



2017

Human Resources Annual Report





Introduction



HR Summary



Statistical Summary



Departmental Statistics



Conclusion

We have prepared this annual report to the Mayor and City Council as required by the Code of Ordinances, Section 2-1051.

The following pages present a statistical perspective of the status of City employees and events that shaped our employee workforce as of December 31, 2017.



2017 Human Resources Division Staff

Left to right: Annette Lanham, Senior HR Consultant; Hope Wei, Organizational Development Coordinator; Janice Doro, Payroll Technician; Jo Townsend, HR Consultant; Alicia Nolan, HR Manager



HR Summary

Human Resource Division (HR) has primary responsibility for managing, assisting and dealing with all employee related matters including such functions as policy administration, recruitment process, benefits administration, employment and labor laws, new employee orientation, training and development, labor relations, personnel records retention, wage and salary administration, and employee assistance program. HR works closely with City departments to support and respond to their needs. HR handles a variety of work products and creates and processes several different documents. This summary is drawn from source documents and other files that accrue simply as a result of the work products.

Appraisal

- An ongoing task is processing employee appraisals. Notifications are sent out to department directors about a month prior to when the appraisal is due. Reminders are sent out as well for those evaluations which are overdue. The process does not end until the completed appraisal is returned and administratively processed. As part of the performance appraisal process, the job descriptions are reviewed by supervisors and revised as needed.

Employment Issues

- The Human Resources staff assists directors and supervisors in a number of employment related issues, including hiring, terminating, disciplining, and other personnel related matters. Human Resources and Legal assisted departments with **40** written and above disciplinary actions. The disciplinary actions ranged from written warnings to terminations.

Personnel Manual

- The Human Resources Division worked with Personnel Manual Review Committee and completed the annual review of the Personnel Manual; changes received approval by the City Council. The Personnel Manual is accessible on SharePoint.

HR Summary

Payroll

- Payroll is an ongoing task processed bi-weekly. Employee Online was implemented in Fall, 2017, which allows employees access to their pay check and other information.

Training & Development

- New Employee Orientation is an ongoing task conducted bi-weekly on the first day of pay period. HR staff conduct NEO to help new employees complete all the necessary paperwork to begin employment.
- Discrimination & Sexual Harassment Awareness Training was conducted in 2017 for all City employees.
- HR conducted a survey to evaluate the training needs for City employees at the end of Dec., 2017 and received 331 responses.

Public Relations

- The HR staff assisted our employee and/or retirees with their changes or other requests on their benefits plans.
- Provided information or evidence of former employees requested from external agencies.
- Answered phone calls, emails or visitors and provided requested information for our employees or external clients.

Human Resources

BENEFITS

Blue Cross Blue Shield

We renewed our health insurance plan with Blue Cross Blue Shield. Our Consultants (CBIZ) worked with the carrier to negotiate a 13.3% increase. We continue to offer two PPO plans, a traditional PPO (base) plan and a PCA/PPO (buy up) plan. The City still offers a base plan at no premium cost for the employee only coverage.

Employees who chose to buy –up from the base plan pay the additional premium cost. Employees pay the full cost on all plans for dependent/ family coverage.

Health Fair

The BCBS plans continue to include a Wellness plan. As part of the Wellness plan and with the assistance of CBIZ, an Employee Health/Benefits Fair was held at the Civic Arena in June. Health(biometric)screenings were offered to employees at the fair. The biometric screening sponsored by BCBS consists of height, weight, body mass index, blood pressure, glucose and cholesterol screening. Employees use their health screening information to voluntarily complete an on-line Health Risk Assessment. However, those that choose not to participate in the biometric screening pay a \$50/ month surcharge.

Several other employee benefit vendors took part in the Health Fair, including CIGNA, LAGERS, ICMA-RC, MOST/Upromise, Colonial Life, and Nationwide. Also participating: Commerce Bank, United Consumers Credit Union, YWCA, YMCA, Citizen's Bank & Trust, Baker University, Clark Family Dentistry, Sam's Club, REC Center, Social Security Administration and the City Health Department.

94%

Employee Screenings
Approximately 94 % of employees participate in the biometric screening and online Health Risk Assessment. The main reason for those who did not participate was due to being covered elsewhere.



