

Village of Schaumburg

# Human Resources Department Monthly Report

June 2017

Table of Contents

ORGANIZATIONAL CHART ..... 1

DEPARTMENT OVERVIEW ..... 1

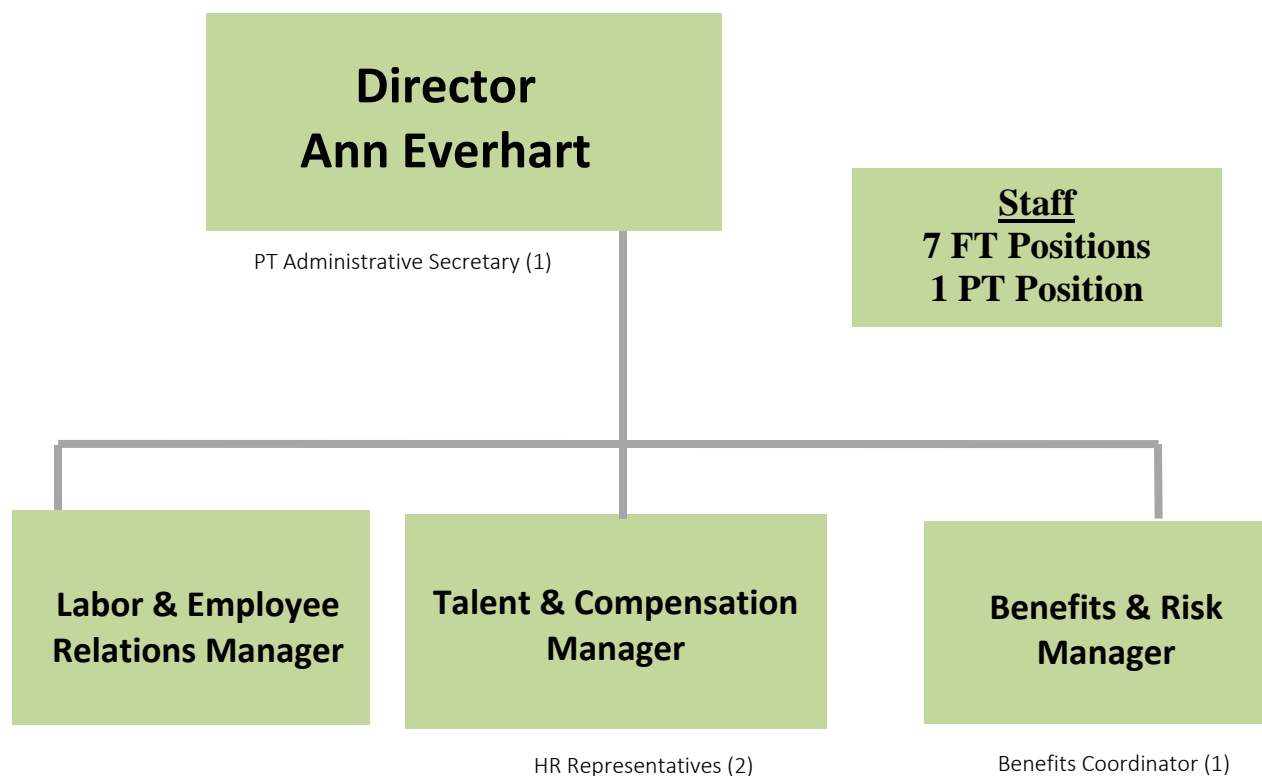
KEY ACTIVITIES ..... 2

KEY PERFORMANCE INDICATORS..... 3

MONTHLY PERFORMANCE..... 7

GEM AWARDS ..... 8

## ORGANIZATIONAL CHART



## DEPARTMENT OVERVIEW

The Human Resources Department consists of seven full-time employees and one part-time employee who are dedicated to providing exceptional service to our customers. The eight positions include: the Director of Human Resources, a Labor & Employee Relations Manager, a Benefits & Risk Manager, a Benefits Coordinator, a Talent & Compensation Manager, two HR Representatives, and a part-time Administrative Secretary. Each member of the HR team is accountable for providing exceptional service to all potential and current Village employees.

The department's primary functions include recruitment of new employees for open positions, administration of the Talent Management Plan, management of employee and labor relations, administration of employee benefits and wellness programs, facilitation of the annual performance management process, provision of professional development opportunities for employees, management of the self-insured workers' compensation program, maintenance of employee personnel files, management of employee risk and safety initiatives, administration of the six collective bargaining agreements, and the provision of many other vital services for the Village's employees from their first day of work through retirement.

