

Village of Schaumburg

Human Resources Department Monthly Report

February 2018

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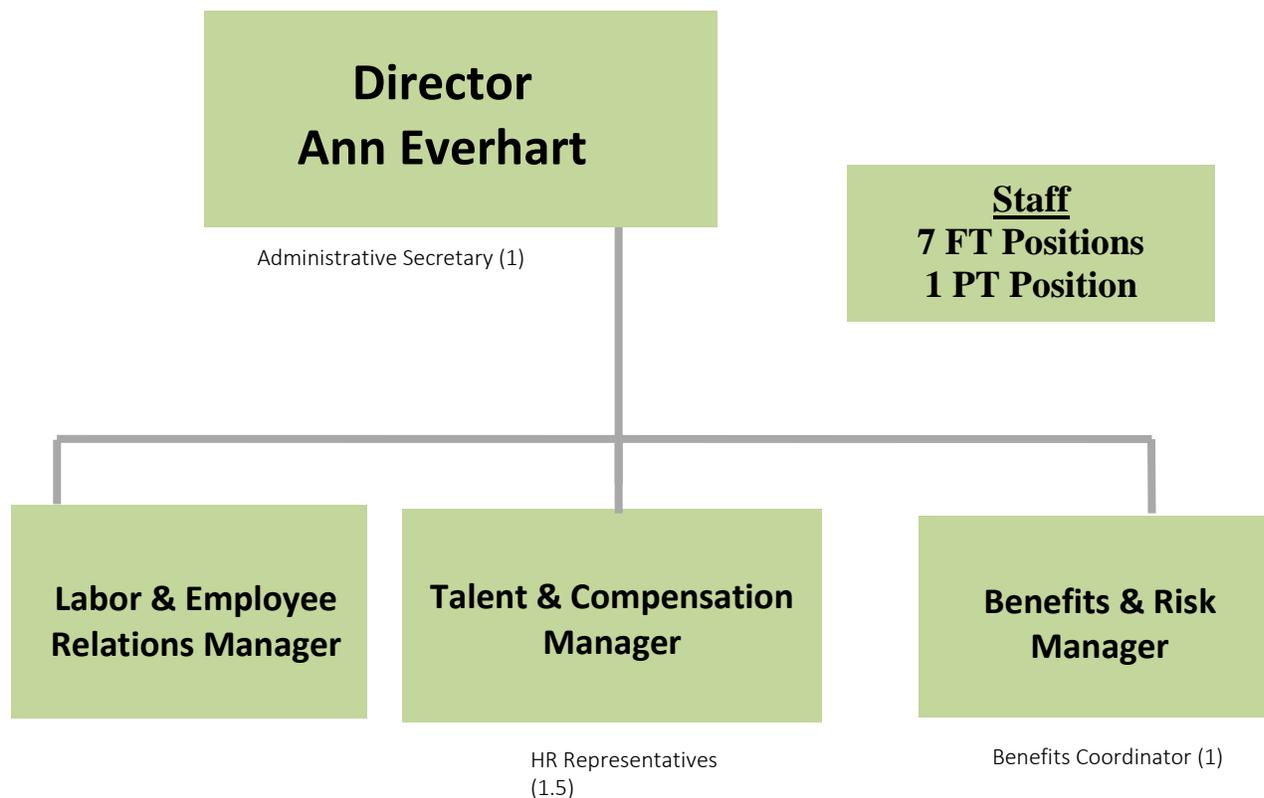
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ORGANIZATIONAL CHART



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 (one part-time position currently vacant), and an 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

