

Village of Schaumburg

# Human Resources Department Monthly Report

October 2017

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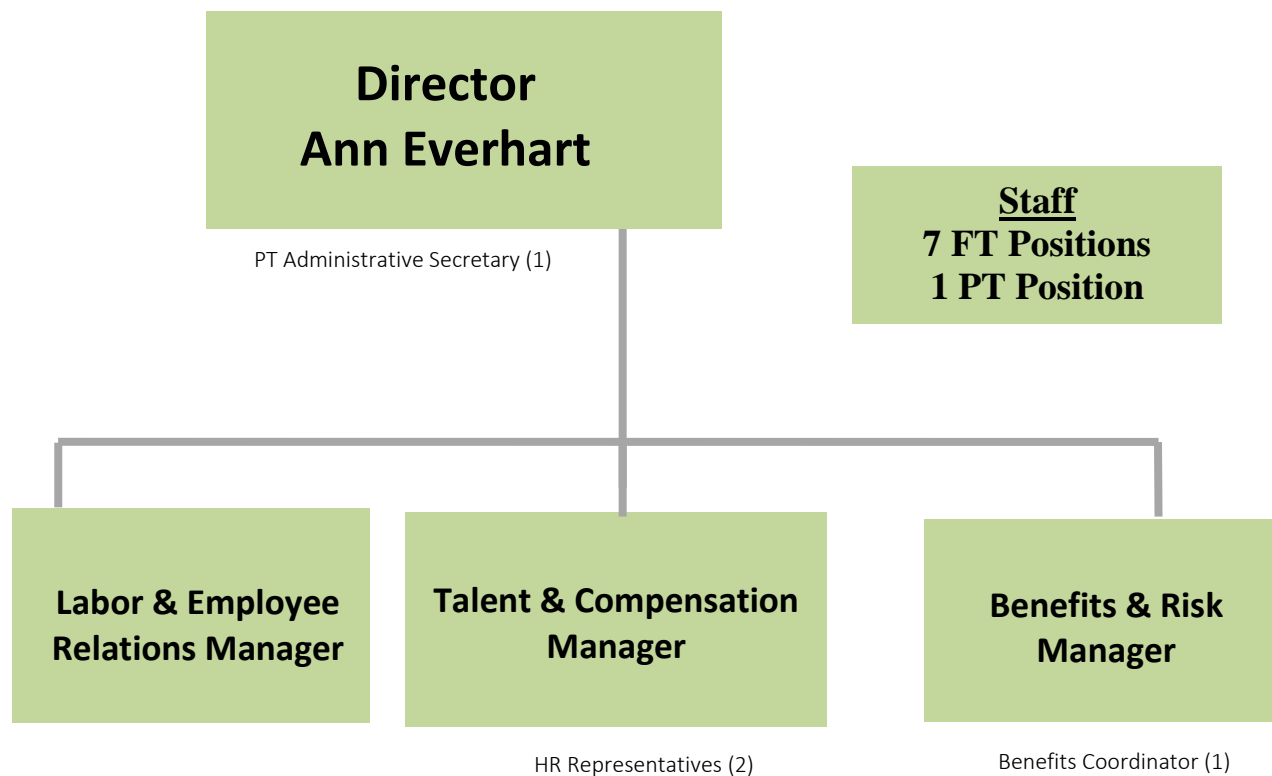
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## ORGANIZATIONAL CHART



## 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 position currently vacant), 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 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 October topic highlighted Leadership – Language that builds trust. What is trust? How do you get it? These seem like simple questions but what makes your employees willing to follow you? To come to you with problems? To take risks? Numerous scientific studies have found that trust comes down to two questions: 1. Is this person on my side – that is, are they willing to help me? 2. Are they competent – are they able to help me? Ultimately, employees will answer these questions based on your actions but language matters too.

