 fitness stipends for Fire employees

# 2024 Human Resources Division Annual Report

## Educational Assistance

- Processed 28 educational assistance reimbursements in 2024

## 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, Comp Data, City of Marysville, City of Medina, the OML City Salary Survey

## 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 medical insurance and transitioned employees to a new insurance carrier, Medical Mutual, for the 2025 plan year. In addition, implemented waive stipends for employees who waive coverage for themselves or spouses. The transition to the new insurance carrier and implementation of waive stipends resulted in a cost savings of 1.9%.
- Held benefits open enrollment meetings to educate employees on the new insurance plans.
- Provided Health Care Reform required "exchange" notices to all employees by deadline
- Processed 63 FMLA requests and paperwork
- Provided the Medicare Part D notice by the required deadline
- 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 2024 1095s
- Evaluated and implemented new COBRA rates
- Offered Deferred Comp in-person and online meetings for employee retirement planning
- Submitted all required CMS notices

## Training and Development

The Human Resources Division continued training efforts in 2024.

Provided the following training to all employees: Ohio Ethics, Public Employee Social Media Communications, and Introduction to the Ohio Open Meetings Act, Let's Talk Bullying, Ohio State Fraud, and Active Shooter.

Provided performance feedback training to managers and supervisors and FMLA training to the Fire department.

HR attended multiple trainings in 2024 to become more educated, improve skills, and remain knowledgeable: OSHA Recordkeeping, How to Conduct Effective Workplace Investigations, ADA Master Class, Employment Law Changes, Managing Encounters with First Amendment Auditors, Ensuring Transparency and Integrity: Reviewing Ohio Ethics Law and Open Government Statutes, Navigating Ohio Worker's Compensation, and SC View training.

## 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.

# 2024 Human Resources Division Annual Report

## **System Implementation**

- Implemented SC View for new hires. New hires can now complete all new hire paperwork electronically.
- Coordinated the electronic storage of personnel files for former employees.
- Implemented the use of PandaDoc for HR forms and electronic signatures.

## **Policies and Job Descriptions**

- Job Descriptions continue to be reviewed and updated as open positions become available.
- Implemented prescription safety glass policy for WEA
- 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. Thirty-six employees were recognized for their years of service.
- 93 employees were recognized by their fellow co-workers and/or citizens through the Acclaim Program.

## **Wellness**

- 317 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

## **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.
- 23 employees were randomly tested. All results were negative.

## **Union Activity**

- One grievance was filed by WEA and one grievance filed by the PD in 2024, and a settlement was reached for WEA. The PD grievance is still pending.
- Successfully negotiated three union contracts for WEA, Police, and Fire

## **Discipline**

- 19 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.

- 15% decrease in occupational injuries/accidents
- 12 OSHA recordable injuries for 2024
- 21 accidents with or without injury that were not OSHA recordable in 2024
- Annual PERRP reports were filed timely
- Processed BMV checks for City employees. All employees were compliant with a valid driver's license.

January 27, 2025

# 2024 Human Resources Division Annual Report

## WARCOG – Human Resources

### HR Support of the WARCOG

- Completed an RFP for health insurance and switched carrier to Medical Mutual
- Successfully negotiated union contract
- Managed recruiting process for 2024 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 4 new hires, 3 promotions, and 4 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 2024 1095s
- Processed 1 step increase
- Completed one investigation regarding conduct
- Consulted with director on employee issues

# **2024 Human Resources Division Annual Report**

## **2024 Human Resources Goals and 2025 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.

### **2024 Goals Accomplished:**

- Evaluated HR updated software and transitioned all achieved personnel files into electronic files covering 50 plus years of records, completed in June 2024.
- All employees were trained in 2024 to be fully compliant with our liability insurance carrier to receive the discounted premium for the next plan year.
- Managed HR Records Retention Policy and met compliance requirements as of December 2024.
- Completed an RFP for health insurance and switched health insurance carrier to reduce the City's cost

### **2025 Objectives:**

- Transition all benefits and confidential active personnel files to electronic format in 2025 to increase efficiency and reduce administrative maintenance of files.
- Implement electronic new hire paperwork to begin transition of complete electronic files for new hire employees in 2025.
- Ensure all required training is completed in 2025 for liability insurance carrier in order to receive a discounted premium and to meet auditing requirements.
- Successfully implement new insurance plans to all City employees resulting in a reduction of medical costs for the City.

### **Human Resources Staff as of December 2024**

Jeanette Wagner  
Human Resources Manager

Stacey Coleman  
Human Resources Specialist

January 27, 2025