

HUMAN RESOURCES DEPARTMENT MONTHLY REPORT

April 2020



VILLAGE OF SCHAUMBURG

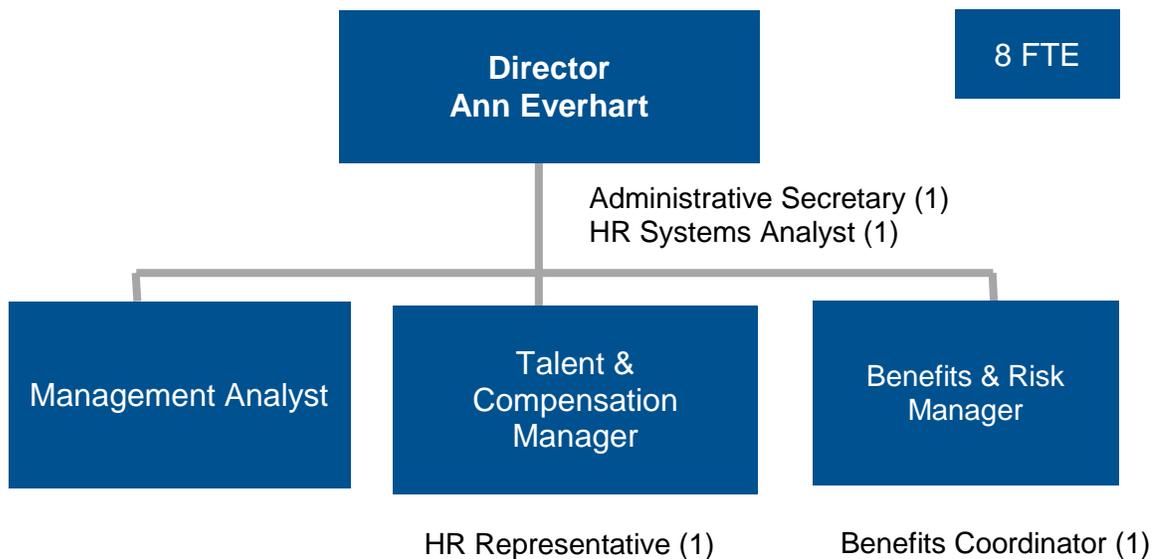
PROGRESS THROUGH THOUGHTFUL PLANNING



TABLE OF CONTENTS

Organization Chart.....	<u>1</u>
Department Overview.....	<u>1</u>
Key Activities.....	<u>2</u>
Monthly Performance.....	<u>2</u>
Key Performance Indicators (KPIs)	<u>3</u>
KPI 1- Time to Fill Vacant Positions	<u>4</u>
KPI 2- Training	<u>4</u>
KPI 3- Internships	<u>5</u>
KPI 4- Collective Bargaining	<u>6</u>
KPI 5- Employee Wellness	<u>6</u>
KPI 6- Employee Benefits and Safety	<u>7</u>
Gem Awards	<u>4</u>

ORGANIZATION CHART



DEPARTMENT OVERVIEW

The Human Resources Department consists of eight full-time employees. The eight positions include: the Director of Human Resources, a Management Analyst, a Benefits and Risk Manager, a Talent & Compensation Manager, a Benefits Coordinator, a Human Resources Representative, an HR Systems Analyst, and an Administrative Secretary who are accountable for providing exceptional service to all village employees and potential village employees.

The department's primary functions include recruitment of employees for open positions, administering all components of the village's Talent Management Plan, managing employee and labor relations, administration of employee benefits and wellness programs, coordinating the annual performance management process, providing professional development opportunities for employees, managing the self-insured workers' compensation program, maintaining employee files, managing employee risk and safety initiatives, administration of the six collective bargaining agreements and providing many other services for the employees throughout their careers with the village.