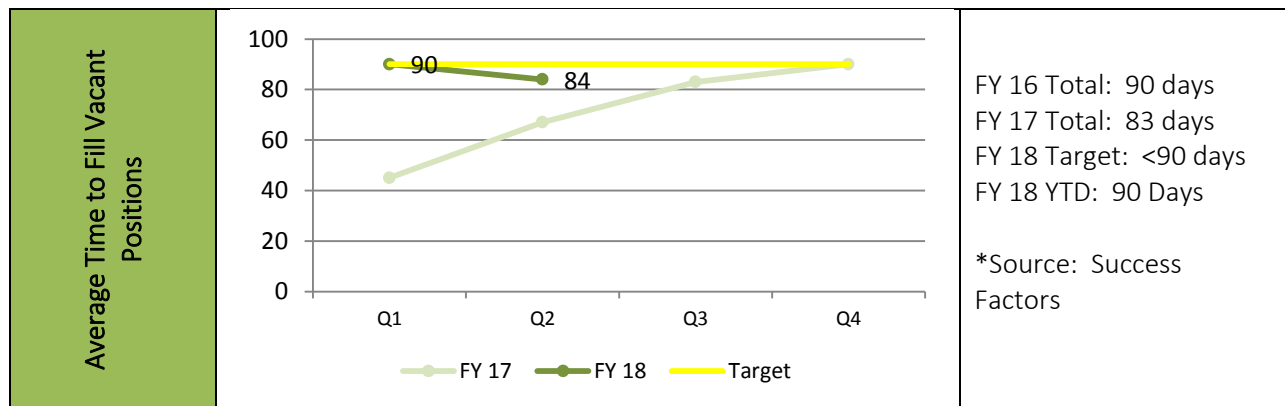
Here are four verbal cues that are associated with high perceived trust: 1. Speaking simply and directly. 2. Using fewer “negative emotion” words – words such as “angry,” “sad” and “wrong”. 3. Speaking in the present tense – that is, statements focused on the here-and-now rather than what's happened in the past. 4. Using fewer “I” “me” and “our” statements.

## KEY PERFORMANCE INDICATORS

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

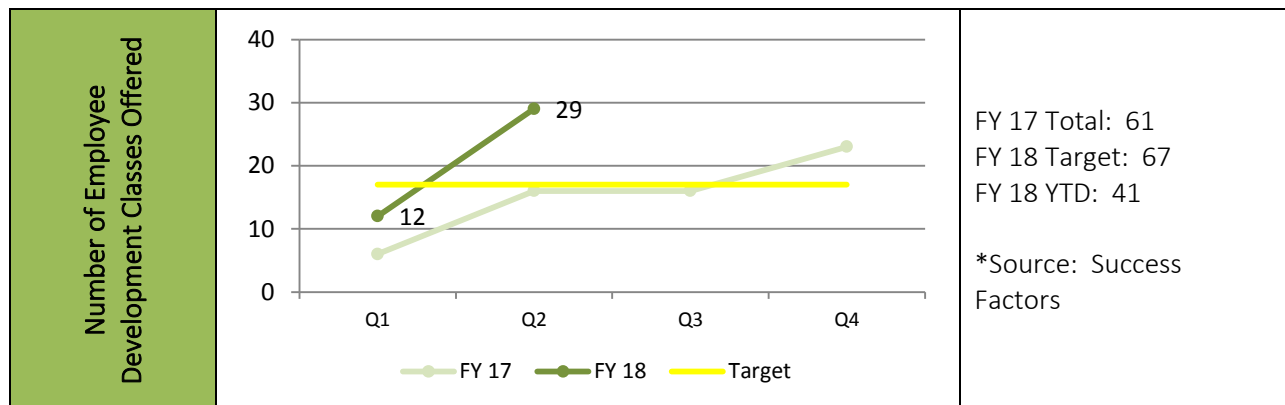
### KPI 1: Average Time Required Filling Vacant Positions

