

Village of Schaumburg

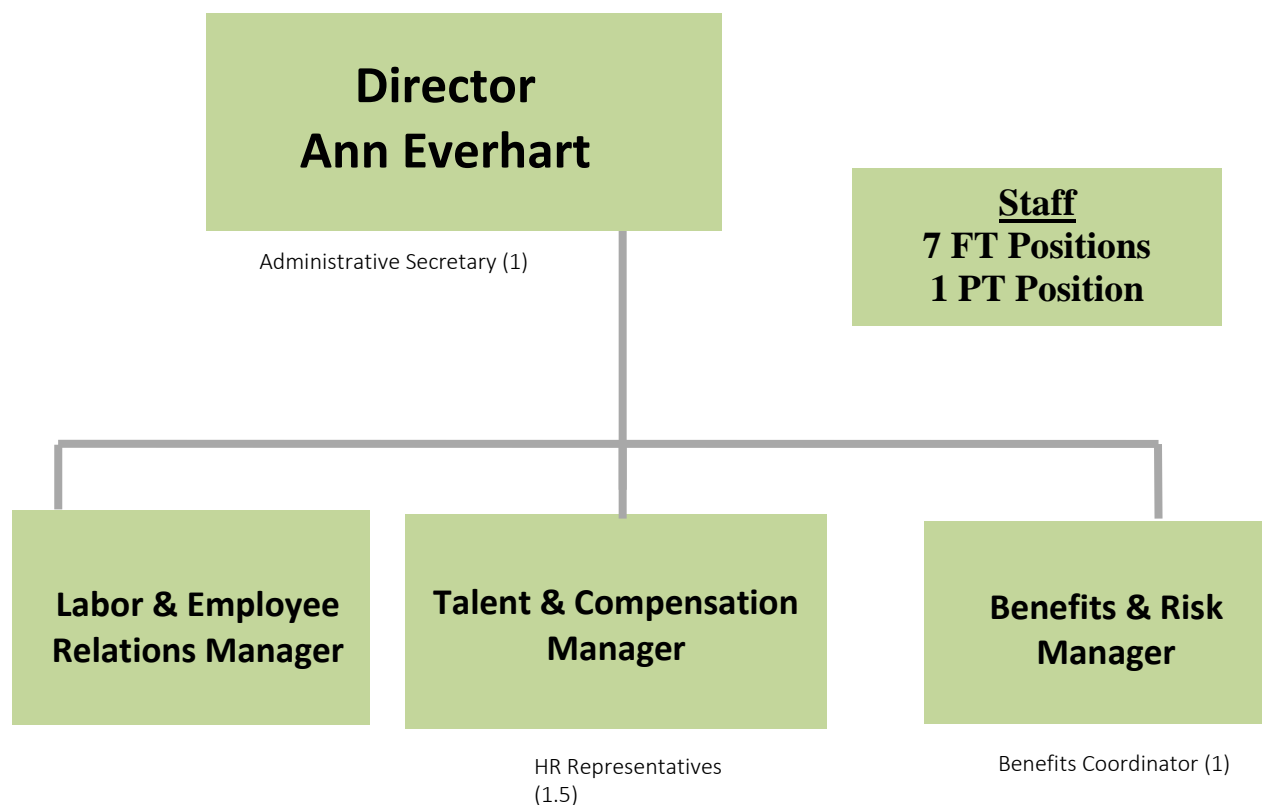
# Human Resources Department Monthly Report

November 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 (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.

Each month the Human Resources Department distributes the HR Bulletin to supervisors, high potential employees, and professional leaders. The November topic highlighted the nine surprising things ultra-productive people do every day. When it comes to productivity, we all face the same challenge— there are only 24 hours in a day. Yet some people seem to have twice the time; they have an uncanny ability to get things done. Even when juggling multiple projects, they reach their goals without fail. 9 ways to increase your productivity include 1. They fight the tyranny of the urgent. 2. They never touch things twice. 3. They eat frogs. 4. They don't multitask. 5. They get ready for tomorrow before they leave the office. 6. They stick to the schedule during meetings. 7. They say no. 8. They only check email at designated times. 9. They put technology to work for them. We're all searching for ways to be more efficient and productive. These strategies should help you to find the extra edge.