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 Employee Engagement Committee (EEC) continues to focus on strong employee culture and appreciation. With the current pandemic, the EEC is keeping the positive news circulating throughout the Village by sharing all the encouraging and heartening stories that are collected from our fellow employees. These **Stay Schaumburg Strong** stories illustrate how our employees go above and beyond for the community. The EEC also asked employees to show us what their *Take Your Child to Work Day* looked like in 2020 by sending an image of their home office with their new "co-workers" or an image of their office or out in the field hard at work. Although we could not celebrate the program the same way we have in the past, we hoped to celebrate the spirit of the program by showing our employees working in today's conditions as a fun way to demonstrate we're continuing to provide essential services to the Schaumburg community.



The SIPD has cancelled all courses for the remainder of the Spring season but we are pursuing online alternatives to mandated courses as applicable.



MONTHLY PERFORMANCE

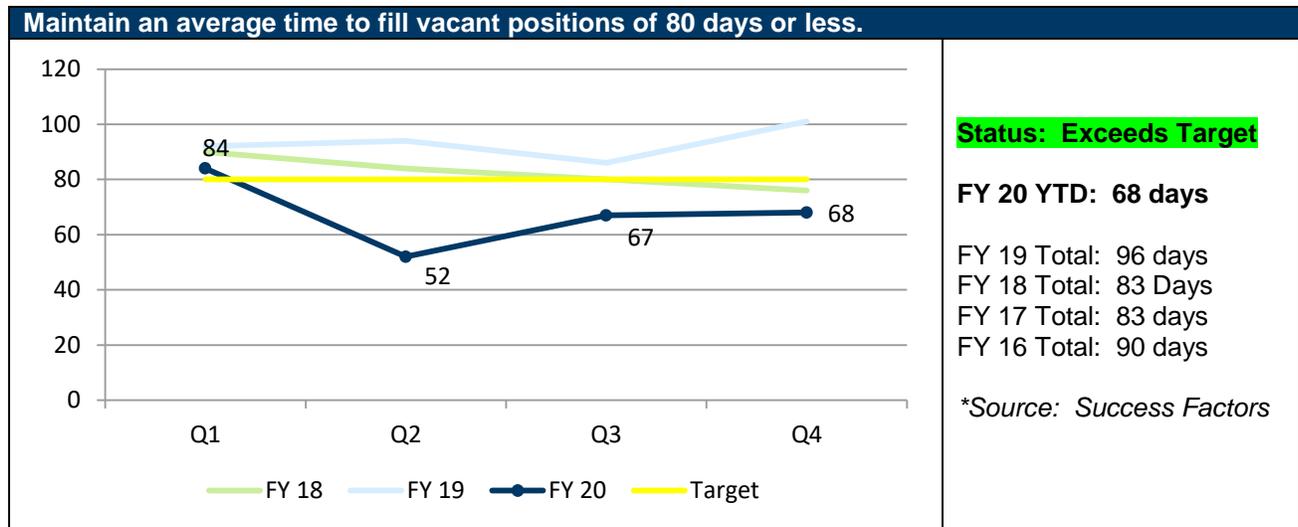
RECRUITMENT	April 2020	FY2019-20 YTD
	#	#
Open Positions (currently recruiting)	36	N/A
New Open Positions (this month)	3	97
Applications/Resumes Received	6	4,287
Interviews Conducted	0	210
Background Processing (Applicants / Volunteers / Contractors)	2	80
Employee Resignations/Terminations	4	80
Employees Hired/Positions Filled	0	114

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT							
April 2020							
TRAINING COURSES PROVIDED							
			Participants by Location				Total Employees
Date	Training Course	Instructor	Fire	Village Hall	Police	EPW	
4/30/2020	Sexual Harassment Awareness	Target Solutions	3	0	0	0	3
4/30/2020	Sexual Harassment Awareness for Supervisors	Target Solutions	3	0	0	0	3
Total Monthly Participants:			6	0	0	0	6
Prior Months Participants:			242	337	330	221	1130
Total Fiscal YTD Participants:			248	337	330	221	1136