## KEY ACTIVITIES

In the Village's Talent Management Plan (TMP), the goal is to develop exceptional leaders who exemplify the Village's core values of trust, integrity, respect, teamwork, and customer service. The five elements of the TMP include: 1. Attract the right talent with the right competencies for the job. 2. Engage talent you already have with innovation and challenges. 3. Build talent through assessment and development. 4. Promote talent by giving the best performers the biggest opportunities. 5. Retain talent by recognizing performance and contribution to the vision.

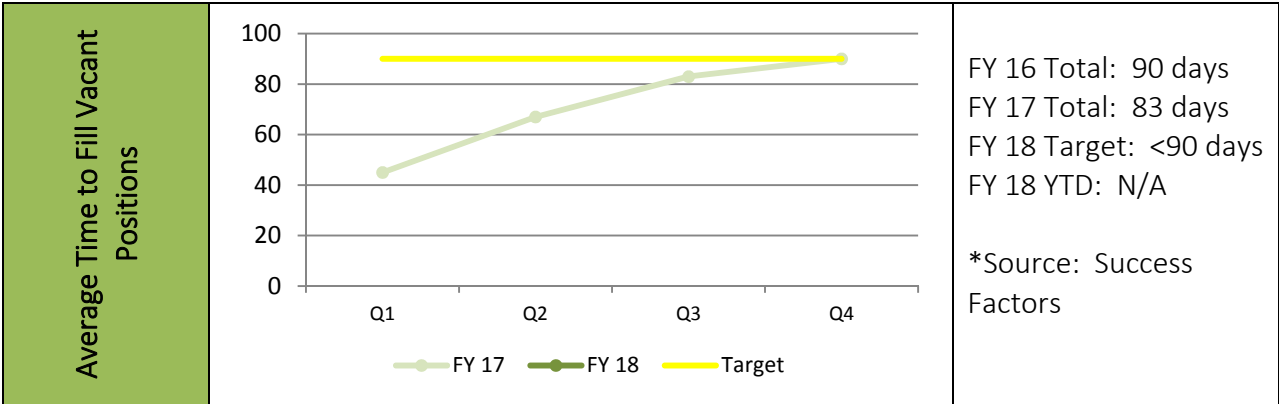
Each month the Human Resources Department distributes the HR Bulletin to supervisors, high potential employees, and professional leaders. The June topic highlighted how to start a conversation you are dreading. It might not be the most enjoyable aspect of leadership, but difficult conversations are part of the job, and possibly one of the areas where we learn the most about building our team, about ourselves and about human nature in general. If you are dreading a conversation, take these steps to get you started. Step 1: Just do it, and do it now. Step 2: Set a time, duration and clear agenda. Step 3: Prepare to listen. End your conversation with asking more questions, and coming to some agreements -- what will the person do next? How can you support them and help them succeed? How and when will you follow up? And how will you both know when the issue is resolved? Just like this initial conversation, plan for that follow-up, and resist the urge to put it off; have it in a timely fashion. By preparing and having difficult conversations, you can strengthen interpersonal relationships and also improve your communication skills.

# KEY PERFORMANCE INDICATORS

The Key Performance Indicators are either being tracked monthly or quarterly.

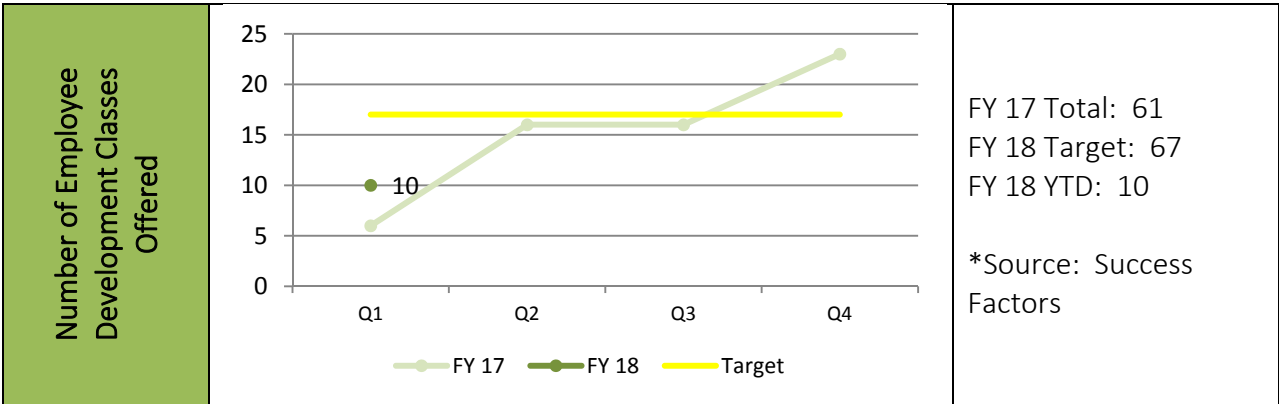
## KPI 1: Average Time Required Filling Vacant Positions