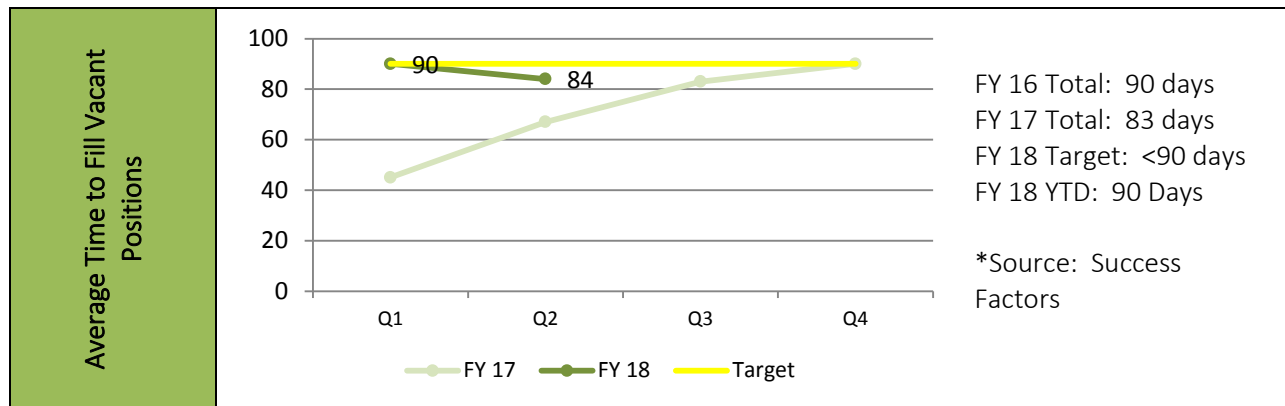
## KEY PERFORMANCE INDICATORS

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

### HUMAN RESOURCES KEY PERFORMANCE INDICATORS:

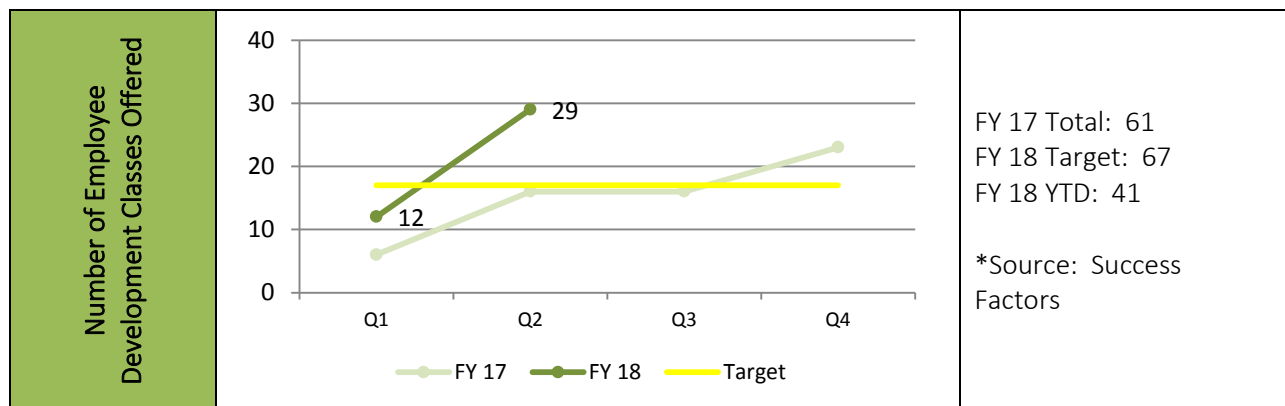
#### KPI 1: Average Time Required Filling Vacant Positions