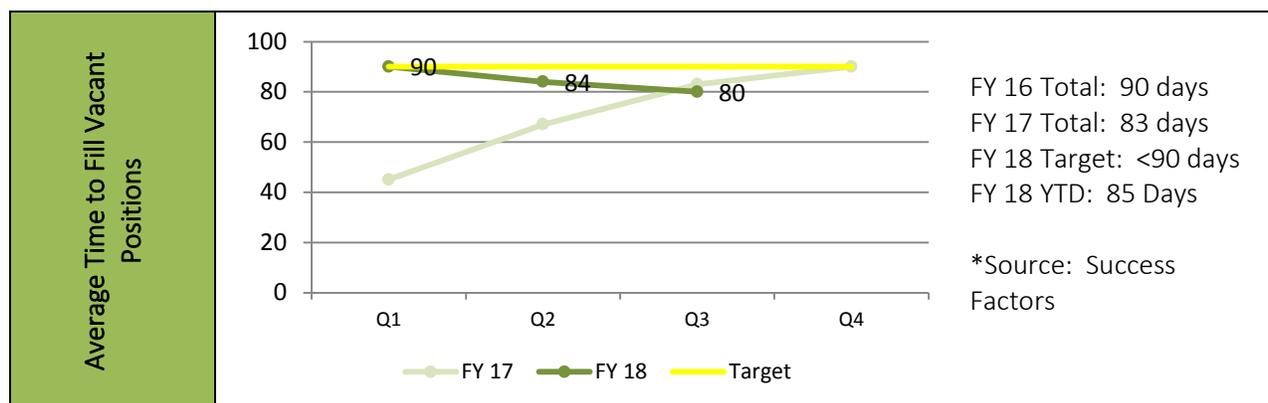
In the village's Talent Management Plan (TMP), the goal is to develop exceptional leaders which exemplify the Village's core values of trust, integrity, respect, teamwork, and customer service. The five elements of the TMP include: 1. Attract the right talent with the right competencies for the job. 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.

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.



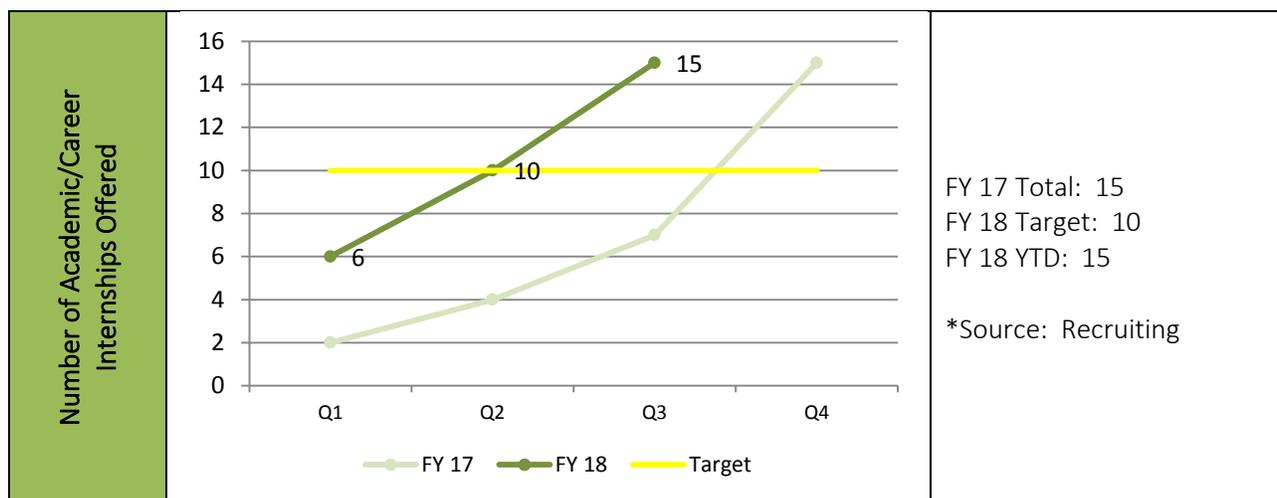
KPI 2: Employee Development

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.