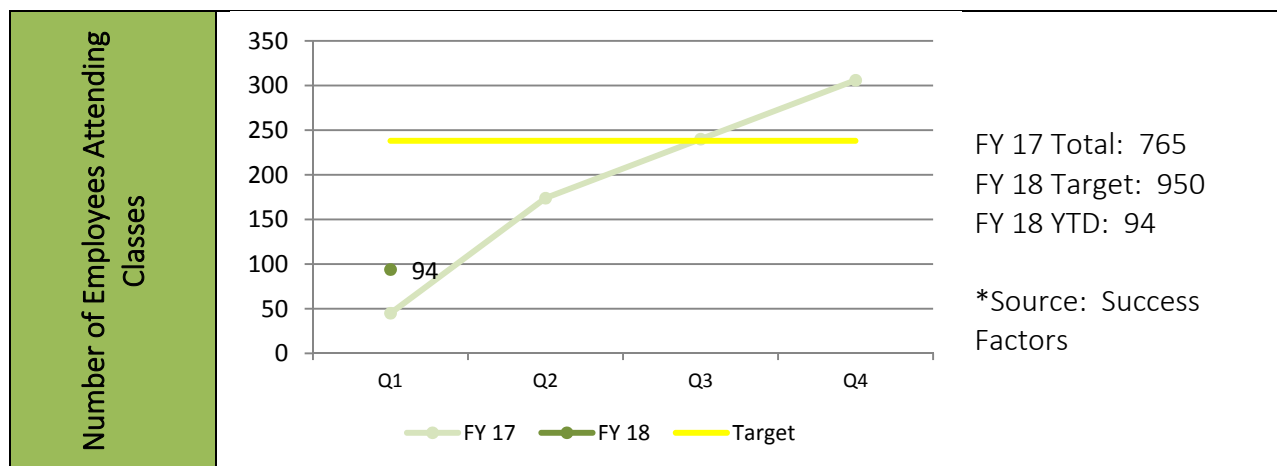
Filling vacant positions is a critical component of Human Resource’s mission for village departments. If the time to fill a vacant position takes too long, the Village risks losing top talent to other organizations. Additionally the longer a position is vacant the more stress and strain the hiring department feels due to the lack of adequate staffing to provide critical services. A taskforce reviewed the recruitment process and determined that 90 days was a good target period to filling vacant positions.



## KPI 2: Employee Development

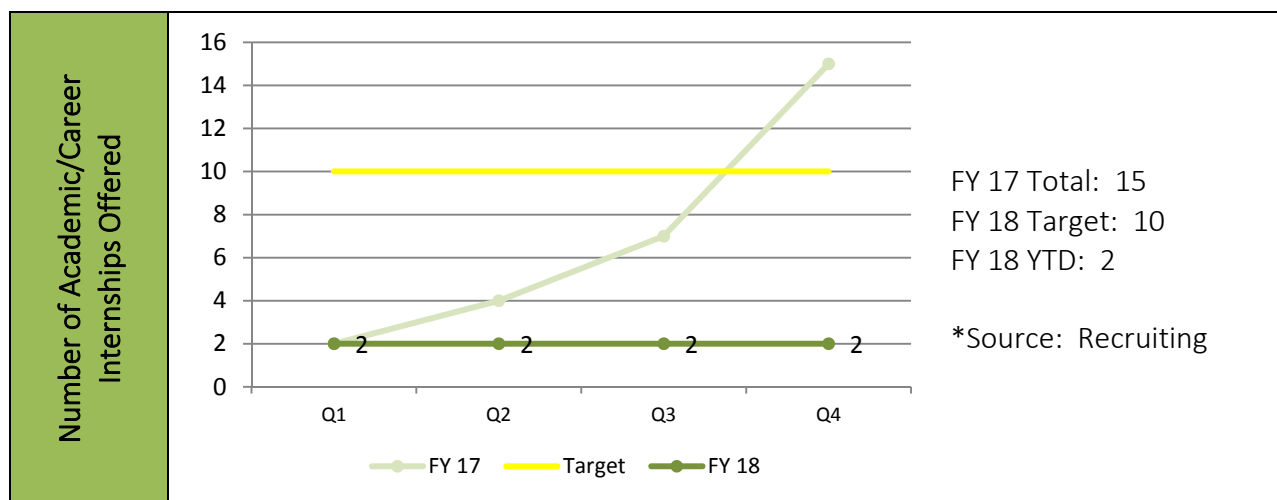
Once someone is hired, it is the village’s goal to develop and retain that talent. Ensuring employees stay up-to-date in their current positions and developing them for future roles is important and critical to retaining excellent staff. The benchmark for this KPI is an average of the number of employee development classes offered and the total number of employees attending these offerings over the past four years. Expansion of training offerings is important to the success of all employees in the organization.