CIGNA Dental

The City's dental plan continues to be provided by CIGNA. The Cigna Dental plan includes a Wellness Plus Program. This program provides a richer benefit for members. A member could increase their maximum benefit by \$300 up to a max of 3 years of \$900.

Superior Vision

The City's voluntary vision plan continues to be provided by Superior Vision. City employees pay the full premium for any vision plan coverage.

Minnesota Life

The City's group life insurance plan continues to be provided by Minnesota Life. City employees are provided two times their annual salary of Basic life insurance coverage. Supplement Life insurance coverage is available to City employees with an additional premium paid by the employee. Employees can also enroll in Dependent Life coverage.

CIGNA LTD

The City's long term disability(LTD) coverage continues to be provided by CIGNA. There were no changes to our group LTD plan during 2017.

CBIZ

CBIZ Benefits & Insurance Services continues as our Employee Benefits Consulting & Broker and has provided great services as our broker/consultant. CBIZ also provides monthly newsletters regarding employee benefits as well as regulatory affairs.



ICMA-RC 457 & Nationwide Deferred Compensation Plans

Our 457 plan representatives continue to make themselves available in St. Joseph for individual meetings and group presentations with employees.

Retirement – LAGERS defined pension plan

In June, 2017, the City Council approved an enhancement to the pension benefits received through LAGERS. The enhancement includes moving from benefit factor L-3 (1.25%) to L-6 (2.0%) and going from non-contributory to contributory. It requires every full time and part time employee that is eligible for LAGERS coverage to contribute 4% of their gross wages (in addition to the required employer contributions) each month after completion of six months of service within the LAGERS system. This update was effective with the first paycheck of the City's new fiscal year received on July 13, 2017 which include the 4% contribution deduction.

United Consumers Credit Union

A representative from United Consumer's Credit Union (UCCU) also made site visits to share information on what UCCU offers to city employees. Such things include: discounted loan rates, bonus rates on certificates of deposit, waived fees on various products and local entertainment tickets at a discounted price. The UCCU representative was also available to answer any questions about credit reports, refinancing, loans, or the best way to consolidate debt.

Affordable Care Act

A major issue that employers are dealing with now and that is very time consuming is the Affordable Care Act (ACA). There are burdensome regulations and reporting requirements that are imposed on HR in order to comply. Human Resources continues to work with Finance for those reporting concerns as well as departments who are impacted.

CLINICS

BCBS continued to offer flu and pneumonia shot clinics. Clinics were held in late September for employees and spouse/dependents on the group health plan. The offer was extended to spouse/dependents who were not members of the plan for a fee. As always, immunization clinics provide an opportunity for employees to get immunized for the cold and flu season and stay protected.



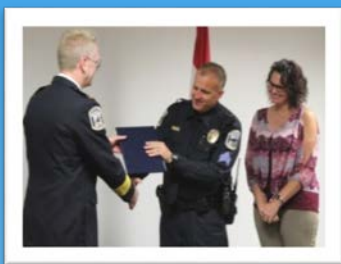
WALK

City employees participated in the National Walk@ Lunch Day in April again this year. Several employees walked along the beautiful Riverfront Park.

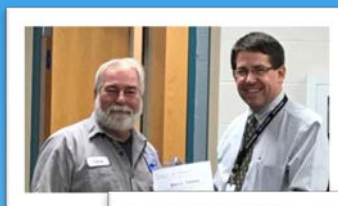
EMPLOYEE APPRECIATION WEEK

From Oct. 2-6, 2017, City employees celebrated Employee Appreciation Week.

Several departments, including P&R, Public Works, Police Department, City Clerk and Legal Department, Health Department, as well as some Divisions, celebrated each day to show their appreciation for the efforts and hard work from our City employees.



Police Department Employee Appreciation



Public Works Service Awards



2017 Employee Appreciation Week

thank
you



Parks & Rec Service Awards



Ice Cream Social at City Hall



Fire Department Service Awards



Health Department Service Awards



RECRUITMENT

Since **NEOGOV** became our exclusive application system on January 1, 2013, it has been a great tool to streamline our recruitment process. Individuals interested in employment with the City must apply online for the open position. This also applies to current City employees wishing to change positions.