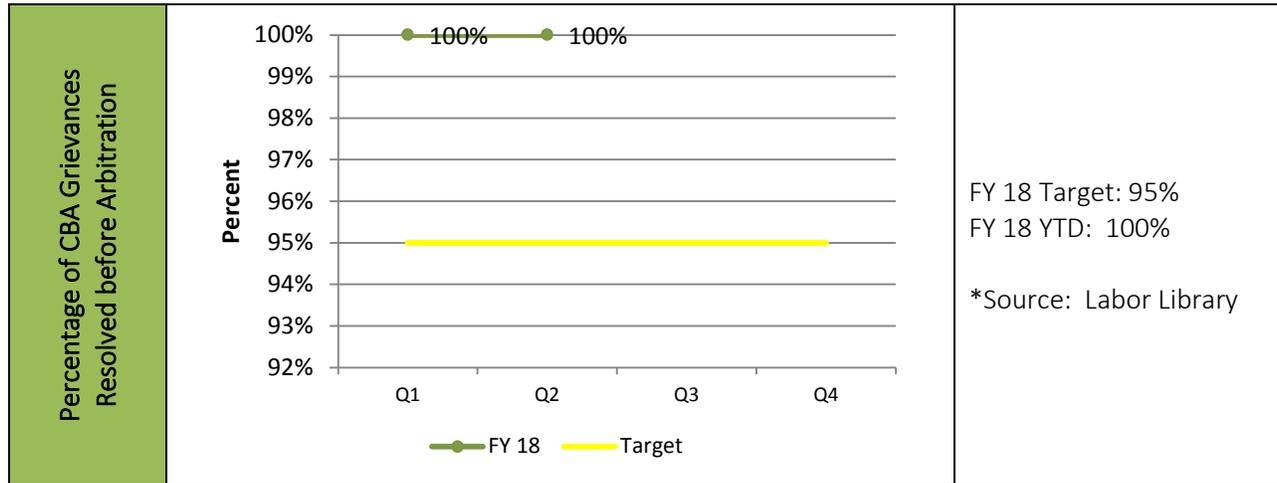
KPI 3: Increase Community Partnerships through Academic and Career Internships

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.



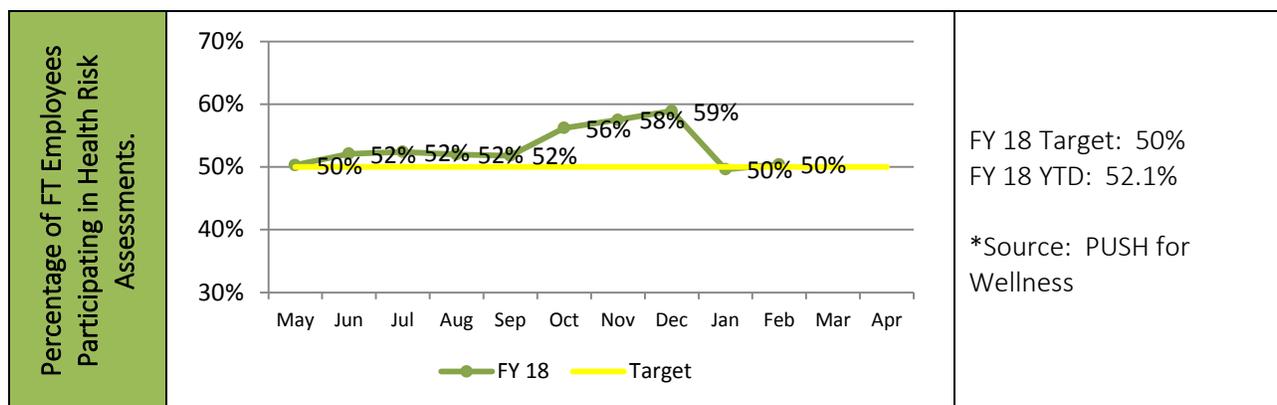
KPI 4: Collective Bargaining Agreement Grievances Resolved before Arbitration (not including terminations)

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.



