

Village of Schaumburg

Human Resources Department Monthly Report

May 2018

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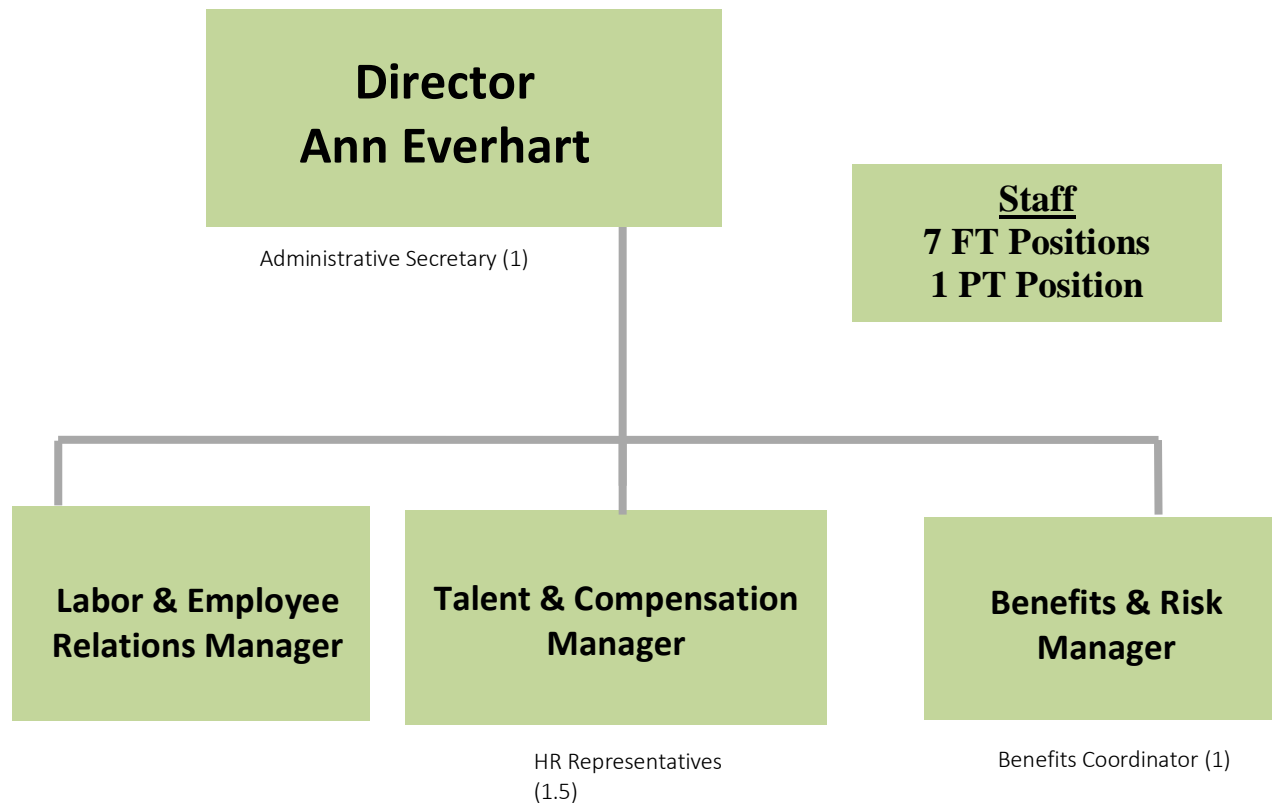
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ORGANIZATIONAL CHART



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.

The Village celebrated National Public Service Recognition Week and our IDEAS Program Awards the week of May 7th. Events celebrating employees were held throughout the week and there was even an employee Cup Cake Challenge that encouraged some friendly competition among all of the departments. The Cultural Services Department earned baking bragging rights for the next year.

Additionally, each Department Director selected one deserving employee for a special recognition of his or her talent, dedication and professional efforts at the village Board meeting on May 8th. Three creative employees were awarded special gift cards as their IDEAS were selected as the ones to be implemented this fiscal year as part of our IDEAS program. The IDEAS focused on creation of a business Amazon account, improvements to the Village website, and AED classes for employees. Nine other employees received a thank you gift to acknowledge their suggestions as well.