189

- Total job posted in 2017

303

- Average applicants per month

251

- Total employees in-processed in 2017

Recruitment Process

Job Requisition

When a vacancy occurs, the applicable department reviews the job description and makes changes as needed and forwards a Job Requisition to HR through **NEOGOV**.

Job Posting

HR then posts and advertises the open position. There are several areas where postings may occur depending on the position. The bulletin board outside the HR office is the official posting site. Other places where positions may be posted include the City's website, Channel 19, the local newspaper and several different agencies and institutions around the City.

Screening & interview

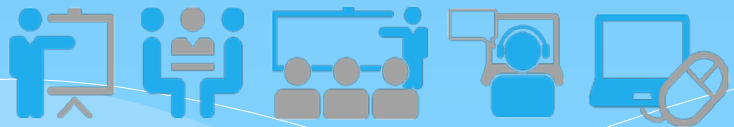
HR is also involved in the screening of candidates at various levels depending on what level of service the hiring department chooses.

NEO

Once a candidate is selected, has passed through the pre-employment process and is hired, they are scheduled for New Employee Orientation, generally on the first day of employment.

Other Supports

Staff support continues through the entire period of active employment and often extends beyond in the form of benefits to retired members, and continuation of benefits for employees leaving for other reasons.



NEO (New Employees Orientation)

During New Employee Orientation “**NEO**” – the new employee completes all the necessary paperwork and forms.

New Employee Orientation also includes required Discrimination and Sexual Harassment Awareness Training, risk management and worker’s compensation training, and training on our drug and alcohol policy testing.

Human Resources also ensures that new regular full-time employees receive information on benefits and programs. This process involves at least two to three hours of staff time per occurrence.

77 Full-time employees

174 other employees



OTHER

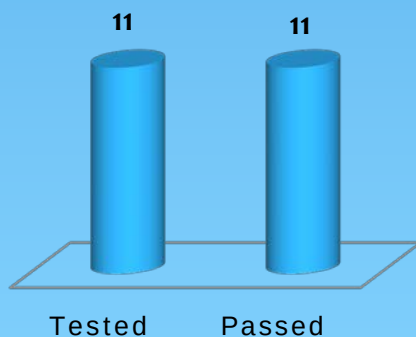
Human Resources also ensures that all necessary paperwork is obtained from part-time, seasonal and temporary employees and processes it accordingly.

PROMOTIONAL TESTING-FIRE DEPARTMENT

- ❑ Fire promotional testing is handled by Human Resources.
- ❑ Fire promotional tests were conducted in January.
- ❑ Fire entry level testing was conducted in May with **11** showing up for the written test and **11** passing.
- ❑ Candidates are required to already have their Firefighter 1 and 2 certifications, Hazardous Materials Awareness certification, Hazardous Materials Operations certification, Emergency Medical Technician license and CPAT certification prior to making application. In 2017, the Fire Department added a new position of Emergency Services Trainee-Fire, which does not require the listed certifications before employment, hoping to create a more diverse applicant pool.
- ❑ HR also participated in entry level firefighter interviews which were conducted several times during 2017 .



2017 Fire Written Test



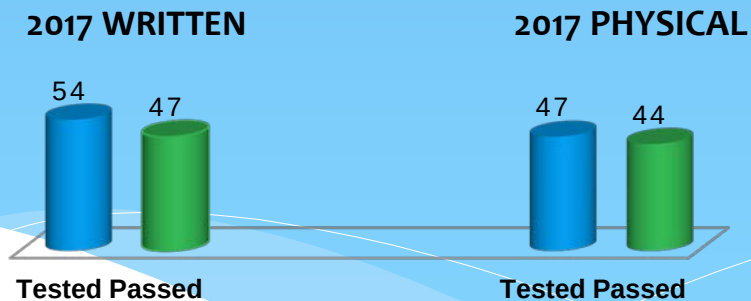


PROMOTIONAL TESTING-POLICE DEPARTMENT

Police promotional testing was conducted in Oct., 2017.

The police entrance exam was conducted **twice** in 2017. The first test was conducted on April 28, 2017. A physical agility test for those police candidates who passed the written entrance exam was conducted the same day as the written exam. We had **33** show up for the written test and **28** passed. Out of the **28** that passed the written test, **28** participated in the physical agility test and all passed the physical agility test. The second test was conducted on Nov 4, 2017. A physical agility test for those police candidates who passed the written entrance exam was conducted the same day as the written exam. We had **21** show up for the written test and **19** passed. Out of **19** that passed the written test, **19** participated in the physical agility test and **16** passed the physical agility test.

