

HUMAN RESOURCES DEPARTMENT

2019 REVIEW

All figures through June 30, 2019

Significant 2019 Events:

Administration-

- Processed all employees annual elections for 2019 medical and dental policies with the over 86% 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. Increased hours for PT to 40 hours per week. Hired a wellness coach who started in January.
- 81 FMLA requests processed
- Processed 1 grievance
- Summary Plan Document (SPD) reviews for United Healthcare medical books
- Continued implementation process of Tyler Munis HR/Payroll conversion program
- Health Smart Team coordinated significant programs ytd. Such a Wellness Bingo, 2 lunch n' learn sessions and various move it challenges and one organized challenge between City of Appleton & Green Bay

Recruitment Selection –

- Processed 42 separation files
- Processed 38 new employee files
- Police Officer hiring processes (hired 5 new officers ytd)
- Completed a Fire Fighter hiring process (hired 4 new fire fighters ytd)
- After 3 recruitment processes, hired an Emergency Management Coordinator
- Hired Battalion Chief-Fire Prevention & Public Education position

Staff Training & Development-

Conducted/Coordinated:

- 2 New Employee Orientation sessions conducted
- 1 New Supervisor Orientation
- 10 General Employee Training classes and 3 Supervisory Training classes
- 4 Leadership Development programs
- 7 seasonal training sessions
- 2 Administrative Professionals' events held
- Culture team discussions
- Team development meetings
- Departmental strategic plan updates

Performance Data:

Program	Criteria	Actual 2016	ACTUAL 2017	Actual 2018	Projected 2019	YTD 2019
14010	<u>Client Benefit/Impacts</u>					
	Staff Retention					
	FT Employees on staff < 1 year	41	48	47	50	36
	FT Employees on staff 1-5 years	156	155	165	160	180
	FT Employees on staff 6-10 years	99	95	88	100	81
	FT Employees on staff 10+ years	330	330	328	320	334
	Long term management of benefit Programs					
	% of increase to medical premiums	2.6%	3.9%	21.2%	10%	2.83%
	<u>Strategic Outcomes</u>					
	Consistent and understandable employment policies and procedures					
	Ave. sick hours used per employee	9.6	8.0	10.75	8.0	4.5
	Ave fmla sick hours used per ee	10.19	11.4	8.11	11.0	3.7
	Ave PTO (sick) hrs per ee	3.41	1.6	2.6	2.5	2.1
	<u>Work Process Outputs</u>					
	Policy Implementaiton - # of policies					
	# of policies developed	0	1	2	0	0
	# of policies updated	5	14	11	10	9
	Fringe Benefits					
	# of contracts under negotiation	3	1	1	2	0
	# of new fringe benefits	3	0	2	0	0
	# of modified fringe benefits	2	6	3	1	3
14020	<u>Client Benefits/Impacts</u>					
	% of program managers who reported being satisfied	New	New	New	100%	n/a
	<u>Strategic Outcomes</u>					
	# of open positions (includes transfers & promotions)	78	133	70	120	36
	# Staff turnover	86	85	70	80	38
	<u>Work Process Outputs</u>					
	# of positions posted internally	21	17	14	20	4
	# of positions advertised externally	49	74	56	70	32
	# of telephone interviews	34	38	41	35	11
	# of face to face interviews	537	405	440	475	186
	# of candidates tested	140	230	317	220	431

14040	Client Benefits/Impacts					
	% of employees reported very satisfied	72%	72%	74%	70%	73%
	% of employees reported satisfied	28%	25%	26%	30%	27%
	% of employees reported not satisfied	0%	3%	0%	0%	0%
	Strategic Outcomes					
	% of ee's trained on required topics	99%	96%	98%	98%	68%
	Work Process Outputs					
	Training programs conducted					
	# training topics covered at required classes	27	26	31	26	37
	Ave. number participants per session	25	29	25	27	25

Areas of Primary Concentration for 2019: The first half of 2019 has been one of transition for the HR staff. The Deputy Director retired in June and with internal staff promotions we were left with our Administrative Assistant position vacant. The remainder of the year, our focus will be 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 will also continue to monitor all federal/state legal changes with respect to Health Care Reform, educate employees and continue with implementation of the impact study. We will work with our consultant on our non union Pay for Performance policy to try and help staff retention and recruitment of qualified personnel. 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 and will focus on a Wellness Fair in October. Working on implementation of our Post Employment Health Plan carrier change from Nationwide to Voya/TASC for 8/1/19. Another large focus will be to continue to work toward implementation of the Tyler Munis transition and continuing 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 will be a continued focus for the remainder of the year. 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 in one easy location/process. This initiative will greatly help the operational departments with scheduling and loss of productive time for employees.