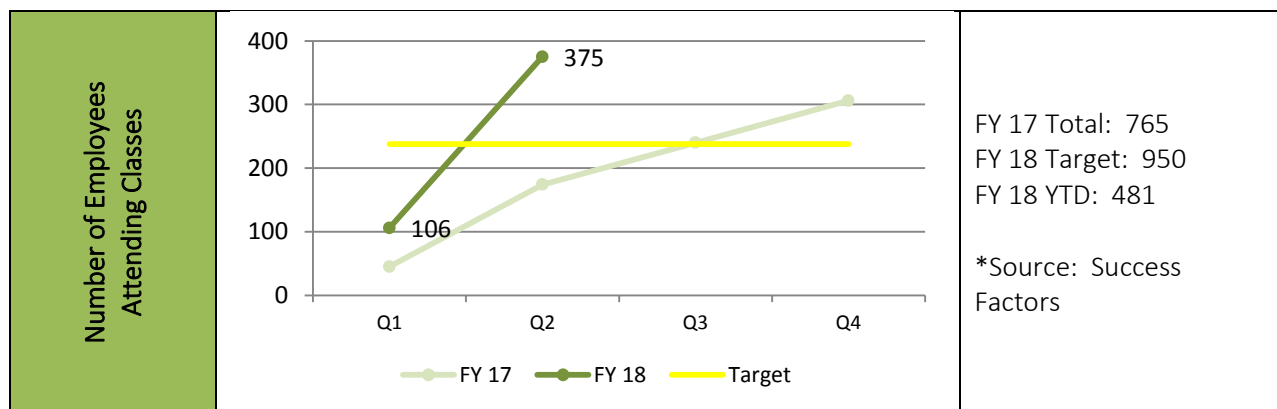
Filling vacant positions is a critical component of Human Resource’s mission for village departments. If the time to fill a vacant position takes too long, the Village risks losing top talent to other organizations. Additionally the longer a position is vacant the more stress and strain the hiring department 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

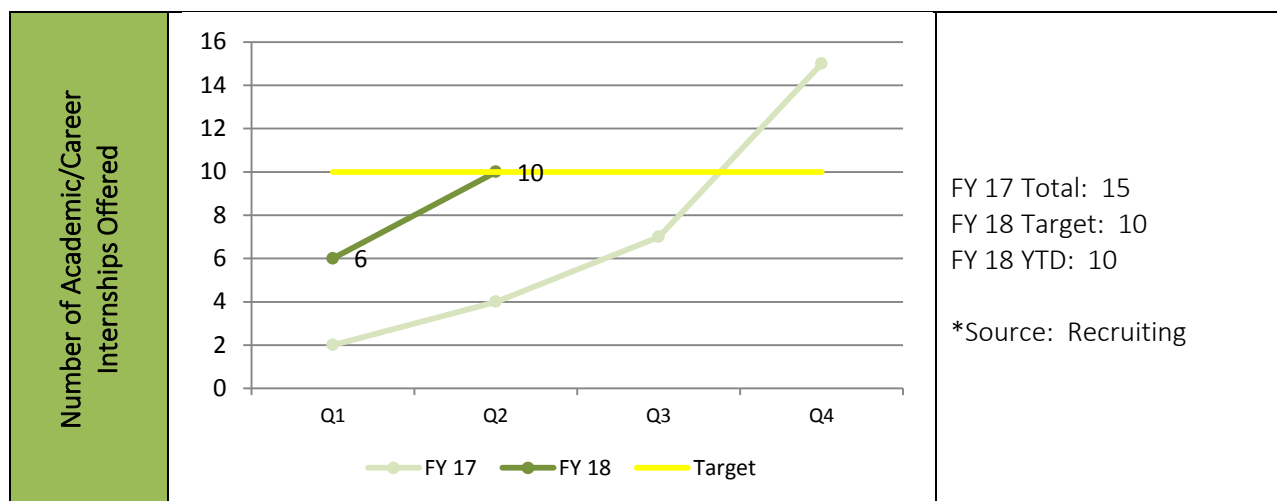
Once someone is hired, it is the village’s goal to develop and retain that talent. Ensuring employees stay up-to-date in their current positions and developing them for future roles is important and critical to retaining excellent staff. The benchmark for this KPI is an average of the number of employee 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.