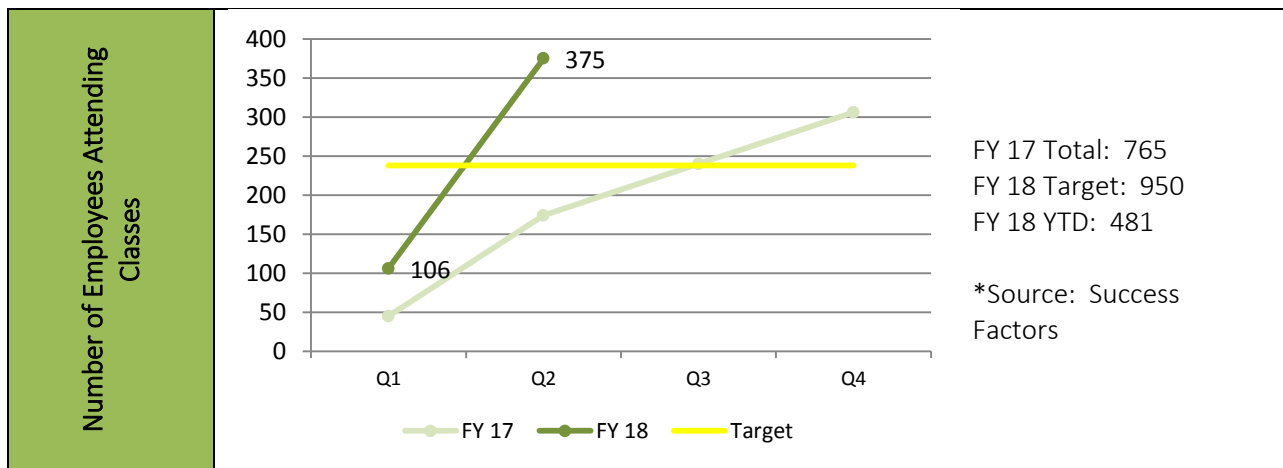
Filling vacant positions is a critical component of Human Resource’s mission for village departments. If the time to fill a vacant position takes too long, the Village risks losing top talent to other organizations. Additionally the longer a position is vacant the more stress and strain the hiring department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

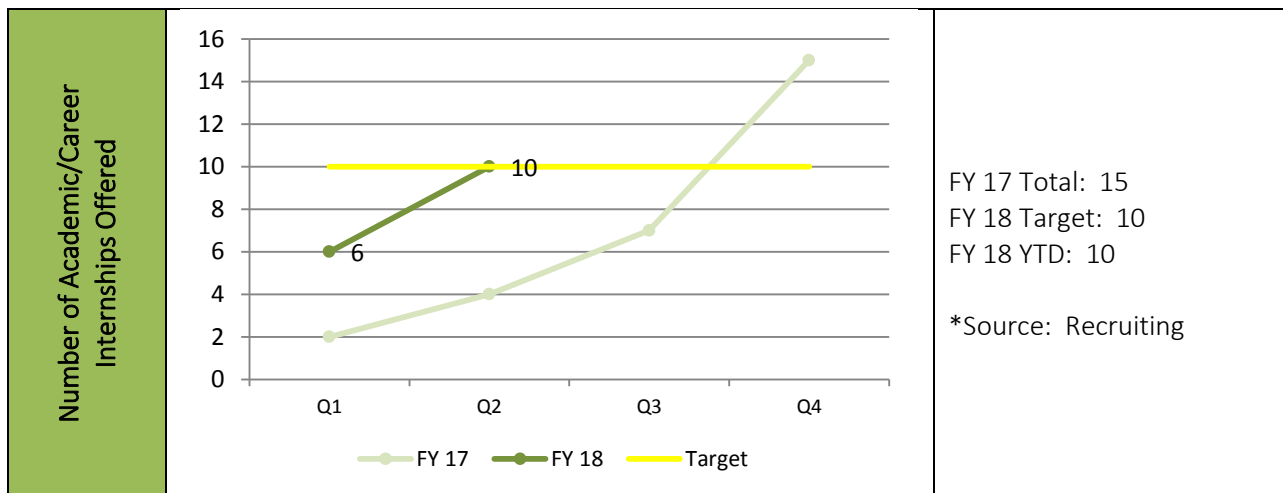
Once someone is hired, it is the village’s goal to develop and retain that talent. Ensuring employees stay up-to-date in their current positions and developing them for future roles is important and critical to retaining excellent staff. The benchmark for this KPI is an average of the number of employee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





