

# HUMAN RESOURCES DEPARTMENT

## 2018 REVIEW

All figures through December 31, 2018

### **Significant 2018 Events:**

#### **Administration-**

- Processed all employees who elected to switch medical plans with the over 85% of employees now in the high deductible health plan with the Health Savings Account
- Processed all rate changes through the Performance Evaluation process based on scores and approved performance adjustment percentage
- Ongoing collaboration with AASD on Connecting Care Clinic. Received council approval to begin process and added Physical Therapy staff in August and began process to add wellness coach.
- 116 FMLA requests processed
- Processed 3 grievances
- Summary Plan Document (SPD) reviews for United Healthcare medical books
- Began process of Tyler Munis HR/Payroll conversion program
- Completed VT Teamster union negotiations with 3 year agreement
- Health Smart Team coordinated significant programs such a Wellness Bingo, several lunch n' learn sessions and new fitness tracking program through myInertia

#### **Recruitment Selection –**

- Processed 65 separation files
- Processed 75 new employee files
- Police Officer hiring processes (hired 8 new officers)
- Completed a Fire Fighter hiring process
- Completed successful hiring process for Fire Chief

#### **Staff Training & Development-**

Conducted/Coordinated:

- 3 New employee orientation sessions conducted
- 15 General Employee training classes, 4 Supervisory training classes, 1 New Supervisor Orientation, 4 Leadership Development programs
- 4 seasonal training sessions
- 10 Financial Wellness classes
- 2 Administrative Professionals' events held
- Culture discussions
- Team development meetings
- Departmental strategic plan updates

**Performance Data:**

<u>Program</u>	<u>Criteria</u>	Actual 2015	Actual 2016	ACTUAL 2017	Projected 2018	YTD 2018
<b>14010</b>	<b><u>Client Benefit/Impacts</u></b>					
	# of grievances	5	9	16	0	3
	% of increase to medical premiums	3.375%	2.6%	3.9%	10%	21.3%
	<b><u>Strategic Outcomes</u></b>					
	Ave. sick hours used per employee	8.5	9.6	8.0	9.5	10.75
	Ave fmla sick hours used per ee	9.0	10.19	11.4	8.0	8.11
	Ave PTO (sick) hrs per ee	4.4	3.41	1.6	4.0	2.6
	<b><u>Work Process Outputs</u></b>					
	# of policies developed	1	0	1	0	2
	# of policies updated	12	5	14	10	11
	<b>Fringe Benefits</b>					
	# of contracts under negotiation	0	3	1	1	1
	# of new fringe benefits	2	3	0	0	2
	# of modified fringe benefits	2	2	6	10	3
<b>14020</b>	<b><u>Client Benefits/Impacts</u></b>					
	<b>Staff Retention</b>					
	FT Employees on staff < 1 year	46	41	48	50	47
	FT Employees on staff 1-5 years	117	156	155	150	165
	FT Employees on staff 6-10 years	101	99	95	100	88
	FT Employees on staff 10+ years	339	330	330	330	328
	<b><u>Strategic Outcomes</u></b>					
	# of open positions (includes transfers & promotions)	71	78	133	75	70
	# Staff turnover	59	86	85	75	70
	<b><u>Work Process Outputs</u></b>					
	# of positions posted internally	16	21	17	20	14
	# of positions advertised externally	57	49	74	55	56
	# of telephone interviews	12	34	38	25	41
	# of face to face interviews	434	537	405	475	440
	# of candidates tested	271	140	230	200	317
<b>14040</b>	<b><u>Client Benefits/Impacts</u></b>					
	% of employees reported very satisfied	71%	72%	72%	70%	74%
	% of employees reported satisfied	29%	28%	25%	30%	26%
	% of employees reported not satisfied	0%	0%	3%	0%	0%
	<b><u>Strategic Outcomes</u></b>					
	% of ee's trained on required topics	99%	99%	96%	100%	98%
	<b><u>Work Process Outputs</u></b>					

	Training programs conducted					
	# training topics covered at required classes	24	27	26	25	31
	Ave. number participants per session	26	25	29	25	25

**Areas of Primary Concentration for 2018:** The first half of 2018 was one of transition for the HR staff. Both the Recruitment Assistant and Risk Manager retired which led to an internal promotion to the Recruitment Assistant and the addition of a new staff member to fill the Administrative Assistant position. The remainder of the year, our focus was in mentoring those employees into their new roles, preparing for further succession planning within the department and to realign job responsibilities with our customers in mind. We also continued to monitor all federal/state legal changes with respect to Health Care Reform, educate employees and continue with implementation of the impact study. We finalized the updating of the Seasonal Pay Plan to try and help the operational departments with attracting seasonal employees. Our focus will also be on further development of onboarding efforts and to explore some possible offboarding tools. We are continuing to work on Financial Wellness of our employees in which we held a National Retirement Week event in October. Another large focus will be to continue to work toward the Tyler Munis transition and preparing for the dual run of systems and testing of the new system. A strong emphasis will also continue to be on promoting the Culture Team initiatives, Talent Management and Succession Planning for all departments. Managing the joint City/AASD Connecting Care Clinic and the expansion of services through that clinic was a focus for the year with the addition of physical therapy services in August. Additionally, we are working on developing a coordinated occupational health system that will make it easier for employees to get all of their required occupational health testing needs completed. This initiative will greatly help the operational departments with scheduling and loss of productive time for employees.

**Budget Performance Summary**

No concerns. We ended the year having spent 95.5% of the budget.