Budget Performance Summary

No concerns. We are at 43.6% budget spent at midyear.

ORG	OBJ	ACCOUNT DESCRIPTION	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	AVAILABLE BUDGET	% USED
14010	480100	General Charges for Service	0	-16.11	0.00	16	100.00
14010	610100	Regular Salaries	287,312	100,942.38	12,452.41	186,370	35.10
14010	610500	Overtime Wages	0	1,431.16	222.12	-1,431	100.00
14010	611500	Vacation Pay	0	10,763.43	2,700.74	-10,763	100.00
14010	615000	Fringes	102,373	37,498.60	4,731.05	64,874	36.60
14010	620600	Parking Permits	1,900	1,620.00	0.00	280	85.30
14010	630100	Office Supplies	1,000	549.79	62.88	450	55.00
14010	630200	Subscriptions	1,565	1,195.00	0.00	370	76.40
14010	630300	Memberships & Licenses	390	420.00	0.00	-30	107.70
14010	630500	Awards & Recognition	92	0.00	0.00	92	0.00
14010	630700	Food & Provisions	123	137.43	105.38	-14	111.70
14010	632001	City Copy Charges	4,100	2,634.92	502.13	1,465	64.30
14010	632002	Outside Printing	400	37.50	0.00	363	9.40
14010	632700	Miscellaneous Equipment	500	0.00	0.00	500	0.00
14010	640400	Consulting Services	7,000	1,289.50	0.00	5,711	18.40
14010	641307	Telephone	550	231.14	36.46	319	42.00
14010	659900	Other Contracts/Obligation	110	0.00	0.00	110	0.00
		Total 14010 Human Resources Adminis	407,415	158,734.74	20,813.17	248,680	39.00
14020	610100	Regular Salaries	106,642	58,158.42	10,621.88	48,484	54.50
14020	610500	Overtime Wages	0	412.70	19.92	-413	100.00
14020	611500	Vacation Pay	0	4,537.54	732.26	-4,538	100.00
14020	615000	Fringes	49,676	29,792.76	5,110.97	19,883	60.00
14020	620500	Employee Recruitment	13,500	8,004.78	2,031.35	5,495	59.30
14020	630300	Memberships & Licenses	404	355.00	0.00	49	87.90
14020	630700	Food & Provisions	1,500	62.71	62.71	1,437	4.20
14020	640400	Consulting Services	25,000	13,908.81	1,421.64	11,091	55.60
14020	641200	Advertising	8,000	2,940.68	466.20	5,059	36.80
14020	641307	Telephone	250	86.51	13.33	163	34.60
		Total 14020 Human Resources Recruit	204,972	118,259.91	20,480.26	86,712	57.70
14040	610100	Regular Salaries	89,916	31,778.30	5,054.20	58,138	35.30
14040	610500	Overtime Wages	0	29.36	1.38	-29	100.00
14040	611500	Vacation Pay	0	3,699.20	398.66	-3,699	100.00
14040	615000	Fringes	38,463	13,076.27	1,962.96	25,387	34.00
14040	620100	Training/Conferences	9,000	6,506.49	2,944.49	2,494	72.30
14040	630300	Memberships & Licenses	250	0.00	0.00	250	0.00
14040	630700	Food & Provisions	2,400	1,548.51	405.80	851	64.50
14040	640400	Consulting Services	30,000	7,903.49	4,619.72	22,097	26.30
14040	659900	Other Contracts/Obligation	700	0.00	0.00	700	0.00
		Total 14040 HR Staff Development &	170,729	64,541.62	15,387.21	106,187	37.80
		Total 100 General Fund	783,116	341,536.27	56,680.64	441,580	43.60
		Revenue Total	0	-16.11	0.00	16	100.00
		Expense Total	783,116	341,552.38	56,680.64	441,564	43.60
		Grand Total	783,116	341,536.27	56,680.64	441,580	43.60