KEY PERFORMANCE INDICATORS

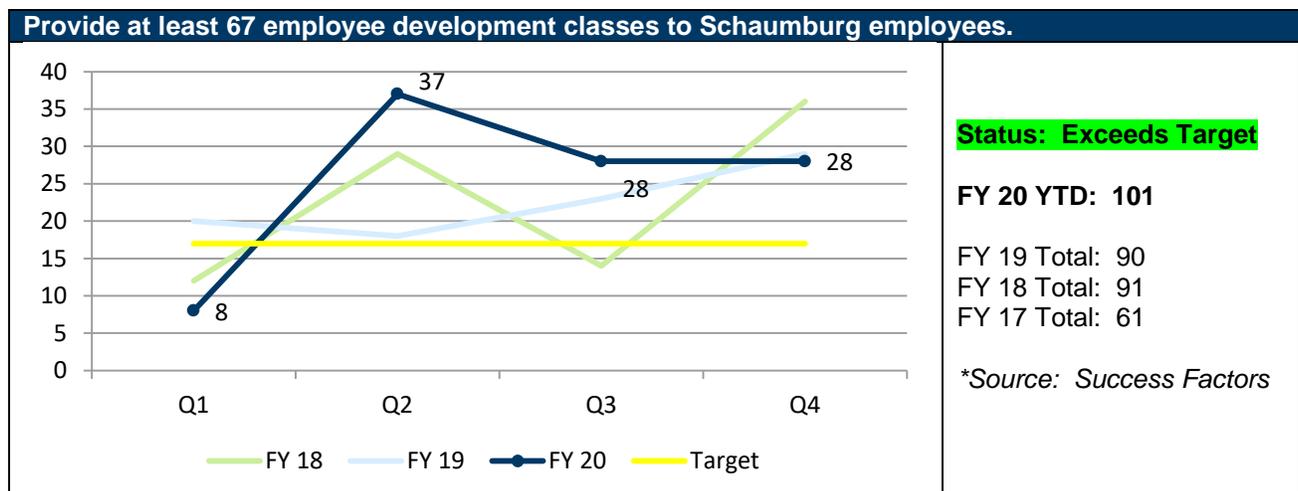
KPI 1: Efficiently recruit new employees to fill vacant positions.

Filling vacant positions is a critical component of Human Resource's mission. 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. Over time, efficiencies have been made to the recruiting process allowing the standard to change from the previously determined 90 days to 80 days as the target period for filling vacant positions.



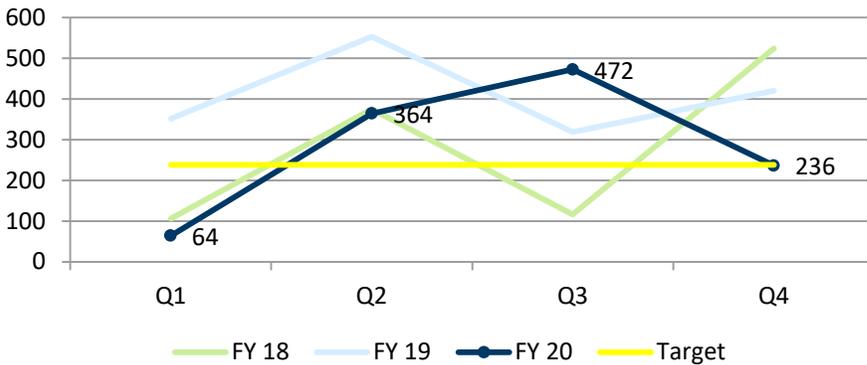
KPI 2: Promote learning and growth among the village's workforce.

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. Expansion of training offerings is important to the success of all employees in the organization.





Ensure attendance of at least 950 at training provided by the Human Resources Department.