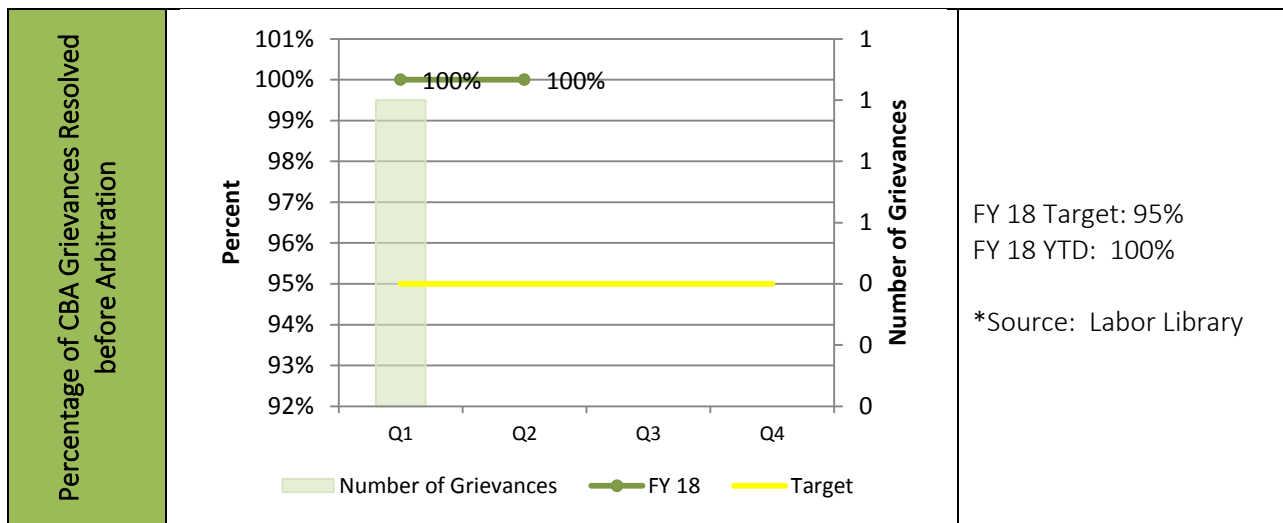
### KPI 3: Increase Community Partnerships through Academic and Career Internships

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.



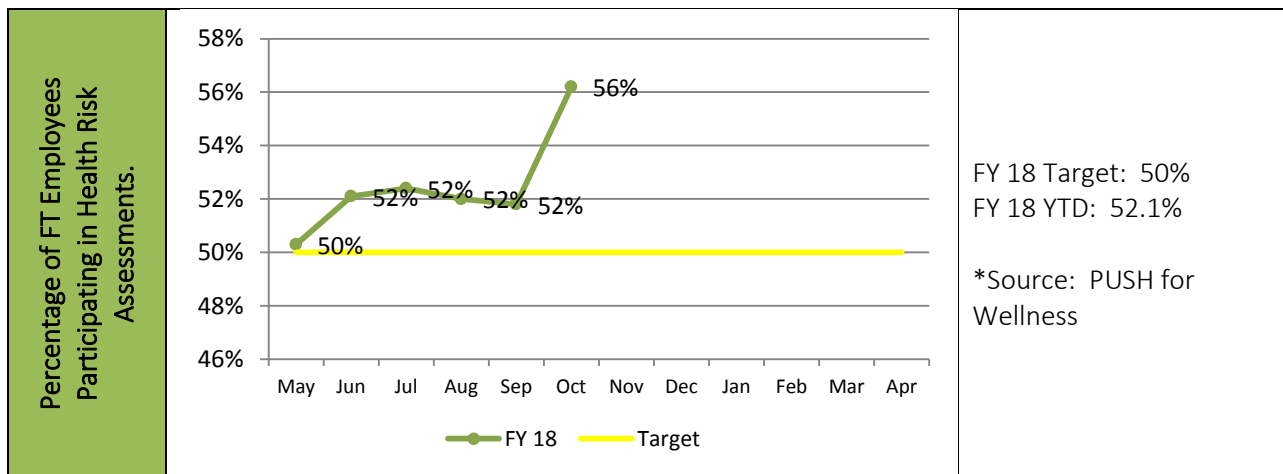
### KPI 4: Collective Bargaining Agreement Grievances Resolved before Arbitration (not including terminations)