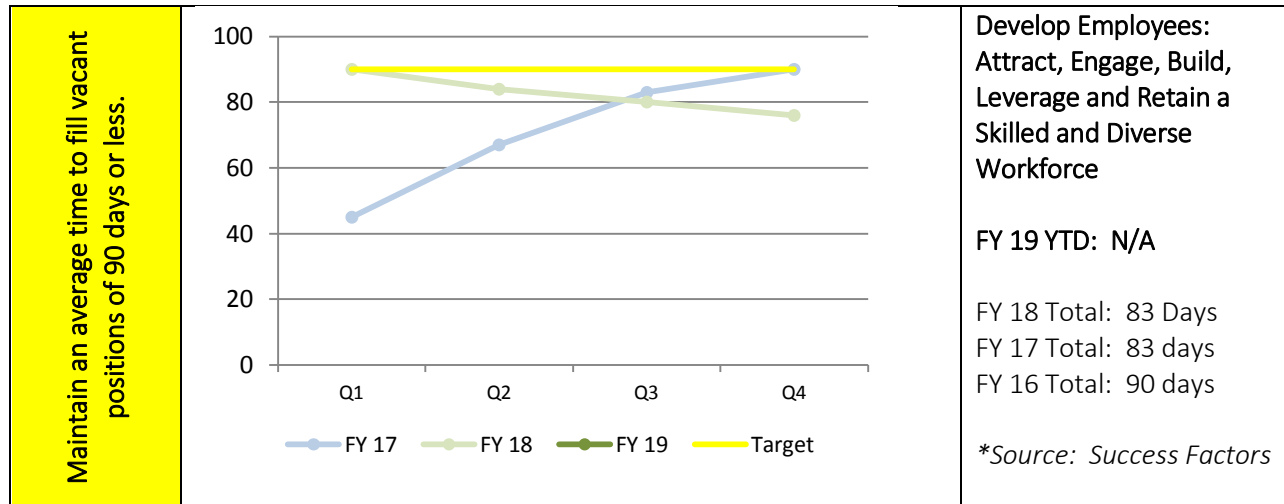
The week was declared a success and all who participated enjoyed the special acknowledgements as we celebrated the rewarding nature of public service and the workings of local government. We hope to make next year's program even more memorable and enjoyable for all!

KEY PERFORMANCE INDICATORS

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

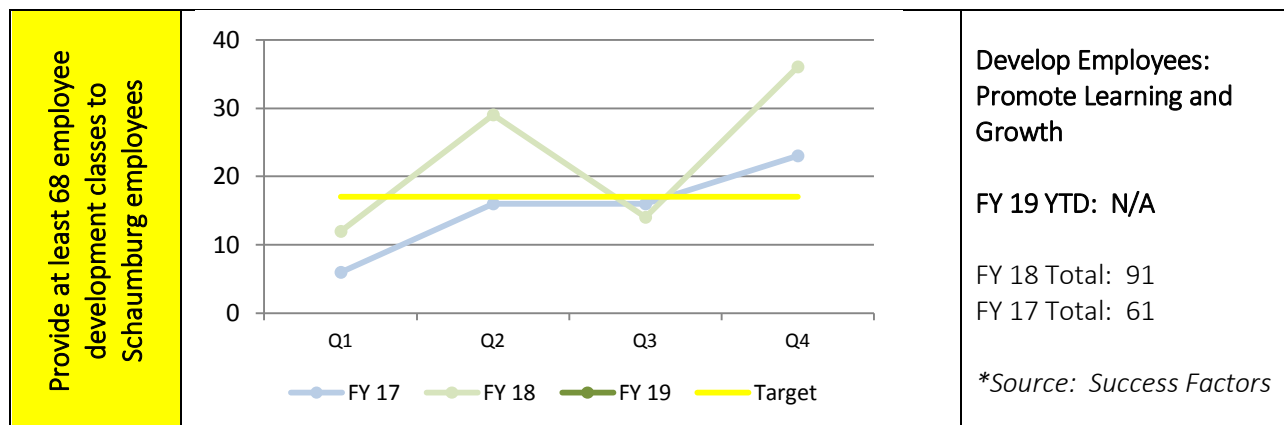
KPI 1: Efficiently recruit new employees to fill vacant positions.