Status: Exceeds Target

FY 20 YTD: 1,136

FY 19 Total: 1,642

FY 18 Total: 1,121

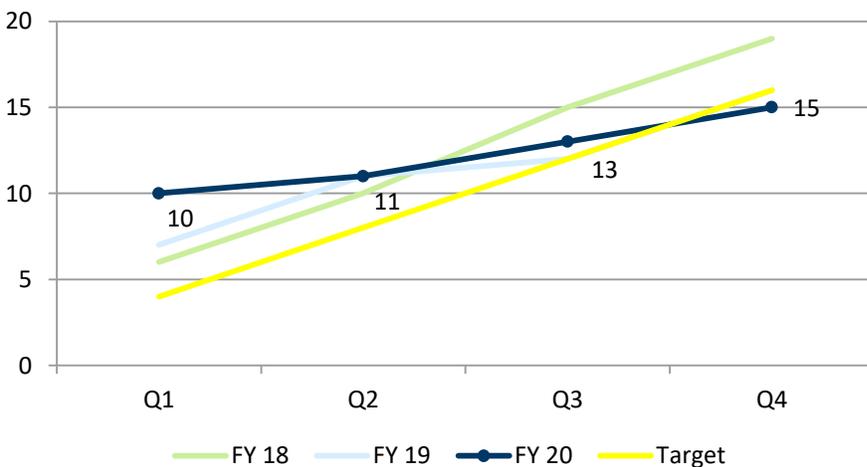
FY 17 Total: 765

*Source: Success Factors

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. Please note due to the current pandemic situation, for the safety of our volunteers, most volunteer internship opportunities have been cancelled or postponed.

Offer at least 16 academic/career internships.