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**

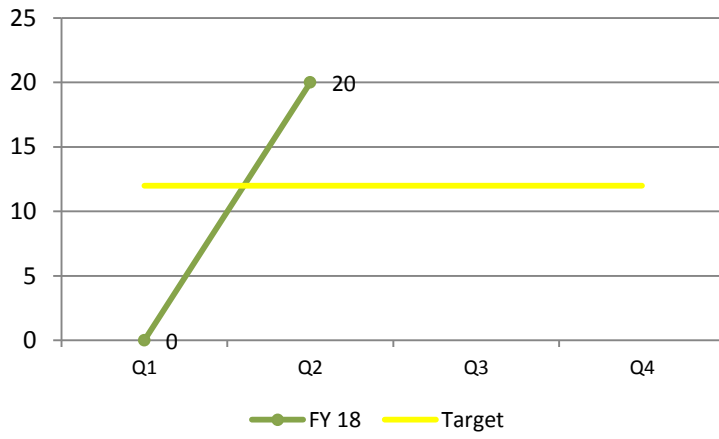
Health insurance is the most costly employee benefit with increases in annual premiums tied to utilization of the benefit. Through the use of health risk assessments as part of the village’s overall wellness program, employees are afforded the opportunity to participate in these assessments. The goal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

Number of Benefits and Risk Management/Safety Meetings Conducted



FY 18 Target: 12  
FY 18 YTD: 2

\*Source: SuccessFactors LMS



## MONTHLY PERFORMANCE

RECRUITMENT	October 2017	FY2018 YTD
	#	#
Open Positions (currently recruiting)	64	N/A
New Open Positions (this month)	6	70
Applications/Resumes Received	187	1138
Interviews Conducted	7	77
Background Processing (Applicants / Volunteers / Contractors)	15	81
Employee Resignations/Terminations	6	50
Employees Hired/Positions Filled	6	69

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT							
October 2017							
TRAINING COURSES PROVIDED							
Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
10/4/2017	Communicating with Influence	MariPat Varga	1	0	3	0	4
10/4/2017	Leading & Managing Through Change	MariPat Varga	0	4	7	4	15
10/10/2017	New Employee Orientation	NEO Presenters	2	4	3	0	9
10/11/2017	Leading & Managing Through Change	MariPat Varga	1	1	5	0	7
10/11/2017	Communicating with Influence	MariPat Varga	0	2	0	1	3
10/12/2017	Enhancing Vitality in the Workplace	EAP/Perspectives	0	4	1	2	7
10/19/2017	Personal Productivity	EAP/Perspectives	0	3	1	1	5
10/20/2017	Workplace Harassment & Discrimination Training	Roxana Crasovan	1	8	22	8	39
10/20/2017	Workplace Harassment & Discrimination Training for Supervisors	Roxana Crasovan	2	5	6	0	13
10/26/2017	EAP Supervisory Training	EAP/Perspectives & William Fishburn	3	3	1	2	9
10/27/2017	Effective Business Writing 2	Janine Sergay	1	2	3	3	9
10/27/2017	Identifying Process Improvements	Janine Sergay	0	6	4	0	10

10/31/2017	Reasonable Suspicion: Substance Abuse Awareness in the Workplace	EAP/Perspectives	5	2	6	2	15
10/31/2017	Defensive Driving On-line Training	National Safety Council	1	0	0	0	1
<b>Total Monthly Participants:</b>			<b>17</b>	<b>44</b>	<b>62</b>	<b>23</b>	<b>146</b>
Prior Months Participants:			<b>54</b>	<b>88</b>	<b>78</b>	<b>115</b>	<b>335</b>
<b>Total Fiscal YTD Participants:</b>			<b>71</b>	<b>132</b>	<b>140</b>	<b>138</b>	<b>481</b>
In 10/2016, there were 8 training sessions held with 110 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 October 2017.