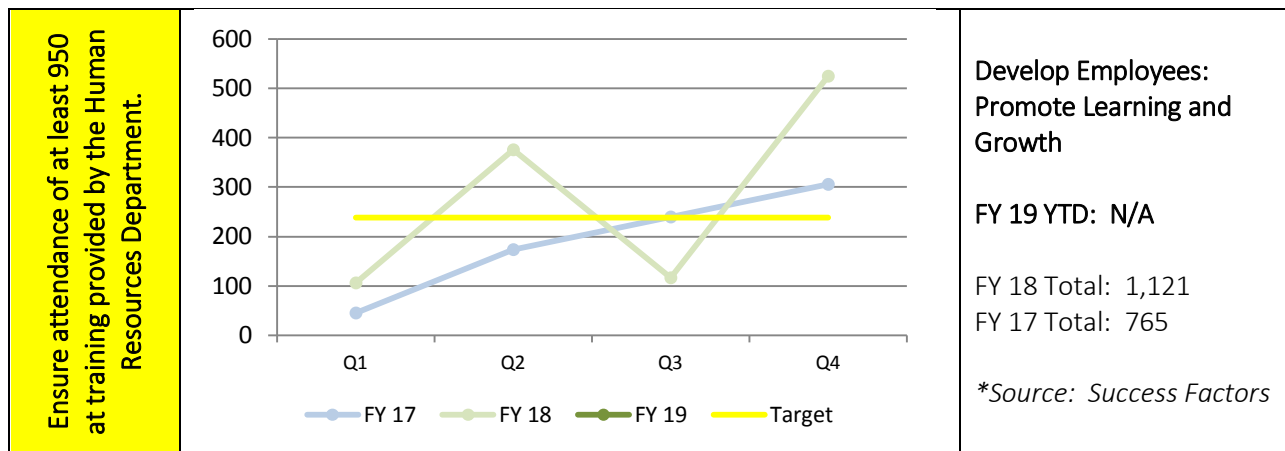
Filling vacant positions is a critical component of Human Resource’s mission for village departments. If the time to fill a vacant position takes too long, the Village risks losing top talent to other organizations. Additionally the longer a position is vacant the more stress and strain the hiring department 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. This KPI ties to FY 2018/19 Department Goal #1 to validate the Village of Schaumburg as an employer of choice.



KPI 2: Promote learning and growth among the village’s workforce.

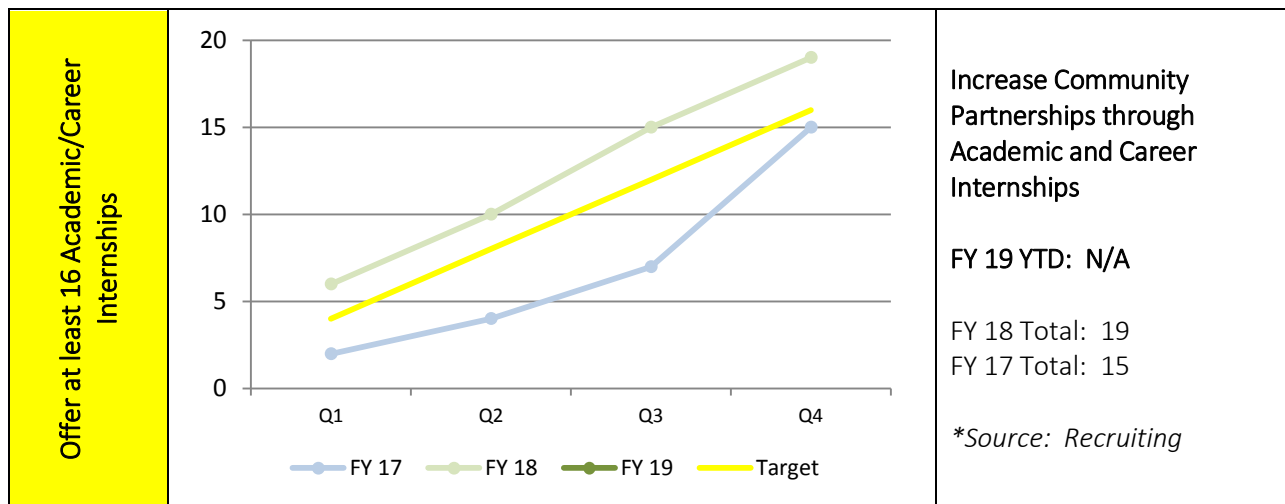
Once someone is hired, it is the village’s goal to develop and retain that talent. Ensuring employees stay up-to-date in their current positions and developing them for future roles is important and critical to retaining excellent staff. The benchmark for this KPI is an average of the number of employee 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. This KPI ties to FY 2018/19 Department Goal #2 to re-establish the Village of Schaumburg as a continuous learning organization.