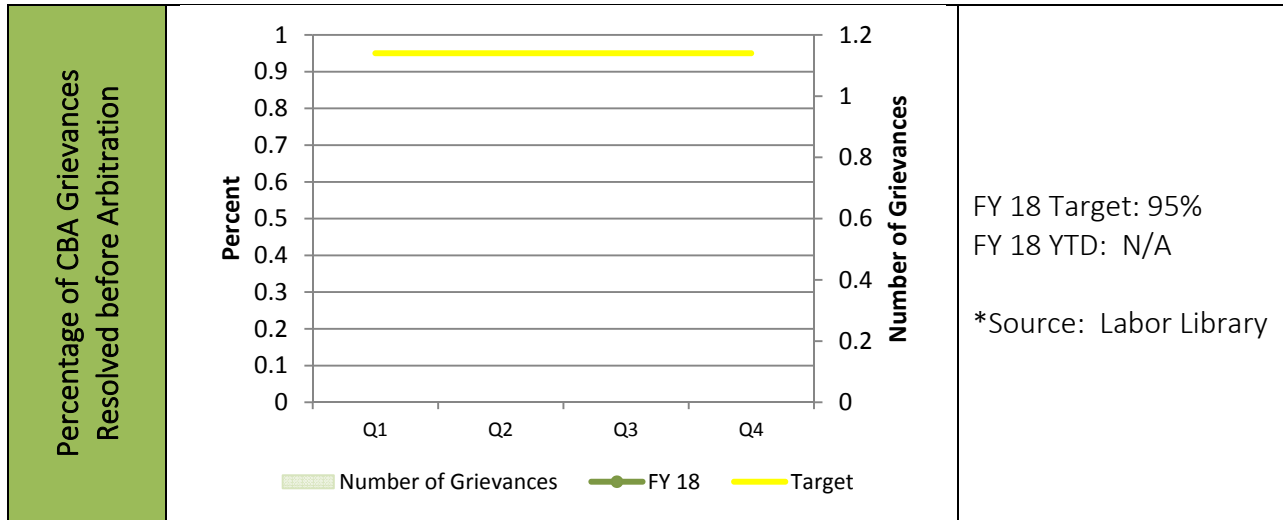
### KPI 3: Increase Community Partnerships through Academic and Career Internships

The National Citizen Survey identified the need for increased community partnerships. Human Resources has identified that it can increase community partnerships by assisting departments in creating and developing academic and career internship opportunities. Human Resources views internships as an opportunity to provide the next generations of our workforce a glimpse at the workings of municipal government. Human Resources will work with departments to identify meaningful internships that will allow the student to work in an area of interest and also allow departments to cultivate future employees through practical experiences as a part of the student's school.