Status: Below Target

FY 20 YTD: 15

FY 19 Total: 16

FY 18 Total: 19

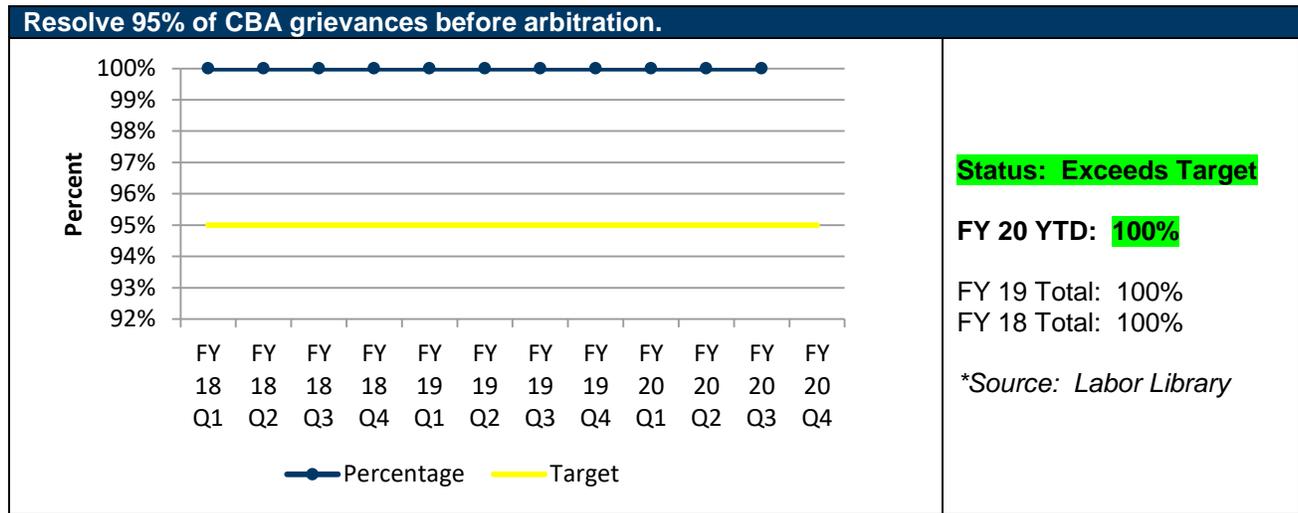
FY 17 Total: 15

*Source: Recruiting



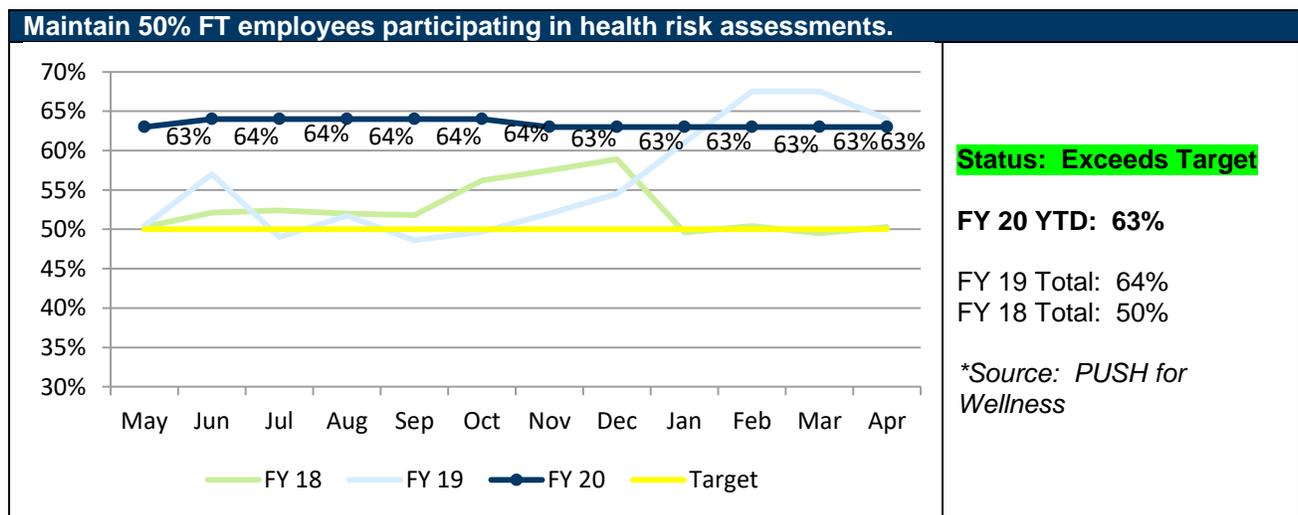
KPI 4: Resolve collective bargaining agreement grievances prior to arbitration.

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 employee participation in wellness health risk assessments.

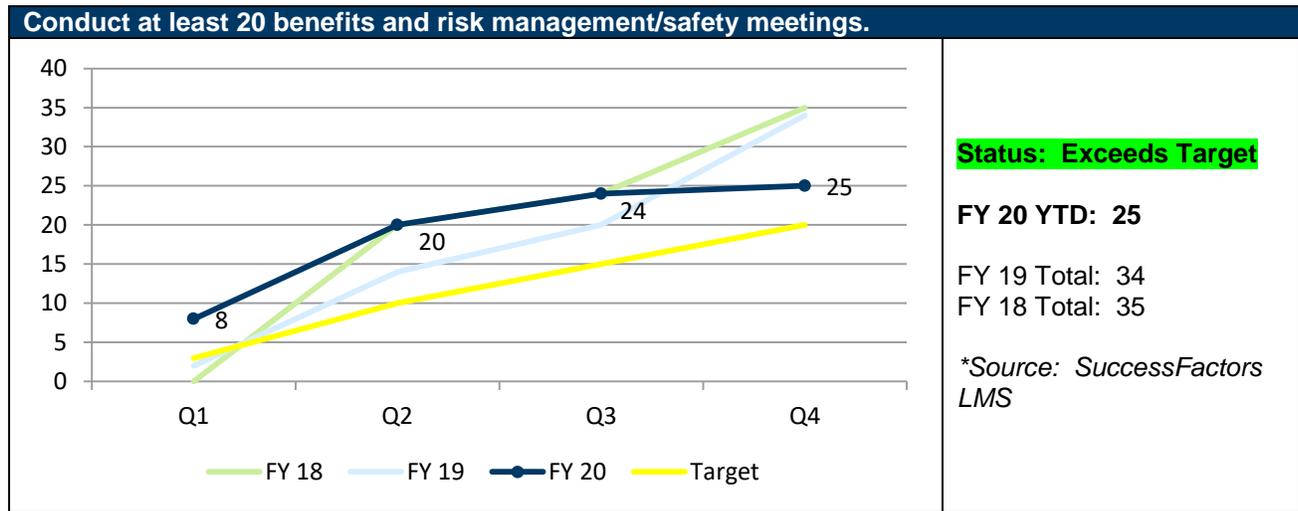
Health insurance is the most costly employee benefit with increases in annual premiums tied to utilization of the benefit. Through the use of health risk assessments as part of the village's overall wellness program, employees are afforded the opportunity to participate in these assessments. The goal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