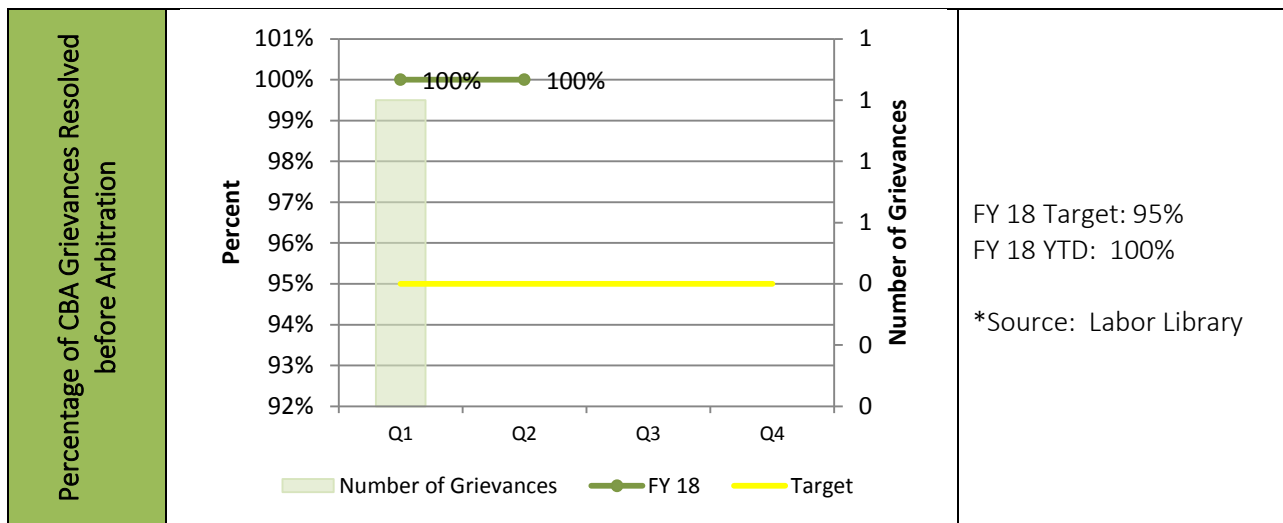
### KPI 3: Increase Community Partnerships through Academic and Career Internships

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.



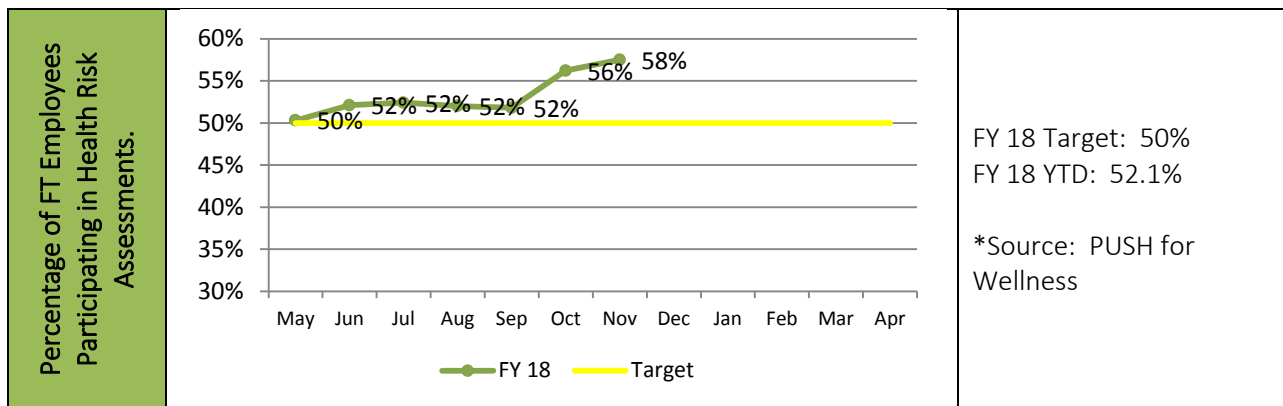
### KPI 4: Collective Bargaining Agreement Grievances Resolved before Arbitration (not including terminations)