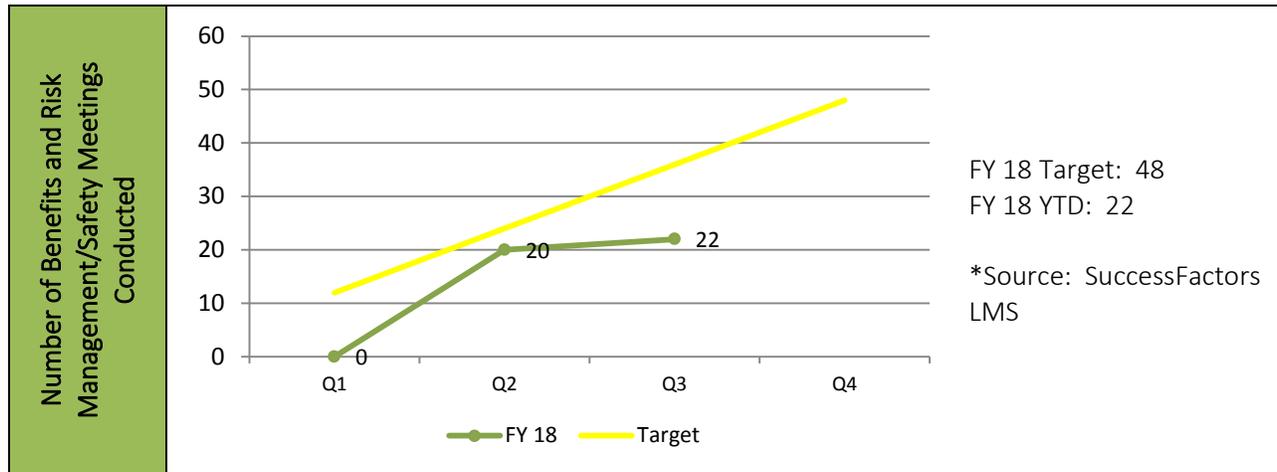
KPI 5: Increase participation of full-time employees in wellness health risk assessments

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	February 2018	FY2018 YTD
	#	#
Open Positions (currently recruiting)	48	N/A
New Open Positions (this month)	7	113
Applications/Resumes Received	347	2441
Interviews Conducted	16	134
Background Processing (Applicants / Volunteers / Contractors)	4	120
Employee Resignations/Terminations	4	76
Employees Hired/Positions Filled	6	114

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT

February 2018

TRAINING COURSES PROVIDED

Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
02/01/2018	Communicating With Influence	MariPat Varga	0	3	1	2	6
02/01/2018	Leading & Managing Through Change	MariPat Varga	0	8	7	0	15
02/06/2018	Accident Investigation/Analysis	Hank Stuchel	6	2	0	1	9
02/06/2018	Accident Investigation/Analysis	Hank Stuchel	4	2	1	0	7
02/15/2018	Reasonable Suspicion: Substance Abuse Awareness in the Workplace	EAP/Perspectives	0	5	4	1	10
02/21/2018	Workplace Harassment & Discrimination Training for Supervisors	Clark Baird Smith LLP	1	1	5	0	7
02/21/2018	Workplace Harassment & Discrimination Training	Clark Baird Smith LLP	5	2	14	0	21
02/27/2018	Personal Productivity	EAP/Perspectives	0	6	1	1	8
02/28/2018	Defensive Driving Course	National Safety Council	0	0	0	0	0
Total Monthly Participants:			16	29	33	5	83
Prior Months Participants:			86	175	172	161	597
Total Fiscal YTD Participants:			102	306	205	166	680

In 02/2017, there was 8 training sessions held with 54 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 February 2018.

Dept	Employee	Reason	Nominated by
Information Technology	Cheryl Moon	Cheryl was nominated for displaying excellence in customer service and teamwork for her assistance after an automated Everbridge announcement was sent by the Police Department for a missing juvenile. Due to the announcement being broadcast to more than 91,000 phones in the area, the 311 Center was overwhelmed with incoming calls. Cheryl was contacted at home at 8:10 am and voluntarily reported to work at 8:29 am, even though she had worked the previous night until 11 pm. Cheryl was able to answer and document over 150 calls that morning.	Tom Lake
Police	Police Auxiliary Officer Steve Klein	PAO Klein was nominated for displaying excellence in customer service after receipt of a complimentary email from a citizen. The citizen wanted to recognize PAO Klein for the kindness and empathy he displayed after her vehicle had become disabled. The citizen noted how thankful she was that PAO Klein remained with her and her disabled vehicle, and that his presence alleviated much of her stress.	The citizen who received assistance