

# Human Resources Department

City Council Budget Study Session # 2  
Police/Fire Conference Room  
May 11, 2015



## Mission Statement

The Human Resources Department is committed to supporting employees through effective and efficient HR processes and procedures and risk management programs while providing responsive and professional customer service to our employees and residents.



## Department Overview

The Human Resources Department consists of two divisions responsible for providing support services for full-time and part-time employees:

- Human Resources Administration
- Risk Management



## HR Administration

Major Services:

- ▶ Recruitment and Selection
  - Provide City Departments with assistance in recruiting talented and skilled candidates.
- ▶ Employee and Labor Relations
  - Interpret policies and procedures impacting employee through terms and conditions in Memorandum of Understanding, Personnel Rules and/or other related policies.
  - Conduct classification and compensation studies to stay current and competitive.
- ▶ Legal Compliance
  - Ensure the City is compliant with Federal and State litigation either new, current or revised laws regarding employees, Government employers and/or labor.
- ▶ Leadership Development
  - Provide training development for employees to be more effective and efficient in their job duties and provide development for employees to grow in their careers.



## HR Administration

### Major Accomplishments of FY 14-15:

- ▶ New Employee Recognition
  - Celebrating dedicated employees for their years of service with the City
- ▶ Successful Recruitments
  - Hired 31 full-time employees and 12 part-time employees
  - Examples of full-time hires: Assistant City Manager, Community Development Director, Battalion Chief, Fire Captain, Financial Analyst, Accountant and Senior Deputy City Clerk
  - Budget approved positions for FY 14-15 hired: Graphic Artist, Transportation Services Operator and Traffic Engineer
- ▶ Affordable Care Act
  - Implemented benefits for eligible part-time employees to be in compliance with the Federal ACA regulations
- ▶ First Comprehensive Employee Survey



## HR Administration

### Primary Goals for FY 15-16:

- ▶ Support new Human Resources Director
- ▶ Follow up on Employee survey to determine the level of employee satisfaction and improve services and deliverables to support the City
- ▶ Support upcoming labor negotiations
- ▶ Develop new leadership training opportunities
- ▶ Move forward with Request for Proposal for a new Applicant Tracking system and employee database system



# HR Administration

## Performance Measures

Measure	2014-2015 Actual	2015-2016 Target
Leadership Development Training*	N/A	3
New Employee On-boarding follow up*	N/A	100%
Complete recruitment process in 75 business days	88%	100%

\* New for Fiscal Year 2015-2016



# Risk Management

## Major Services:

- ▶ **General Liability**
  - Oversee the liability claims process with claimants, the Third Party Administrator, attorneys, and insurance pool. Work with departments to understand potential risk and work toward reducing the City's liability.
- ▶ **Workers' Compensation**
  - Oversee the workers' compensation process with injured employees, the Third Party Administrators, attorneys, doctors and insurance pool. Assist employees with the WC process and work toward getting the employee healthy and back to work.
- ▶ **Benefit Programs**
  - Provide support for employees regarding benefit related questions. Work with insurance broker to provide cost effective ancillary benefits.
- ▶ **Insurance**
  - Participate in an insurance pool to provide lines of excess insurance for General Liability, Worker's Compensation, Property, Dishonesty and Cyber. Review insurance certificates for City projects, vendors and special events to reduce the City's potential liability.
- ▶ **Safety Training**
  - Provide OSHA mandated training, ergonomic evaluations, and update safety policies and procedures.



## Workers' Compensation

- ▶ Met with WC Third Party Administrators and ICRMA (insurance pool)
- ▶ Issue a Request for Proposal for WC Third Party Administrator services
- ▶ Executive Management involvement
- ▶ Conducting Workers' Compensation 101 training for employees and supervisors
- ▶ Working with WC doctors



## Risk Management

Major Accomplishments of FY 14-15:

- ▶ Conducted CalOSHA mandatory Blood Borne Pathogens training
- ▶ Conducted CalOSHA Hearing Conservation testing
- ▶ Implemented Affordable Care Act Policy
- ▶ Workers' Compensation 101 training for employees and supervisors (June 2015)





## Risk Management

### Primary Goals for FY 15-16:

- ▶ Create and implement a new Safety program
- ▶ Issue a Request for Proposal for a Wellness Program vendor
- ▶ Evaluate insurance pool (Independent Cities Risk Management Authority)



## Human Resources

### Major Changes in Service Delivery:

- ▶ Human Resources Director
  - The new director can evaluate HR services and implement changes as necessary.
- ▶ Organizational Survey
  - A City-wide HR services survey that will lead to new best practices to cultivate short and long term strategic plans.
- ▶ Leadership Development
  - Develop series of training opportunities for all levels of employees.
- ▶ New Employee On-boarding
  - HR will develop a process to transition new hires in their first year of employment (i.e. policies, procedures and benefits, etc).
- ▶ Workers' Compensation
  - Review RFPs for WC Third Party Administrators and evaluate insurance pool.



# Risk Management

## Performance Measures

Measure	2014-2015 Actual	2015-2016 Target
Workers' Compensation Claims days lost	2,371	1900
Wellness Program participation	N/A	N/A
Liability claims average days open	111	100