HR staff administers the entry-level testing for police. All tests involve planning several months in advance, lots of coordination, organization and correspondence. The process involves such activities as finding dates, locations, posting the positions, ordering test, grading tests, compiling results, assisting and /or participating with interviews, computing other factors that count in the final score and sending out several different letters and memos to the candidates.





EMPLOYMENT LIFECYCLE

Examples of the wide range of staff involvement flow from the time a new employee begins work and include the following:

ACTIONS

The Personnel Action Form(PAF) documents any changes affecting an employee's status. HR processed 733 Personnel Action Forms during the year. Personnel Action Forms lead to other internal activity, including all the tracking devices that are in place for employee benefit eligibility, evaluations, payroll, staffing controls and many others.

733 PAFs processed in 2017



BENEFITS

Numerous benefit programs are monitored and notices are sent to supervisors and /or employees as appropriate. Included among these are year-end reports on vacation leave, reminders on “use it or lose it” vacation accruals, personal-use vehicle notices, medical leave conversion, Medicare Part D notices and flexible benefit programs, just to name a few.

- Certain programs require consistent involvement or intervention by staff. These intensely managed programs include health, dental , vision, group term life, deferred compensation, ROTH IRA, Flexible Benefit, FMLA, DECAF, supplemental term life, cancer and universal life programs.
- These programs are primarily administered by HR manager and HR Consultants.

Many activities are listed here in an effort to reflect the multitude of actions initiated by HR staff to ensure that the maximum possible support is provided to City employees.



ADMINISTRATION

- HR frequently assists employees and retirees (as applicable) with questions on policies, processes, insurance and benefits including changes to deferred compensation contributions, beneficiary designation, address, etc.
- Research, study and formal classes are necessary in order to keep current on the many employment laws that impact employees.
- We regularly participate in compensation and benefit surveys from other cities and agencies.
- Coordination with outside agencies and legal counsel on complaints/lawsuits as they arise with assigned attorneys on litigated matters requires focused attention while such issues are active.
- The Joint Committee on Public Employee Retirement(JCPER) report is completed quarterly.
- GASB 45 report is completed annually which collects information about the City of St. Joseph , Missouri post-retirement medical plan.
- Service on special committees/task forces and internally sponsored special events usually involve staff members in order to carry out the activities.
- Reconciliation of five monthly insurance invoices (involve 60 separate cycles each year) is vital to ensuring the accuracy of all the related benefits programs.

Continued



ADMINISTRATION

- **HR administers the Consultant Pay for retirees of the Old Fire Pension Plan and generates quarterly reports for payroll.**
- **The preparation of the HR Annual Report requires a cumulative effort of approximately one week each year.**
- **HR offers discounted movie and amusement park tickets for our employees including Worlds of Fun/ Oceans of Fun and Renaissance Festival, reconciling of each of those occur monthly .**
- **HR plans and coordinates special wellness classes, flu/pneumonia shots as well as 457 plan/ROTH meetings and workshops.**
- **HR contributes to City Link**

