

# Department of Human Resources Annual Report 2018

Welcome to the Office of Human Resources for the City of Traverse City. This annual report will serve as a snapshot of the Human Resources' activities from 2018. The Human Resource team is comprised of Kristine Bosley, HR Director and Christina Woods, HR Specialist.

The Office of Human Resource serves as a strategic partner to the City Manager to help meet city commission objectives as they relate to organizational development, culture and productivity.

Human Resources support city departments in minimizing employee risk and maximizing employee productivity through policy development, payroll administration, benefits administration, job classification and compensation, total compensation, drug testing, central recruiting, training and development, workforce planning, employee and bargaining-unit relations, unemployment and worker compensation administration, records maintenance and assisting retirees and surviving spouses. Kristine Bosley, HR Director was recognized as 2018 Employee of the Year for the City of Traverse City.

Human Resources is a service-oriented team, providing expert consultation and support to foster a respectful environment that inspires excellence within the Traverse City community. In all areas of work, the Office of Human Resources firmly upholds confidentiality, accountability and trust.

**Mission Statement:** *To recruit, retain, develop and assist City employees through excellent customer service, while striving to maintain the City's strategic vision.*

## Staffing

The Staff in Human Resources assists applicants and employees with all phases of the employment process. We oversee recruitment, interviewing, testing, background, reference checks, selection and evaluation.

Total Number of City Employees:

Light and Power:	37	Male:	76.5%
Full-Time:	147	Female:	23.5%
Part-Time:	1	<b>Department Head (Leadership Role)</b>	
Irregular Part-Time:	2	Male:	63.6%
Seasonal Workers:	63 (Annual Total)	Female:	36.4%

City Employees by Years of Service:

25+ Years of Service	11 Employees
20-24 Years of Service	16 Employees
15-19 Years of Service	34 Employees
10-14 Years of Service	30 Employees
5- 9 Years of Service	42 Employees
Less than 5 Years of Service	54 Employees

<i>9 Retirements</i>	<i>4 Resignations</i>	<i>0 Terminations</i>
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## Recruitment

City Human Resource Office is committed to attracting and retaining a talented and diverse workforce. One key strategy to accomplish this is to identify the competencies we will need in our current and future leaders. We coordinate with Department Heads to identify their department needs and update job descriptions when needed. The HR Department reviews all applications and develops job specific questions used in panel style interviews.

Human Resources received and processed 663 employment applications in 2018.

18	Positions were posted internally and externally
14	New Staff Members
6	Promotions

## **Benefits Administration**

The Office of Human Resources administers the city's benefits programs, including insurance (medical, dental, vision, life and disability), retirement, defined benefits, health care savings plans, 457 retirement programs, paid time off, unemployment, work comp, employment verification, I-9s, FMLA and leaves of absence.

The HR Department receives work injury reports, submits claims to workers compensation insurance carrier and performs payroll self-audits and estimates total payroll levels for renewal of WC Insurance. There were a total of 32 work related injuries/illnesses reported. Five of these were reported as loss wage injuries and a total of 298 loss days.

- ❖ Processed 8 Family Medical Leave Act applications and 9 Short-Term Disability Claims.
- ❖ There are 8 staff members who take advantage of the Education Reimbursement Program. One completing a Bachelor's

This department manages the administration of Dental Insurance includes employees from Light and Power, Housing Commission and Downtown Development Authority. The HR team along with the Insurance Committee, which is comprised of members from all of the bargaining units and non-bargaining groups, reviewed options for medical and vision insurance, life insurance, short and long term disability plans. The team worked well together to make recommendations to keep or improve current group benefits plans.

The Department is partners with MiPlanners to assist with the quote process and provide an increase level of customer service for our employees and retirees as it relates to the City's Group Benefit Plans. All employees were provided individualized benefit enrollment forms to view benefits and beneficiaries. Dental, Vision, and Life Plans remained the same due to rates being locked in until June 2019. The committee reviewed proposals from our current provider Priority Health, Blue Cross Blue Shield and Blue Care Network. The committee proposed a 0.83% premium increase on The HDHP/HSA plan and 11.15% premium increase for the Priority High Plan. There was a reduction in claims when compared to the previous renewal. An HR Department goal is to increase the knowledge of all benefits to all staff members. Open enrollment meetings were held at multiple locations to review all benefits, including incentives and programs to educate staff members to becoming better consumers.

## **Employee Training/Workshops/Events**

In 2018, The Human Resource Office worked with ICMA to provide educational seminars regarding retirement and investment portfolios. The City's Employee Assistance Program vendor facilitated seminars to assist employees dealing with different personalities and dealing with stressful situations.

The HR department organized the speaking event with a special guest, Justice Richard Bernstein. Justice Bernstein spoke on overcoming obstacles, breaking down stereotypes, and changing perspective using his life experience and optimism.



The Department hosted several events to boost employee morale and teamwork. Two annual employee potlucks. The employees enjoyed an evening of competition at two golf outings after work. The department plans on making this an annual event and looking into other activities for more employees to attend.



The City Chambers was the chosen location to celebrate many internal promotions and retirements for the Fire and Police departments. We handle all the planning and organization for each event.



The Human Resource Department is collaborating with the Grand Traverse County Employee Recognition Team on events at the Governmental Center to bring the two organizations and the community together. We had a successful Community Halloween pre-trick-or-treat event, including both the Chief's from our Police and Fire Departments.



## 2018 Functions at a Glance

Performance Indicators	2018
Job Postings	
Promotional (Internal Posting)	4
Open Competitive (External Posting)	14
Applications Reviewed & Processed	663
Employees Hired (Full and Part Time)	16
Average number of days to complete Internal Recruitment	7
Average Number of days to complete External Recruitment	166
Full-Time Turnover Rate excluding Retirements	2.1%
Percentage of Minorities in Work Force	2.7%
Number of Employees not Completing Probation	0
Police Promotional Testing	2
Fire Promotional Testing	0
Labor Contract Settled	0
Number of Grievances	0
Number of Grievances Resolved Before Arbitration	1 (2017 Grievance)
Short-Term Disability Claims	9
Open Long-Term Disability Claims	1
Life Insurance Claims	0
Unemployment Claims	8
Unemployment Rate	1.67%
Worker's Compensation Incident Reports Received	32
Worker's Comp Claims Paying Compensation	5
W/C Lost Work Days Due to Injury	298

Completed Projects: Electronic Employee Files  
Hearing Labs for DPS and Police  
TCPD Employee Evaluation Software  
MESP Benefit  
BS&A Payroll and HRIS Conversion Preparation

The HR Department continues to review current process and procedures, identify areas in which we can improve efficiency and compliance and improving employee engagement and communication.