Dept	Employee	Reason	Nominated by
IT	Dan Kent	Dan was nominated for displaying excellence in customer service following receipt of a complimentary survey response from Deputy Chief Fred Scholpp. In the response, Deputy Chief Scholpp noted that Dan was pivotal in completing their accreditation work on-time.	Anthony Ardolino
IT	Pat Mazza	Pat was nominated for displaying excellence in customer service following receipt of a complimentary phone call from a resident. The resident wanted to relay how patient and helpful Pat was in providing direction on a ride he was waiting for.	Tom Lake
EPW	Mike Ehrhardt	Mike was nominated for displaying excellence in customer service following a complimentary email from a resident. The resident noted that Mike had gone to their home to check a possible water leak and that he was friendly, courteous, and professional in his responses to their questions.	Dawn Schmitt
Police	Officer Pete Scarpa	Officer Scarpa and Officer Defer were nominated for taking initiative and displaying ingenuity and problem-solving skills after determining that the department's procedures were not in compliance with new prisoner property bag rules. The officers researched a new bag system and prepared roll-call training so all officers understood the new requirements. The officers also made a template property bag to use during the roll-call training.	Sergeant Todd Bochenek
Police	Officer Michelle Defer	Officer Defer and Officer Scarpa were nominated for taking initiative and displaying ingenuity and problem-solving skills after determining that the department's procedures were not in compliance with new prisoner property bag rules. The officers researched a new bag system and prepared roll-call training so all officers understood the new requirements. The officers also made a template property bag to use during the roll-call training.	Sergeant Todd Bochenek

Police	Officer Christopher Heitzler	Officer Heitzler was nominated for displaying excellence in customer service following a complimentary call from a resident. The resident noted that although Officer Heitzler had issued him a ticket, he was very professional in doing so.	Sergeant Pat Donovan
Police	Officer Alan Takei	Officer Takei was nominated for displaying excellence in customer service following a complimentary call from a resident. The resident noted that although Officer Takei had issued him a ticket, he did so in a very polite and respectable manner.	Sergeant Karen McCartney
EPW	Kristin Bilar	Kristin was nominated for displaying excellence in customer service following receipt of a complimentary email from Dan Kent. Dan wanted to recognize the work Kristin did creating GIS maps for the fire accreditation process.	Anthony Ardolino
Police	Officer Leonard Lynch	Officer Lynch was nominated following receipt of a complimentary email from an instructor of a Krav Maga training course that he attended. The instructor wanted to recognize Officer Lynch's professionalism, work ethic, and commitment to excellence in training.	Sergeant Karen McCartney
Finance	Jan Williams	Jan was nominated for displaying excellence in teamwork and customer service for her assistance preparing for the business license renewal season. Jan assisted the Collections Division by updating preferred contact information for over 400 accounts.	Donna Leck
EPW	Laurie Walter	Laurie was nominated for displaying excellence in customer service following receipt of a complimentary email from a resident. The resident wanted to acknowledge and thank Laurie for her assistance scheduling a sewer pipe inspection.	Dawn Schmitt
EPW	Pete Wiers	Pete and Dan were nominated for displaying excellence in customer service following receipt of a complimentary email from a resident. The resident wanted to acknowledge and thank Pete and Dan for their professionalism and timeliness in performing a sewer pipe inspection.	Dawn Schmitt
EPW	Dan Daniszewski	Dan and Pete were nominated for displaying excellence in customer service following receipt of a complimentary email from a resident. The resident wanted to acknowledge and thank Dan and Pete for their professionalism and timeliness in performing a sewer pipe inspection.	Dawn Schmitt