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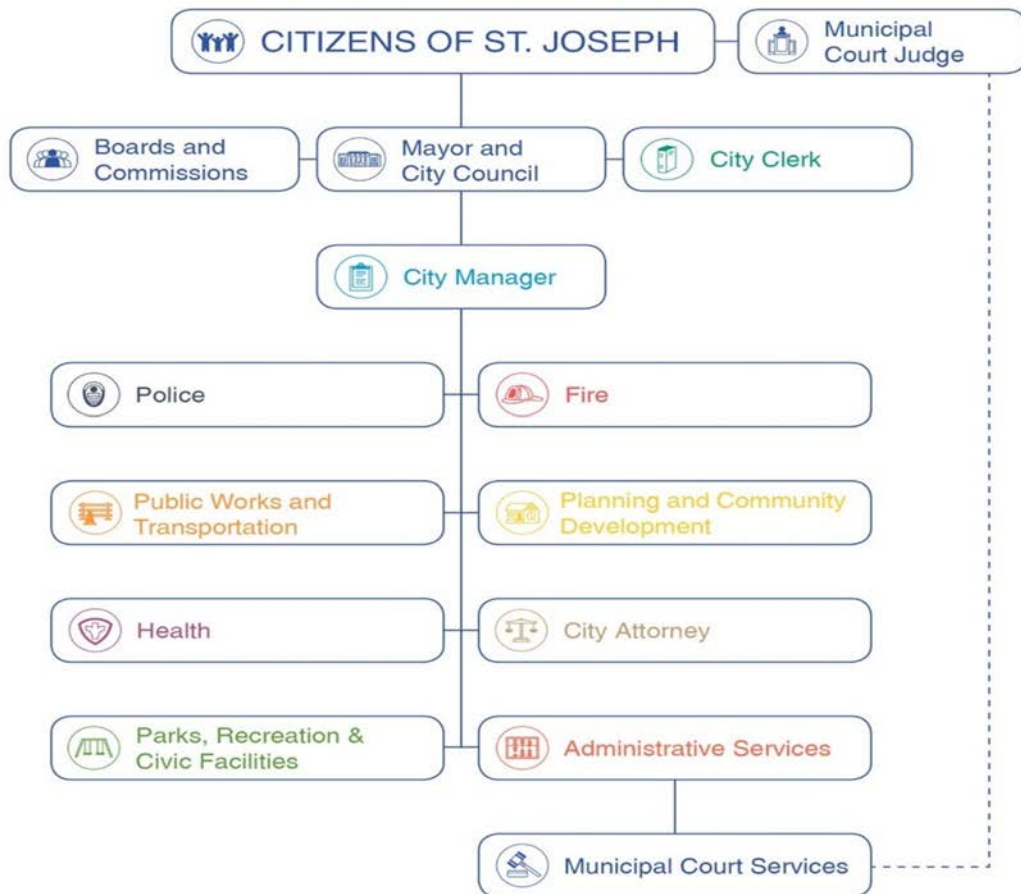
ADMINISTRATION

- **The Payroll Coordinator processes payroll bi-weekly, in addition to regulatory and mandatory reports. Listed below are some of the responsibilities of the Payroll Coordinator:**
 - **processed 26 payrolls for active City employees annually**
 - **processed quarterly payrolls for Fire COLA/Fire Consultant**
 - **processed 1100+ W2s in 2017**
 - **completed Annual Census Survey of Public Employment & Payroll**
 - **processed quarterly Multiple Worksite Report**
 - **processed monthly Lagers Pension Report**
 - **processed monthly US Bureau of Labor Statistics Report**
 - **processed quarterly Missouri Employment Security Contribution & Wage Report**
 - **processed Federal 941 Tax Report quarterly**
 - **processed bi-weekly MO New Hire Reporting**