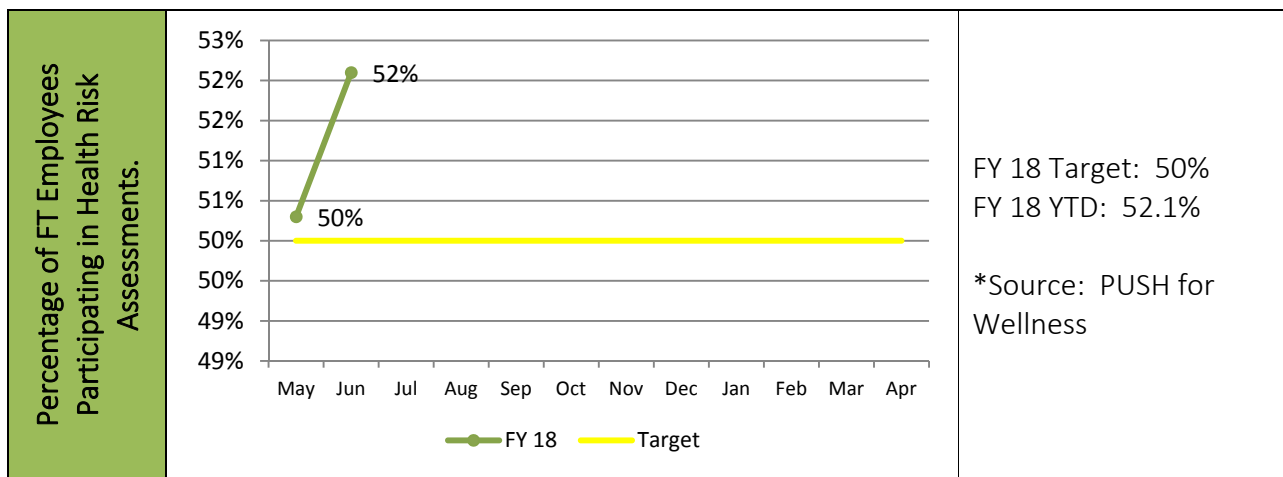
### KPI 4: Collective Bargaining Agreement Grievances Resolved before Arbitration (not including terminations)

Grievances can be filed for perceived misapplication of the collective bargaining agreements (CBAs). The grievance process allows for a review of an issue to ensure CBAs are interpreted and applied as negotiated; and to assure the village is administering the CBAs as negotiated. The result of the process allows for clarification misinterpretations or intent of the CBAs, affirms proper interpretation, or to correct misinterpretations of the CBA. The benchmark for this KPI is the percentage of grievances, not including terminations, resolved prior to arbitration and is based on historical results of prior grievances.



**KPI 5: Increase participation of full-time employees in wellness health risk assessments**

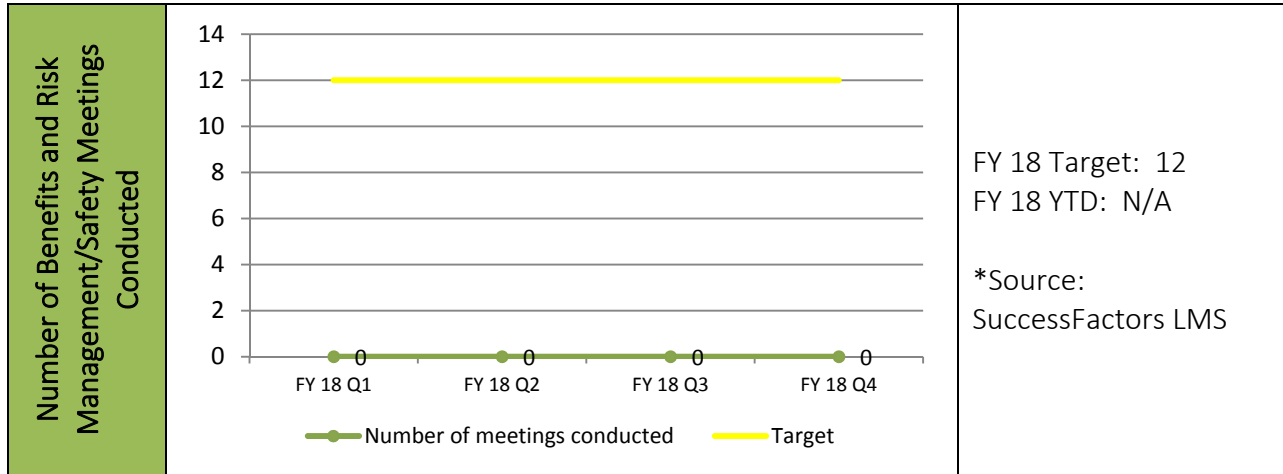
Health insurance is the most costly employee benefit with increases in annual premiums tied to utilization of the benefit. Through the use of health risk assessments as part of the village’s overall wellness program, employees are afforded the opportunity to participate in these assessments. The goal of the assessments and the wellness program is for employees to be proactive with their health. If employees participate in the health risk assessments, they have the opportunity to receive results on five key areas of their health. These results can help identify health conditions early allowing the employee to make changes in their life to reverse the identified issue or seek medical help to correct the issue before it becomes unmanageable. The benchmark for this KPI is based on increasing participation from prior year participation. The prior participation rate has run between 30 to 35% for each of the past two years.