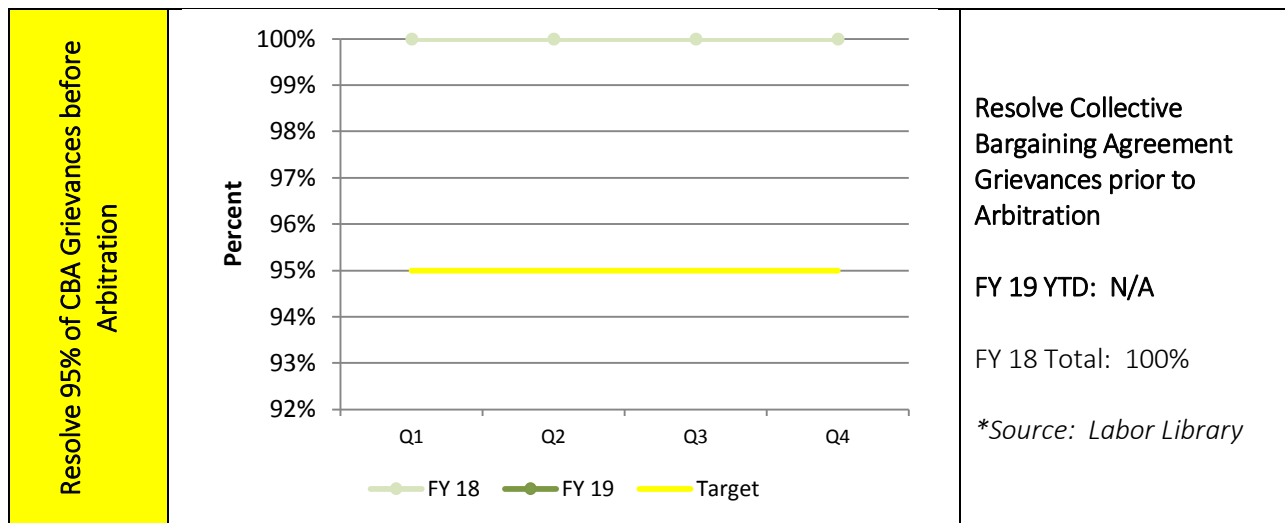
KPI 3: Increase Community Partnerships through Academic and Career Internships

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.



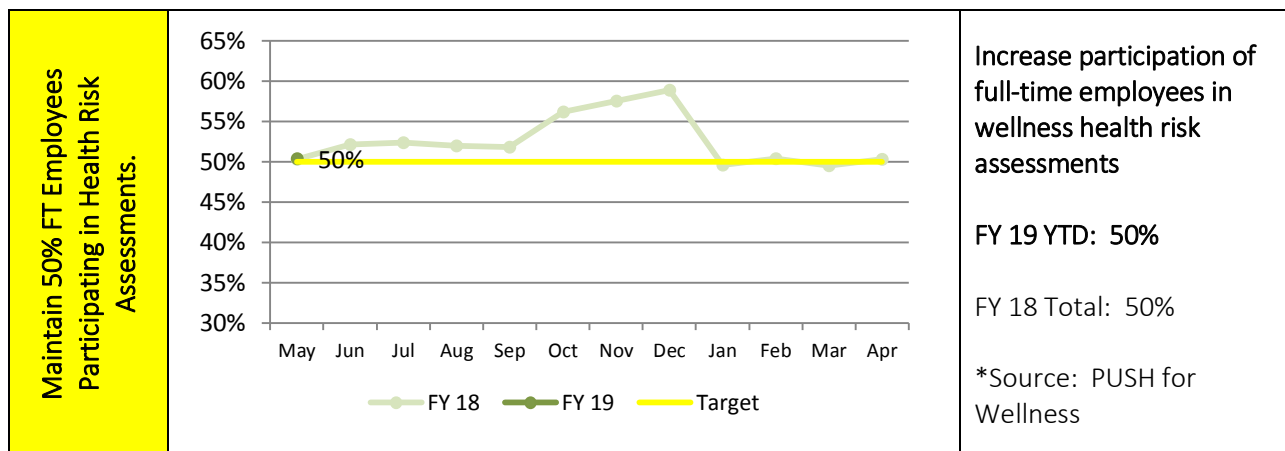
KPI 4: Resolve Collective Bargaining Agreement Grievances prior to Arbitration

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.