Statistical Summary

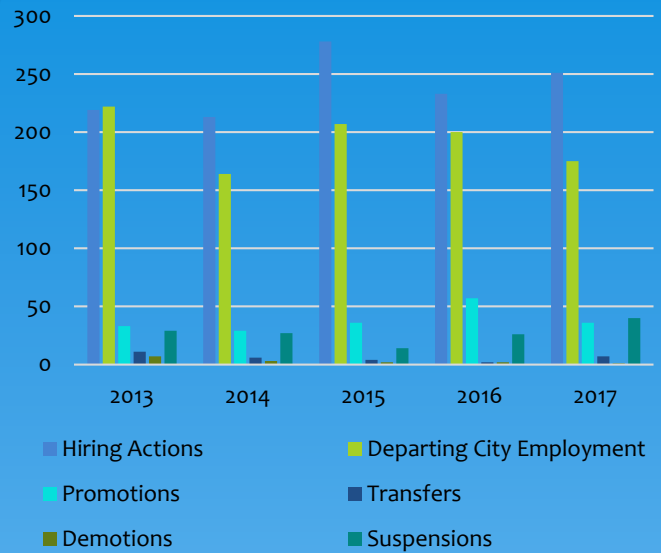
ORGANIZATION CHART



Statistical Summary

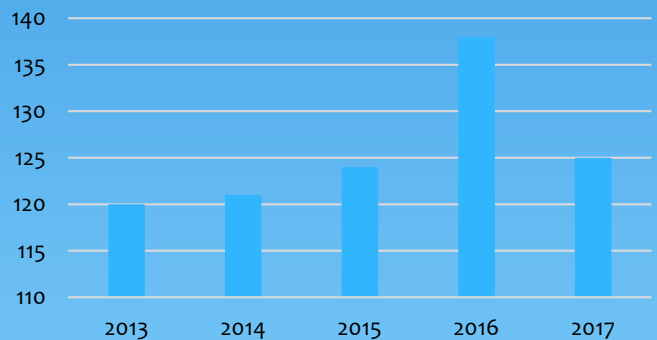
Personal Actions

	2013	2014	2015	2016	2017
Hiring Actions	219	213	278	233	251
Departing City Employment	222	164	207	200	175
Promotions	33	29	36	57	36
Transfers	11	6	4	2	7
Demotions	7	3	2	2	1
Suspensions	29	27	14	26	40



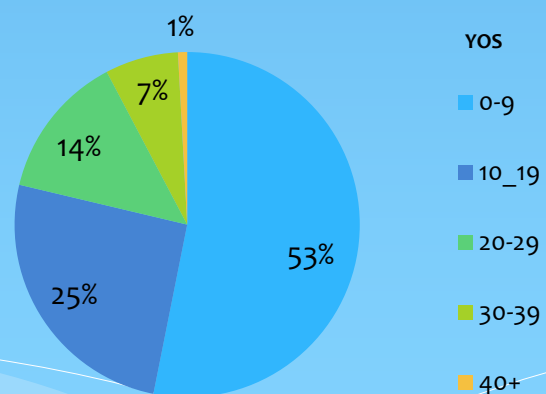
Family & Medical Leave

	2013	2014	2015	2016	2017
Report to HR	120	121	124	138	125



Year of Services ORG-wide

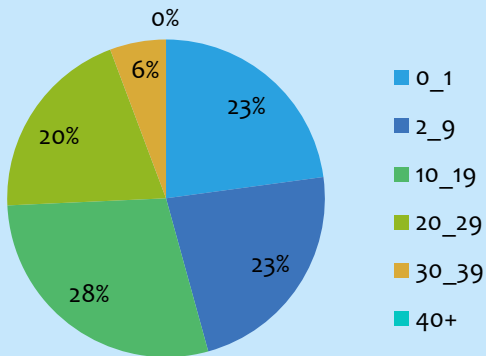
Years	# of Employees	% of Employees
0_9	372	53.14%
10_19	179	25.57%
20_29	95	13.57%
30_39	48	6.86%
40+	6	0.86%
Total	700	100%