**KPI 6: Increase training contacts for employee benefit consumerism and employee safety**

Employee benefit consumerism and employee safety are important factors in the success of the risk management programs. Through training and informational sessions held with employee and management groups, the objective is to improve employee benefit consumerism and employee knowledge and commitment to the village’s risk management programs. The

benchmark for this KPI will be the number of training/informational sessions held with employee and management groups designed to improve overall knowledge for employee benefits and employee safety.





## MONTHLY PERFORMANCE

RECRUITMENT	June 2017	FY2018 YTD
	#	#
Open Positions (currently recruiting)	25	N/A
New Open Positions (this month)	6	9
Applications/Resumes Received	120	339
Interviews Conducted	9	28
Background Processing (Applicants / Volunteers / Contractors)	14	30
Employee Resignations/Terminations	4	11
Employees Hired/Positions Filled	14	40

### SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT June 2017

#### TRAINING COURSES PROVIDED

Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
6/3/2017	Succession Management	Heather Nelson	0	0	2	1	3
6/28/2017	Workplace Harassment – Seasonal Staff	Clark Baird Smith recorded session	0	10	0	5	15
6/29/2017	Workplace Harassment – Seasonal Staff	Clark Baird Smith recorded session	0	0	0	8	8
6/30/2017	Defensive Driving On-line Training	National Safety Council	0	2	0	11	13
<b>Total Monthly Participants:</b>			<b>0</b>	<b>12</b>	<b>2</b>	<b>25</b>	<b>39</b>
Prior Months Participants:			9	15	16	15	55
<b>Total Fiscal YTD Participants:</b>			<b>9</b>	<b>27</b>	<b>18</b>	<b>40</b>	<b>94</b>
In 06/2016, there were 3 training sessions held with 25 total participants.							

## GEM AWARDS

This program encourages and acknowledges work performance that demonstrates that an employee has taken personal ownership of a service request or concern. The GEM recognizes outstanding performance by an employee. The following report indicates the GEM awards for the month of June 2017.

Dept	Employee	Reason	Nominated by
CDD	Dave Carlson	Dave was nominated for displaying excellence in customer service after a resident met with the Mayor to share a positive experience she had with Dave. The resident noted that she had visited the permit counter and that Dave was pleasant, knowledgeable, and professional throughout her visit.	Matt Frank
EPW	Shawn Courtney	Shawn was nominated for displaying ingenuity and cost consciousness. After a departmental metal detector broke and efforts to find a repair center failed, Shawn repaired the tool himself utilizing a rubber patch normally used on electrical wiring repairs. His ingenuity saved the department cost of purchasing a new metal detector (\$800-\$1000).	Tim Molitor
HR	Vicki Rockefeller	Vicki was nominated for displaying excellence in customer service for her assistance with the recruitment of both Police Officer and Firefighter candidates. Colleen noted that Vicki also helped create a proper disqualification process to improve efficiency.	Colleen Stroiman
IT	Dan Kent	Dan was nominated for displaying excellence in customer service after receipt of a complimentary email from Cindy McCune. Cindy wanted to recognize Dan for his work designing and implementing a new medical equipment lending program that included the creation of a loan closet inventory system, as well as an automated process for notification that has significantly improved departmental efficiency.	Peter Schaak
IT	Dan Wyskochil	Dan was nominated for displaying excellence in customer service after being recognized by Dan Kent for the assistance he provided designing and implementing the new medical equipment lending program that included the creation of a loan closet inventory system, as well as an automated process for notification that has significantly improved departmental efficiency.	Peter Schaak

PD **\$20	Officer J. Reich	Officer Reich was nominated for his significant contribution to the department and community through his leadership and productivity. Officer Reich is a leader in enforcement activity and serves as a model for other officers.	Sgt. Paul Christiansen
EPW	Laurie Walter	Laurie was nominated for displaying excellence in customer service. Flora and Pat wanted to recognize Laurie's positive attitude and willingness to assist at any level.	Flora Young and Pat Mazza
EPW	Laurie Walter and Dave Ogorzaly	Laurie and Dave were both nominated for displaying excellence in customer service after a resident called EPW to compliment the department for their quick response to a reported issue. The resident noted that she contacted ComEd about a possible downed live wire in her yard, but was told it would take 3 weeks for the repair to be completed. The resident felt this was a safety issue and discussed her concerns with Laurie. Laurie quickly forwarded the information to Dave who immediately contacted ComEd, with the end result being the repair was completed in 6 hours. The resident noted excellent customer service is why they live in Schaumburg.	Dawn Schmitt