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**

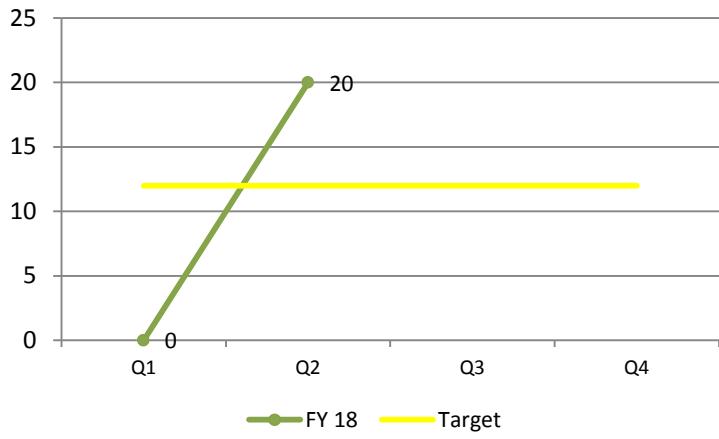
Health insurance is the most costly employee benefit with increases in annual premiums tied to utilization of the benefit. Through the use of health risk assessments as part of the village’s overall wellness program, employees are afforded the opportunity to participate in these assessments. The goal 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.

Number of Benefits and Risk Management/Safety Meetings Conducted



FY 18 Target: 12  
FY 18 YTD: 2

\*Source: SuccessFactors LMS



## MONTHLY PERFORMANCE

RECRUITMENT	November 2017	FY2018 YTD
	#	#
Open Positions (currently recruiting)	78	N/A
New Open Positions (this month)	20	90
Applications/Resumes Received	509	1647
Interviews Conducted	13	90
Background Processing (Applicants / Volunteers / Contractors)	15	96
Employee Resignations/Terminations	9	59
Employees Hired/Positions Filled	6	75

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT							
November 2017							
TRAINING COURSES PROVIDED							
Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
11/2/2017	Effective Business Writing 2	Janine Sergay	1	4	1	1	7
11/2/2017	Project Management for the Non-Project Manager	Janine Sergay	2	3	6	2	13
11/9/2017	Count to Four Before you Roar	EAP/Perspectives	0	2	3	1	6
11/15/2017	Leading & Managing Through Change	MariPat Varga	2	3	3	5	13
11/15/2017	Communicating with Influence	MariPat Varga	1	4	2	0	7
11/16/2017	Succeeding in the Multigenerational Workforce	EAP/Perspectives	0	2	4	0	6
<b>Total Monthly Participants:</b>			<b>6</b>	<b>18</b>	<b>19</b>	<b>9</b>	<b>52</b>
Prior Months Participants:			<b>71</b>	<b>132</b>	<b>140</b>	<b>138</b>	<b>481</b>
<b>Total Fiscal YTD Participants:</b>			<b>77</b>	<b>150</b>	<b>159</b>	<b>147</b>	<b>533</b>
In 11/2016, there were 8 training sessions held with 94 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 November 2017.

<b>Dept</b>	<b>Employee</b>	<b>Reason</b>	<b>Nominated by</b>
CDD	Kim Bauer	Kim was nominated for displaying excellence in customer service following the Mayor's receipt of a complimentary letter from a representative of a company doing business in Schaumburg. The representative wanted to recognize Kim for the outstanding customer service they received from her, specifically noting her intelligence, efficiency, and friendliness.	Marisa Krawiec
Police	Abby Flanagan	Abby was nominated for displaying excellence in customer service for her work creating a comprehensive user guide (54 pages) for the new adjudication citation software. The user guide will serve as a training tool for all records staff, and is an invaluable resource.	Hiroshi Witt
Police	Courtney Nicholas	Courtney was nominated for displaying excellence in customer service for maintaining appropriate service levels during the period of construction when the Records Department window was temporarily relocated.	Sue Hildebrandt
Police	Val Skultety	Val was nominated for displaying excellence in customer service for maintaining appropriate service levels during the period of construction when the Records Department window was temporarily relocated.	Sue Hildebrandt
Police	Officer Michelle Defer	Officer Defer was nominated for displaying excellence in customer service and personal integrity following an interaction with a homeless individual found sleeping in their car. After being advised the individual was trying to get to Aurora to meet with an organization that helps find the homeless work and housing but was almost out of gas, Officer Defer took the personal initiative to spend \$42 of her own money to fill the individuals gas tank.	Officer Eric Stiefvater
Police	Liz Scanlan	Liz was nominated for displaying excellence in teamwork for volunteering to cover the Records Department window to allow the entire records staff to attend an awards ceremony where several members were being recognized.	Sue Hildebrandt