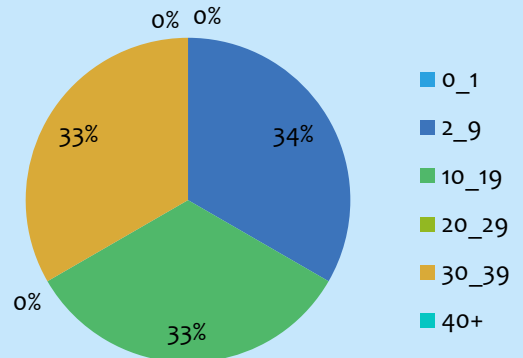
Departmental Statistic

Years of Service by Department

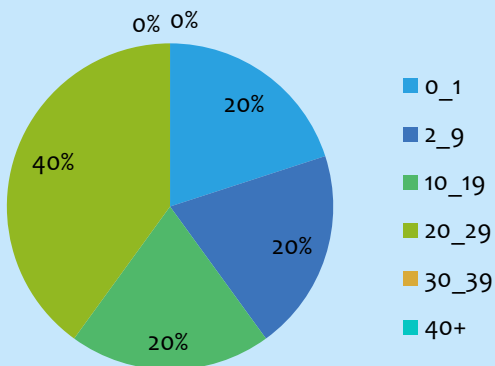
Administrative Services Department



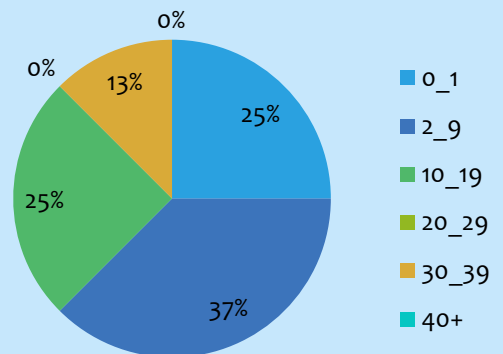
City Clerk's Office



City Manager's Office

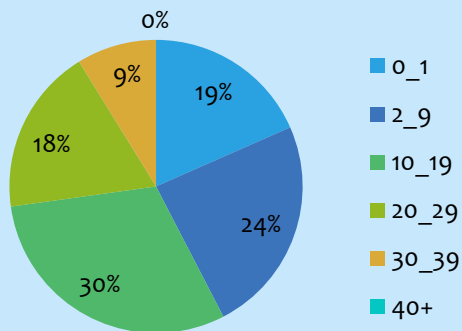


Legal Department

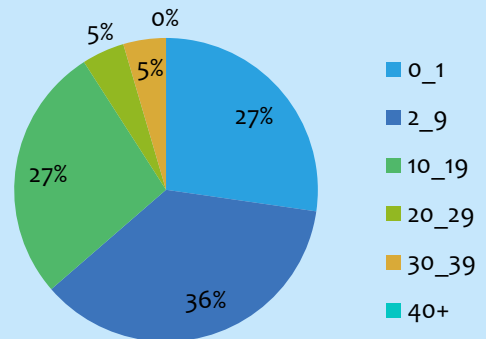


Years of Service by Department

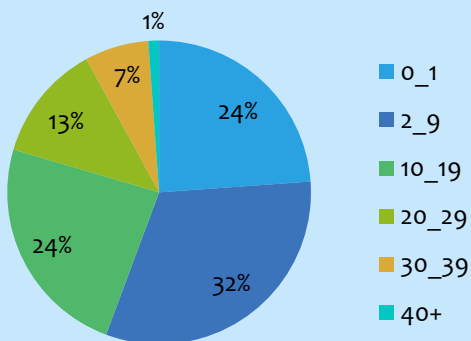
Fire Department



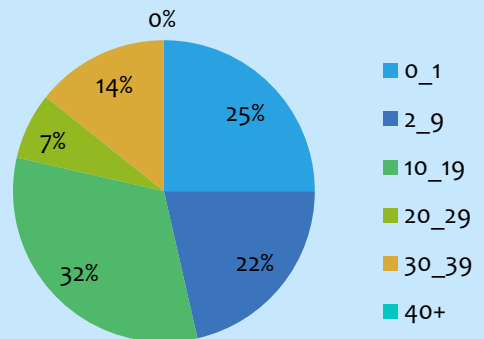
Health Department



Parks & Recreation Department

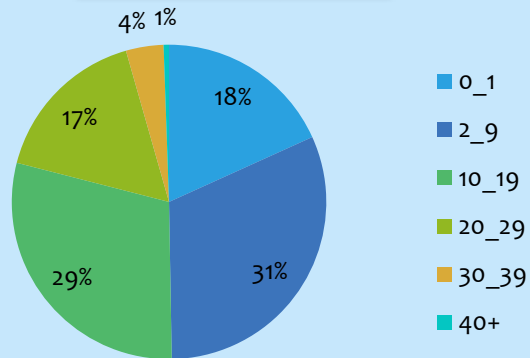


Planning & Community Development Department

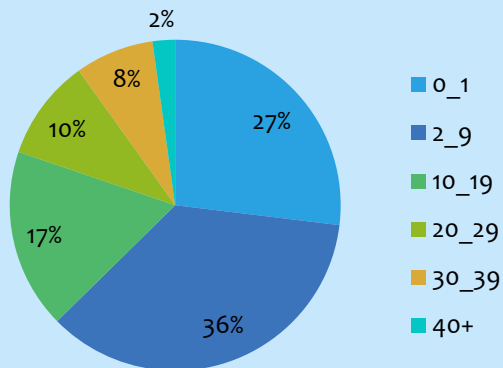


Years of Service by Department

Police Department



Public Works Department



Conclusion

The Human Resources staff knows that without the support and assistance of the City Manager and city staff, we would not be able to successfully carry out our duties. Their support and assistance are highly appreciated. In addition, HR appreciates the support received from the City Council.



For additional information, or if you have any questions, please contact:



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