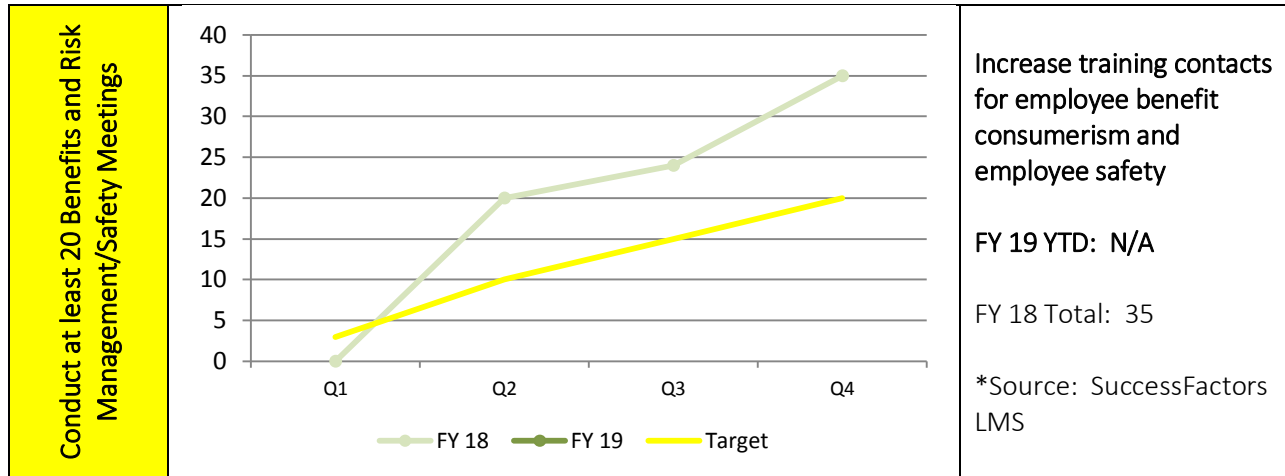
KPI 5: Increase participation of full-time employees in wellness health risk assessments

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	May 2018	FY2018-2019 YTD
	#	#
Open Positions (currently recruiting)	38	N/A
New Open Positions (this month)	7	7
Applications/Resumes Received	564	564
Interviews Conducted	17	17
Background Processing (Applicants / Volunteers / Contractors)	20	20
Employee Resignations/Terminations	12	12
Employees Hired/Positions Filled	14	14

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT

May 2018

TRAINING COURSES PROVIDED

Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
05/01/2018	New Employee Orientation	Various Presenters	0	0	1	3	4
05/22/2018	Serving Diverse Customers with Success	Ben Capraro	5	10	7	10	32
05/22/2018	Serving Diverse Customers with Success	Ben Capraro	2	7	6	3	18
05/23/2018	Retirement Readiness Workshop	Various Presenters	3	8	8	3	22
05/24/2018	Serving Diverse Customers with Success	Ben Capraro	0	13	15	3	31
05/24/2018	Serving Diverse Customers with Success	Ben Capraro	0	9	3	3	15
05/30/2018	Serving Diverse Customers with Success	Ben Capraro	0	13	8	6	27
05/30/2018	Serving Diverse Customers with Success	Ben Capraro	1	8	5	1	15
05/31/2018	Defensive Driving Course	National Safety Council	0	0	0	8	8
Total Monthly Participants:			11	68	53	40	172
Prior Months Participants:			0	0	0	0	0
Total Fiscal YTD Participants:			11	68	53	40	172

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 May 2018.

Dept	Employee	Reason	Nominated by
Community Services	Becky Wyskochil	Becky was nominated for displaying excellence in customer service for her work assisting the Police Department in establishing a new template for their Crime Prevention Newsletter. Leading the project, Becky created the new e-newsletter template, and coordinated and led the police personnel training so they would understand the new program and its capabilities. Becky also created step-by-step work reference guides. Becky's work received many compliments from police department employees as they now have a more user-friendly and efficient way of sharing crime prevention information with the community.	Allison Albrecht
Finance	Jane Kim	Jane was nominated for displaying excellence in customer service for her work ensuring the village received overdue registration refunds from the National League of Cities.	Renee Romanowski
Community Services	Cindy McCune	Cindy was nominated for displaying excellence in customer service for her work assisting the Economic Development Department with the need to fill a last minute place on the Schaumburg Business Development Commission agenda for 5/14/2018 by providing a Village Senior Services Update for the commission. Cindy and Marina prepared a PowerPoint presentation and a handout on services and programs provided by the division with less than a week's notice and were able to answer all the questions posed to them.	Kathleen Tempesta
Community Services	Marina Lvovich	Marina was nominated for displaying excellence in customer service for her work assisting the Economic Development Department with the need to fill a last minute place on the Schaumburg Business Development Commission agenda for 5/14/2018 by providing a Village Senior Services Update for the commission. Marina and Cindy prepared a PowerPoint presentation and a handout on services and programs provided by the division with less than a week's notice and were able to answer all the questions posed to them.	Kathleen Tempesta