KPI 6: Increase training 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.





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 **April 2020**.

Dept.	Employee	Reason	Nominated by
Fire	Kathy Henkelman	I would like to nominate Kathy Henkelman for her outstanding contributions with the Senior Services at the Barn. She has been assisting with the delivery of their midday weekly meals. Every Monday they have a variety 5pack of 3 compartment frozen meals that they receive thru a drive by curbside pickup at 11:30 AM – 12:30 PM. She also assists with the Senior Market Day Drive thru Curbside Pickup between 1 and 2:20pm every other Friday. This has been modified to abide by safety regulations amidst the COVID19 situation. Due to many other sites cancelling their distribution, the Greater Chicago Food Depository offered the Barn a doubling of the usual order. By opting not to cancel our food delivery, we were able to serve over 225 households and 275 individuals including 3 area senior apartment buildings. To accomplish this increased work load to distribute these meals she had enlisted her friends and family On Easter Sunday a local restaurant donated meals for all the seniors. Kathy again called on her family and friends to distribute the food as a drive through (Easter Sunday was her birthday). This was a way all of her family and friends could celebrate and maintain social distancing. This just shows me how she has gone above and beyond in her position to serve the residents of Schaumburg with her dedication.	Stephen Johnson
Fire	Kathy Henkelman	I would like to nominate my supervisor, Kathleen Henkelman for a GEM award. From the first day she started, she has gone the extra mile. She took on the challenge to learn all the different aspects of her job on her own. She has a can-do attitude that inspires all of us who work for her. During these trying times, she has stepped in to help recruit volunteers, pick-up food, pack food, and deliver food from the Barn to seniors in our community. Going above and beyond seems to be the norm for her and she does it without hesitation. In the short time she has been with the village, she has become a tremendous asset to our division - Nursing & Senior Services. We are lucky to have her as our supervisor.	Marianne DiLillo
Police	Hira Asim	Hira has gone above and beyond during the pandemic. On her own time, she has joined a sewing brigade to sew much needed masks for front line medical and first responders. She has provided masks for the all social services and nursing staff. She also offered this to the police department and several officers have taken her up on her offer. In addition to this she found an organization that made and provided ""A Hero Lives Here"" signs free of charge. She picked several up and offered them to Schaumburg Police	Kristin Jordan

Human Resources

Monthly Report- April 2020



		Officers. Hira has gone above and beyond during this crisis to keep those most at risk safe and to feel appreciated!	
Police	Sarah Hipp	The recent pandemic plaguing our country at this time has left the most vulnerable among us in the most need. The social services unit has seen an increased need for individuals faced with homelessness. Sarah has managed many of the recent calls for help amongst this population. She has searched Cook County and beyond seeking services for individuals in need, has identified and met specific needs when possible, she has been compassionate and available providing assistance to those hardest hit on the front line. These cases are hard on many levels and Sarah has been kind, reliable and a solid advocate in very difficult times. Thank you Sarah!	Kristin Jordan
Engineering and Public Works	John Craft	The Teen Center and the Barn have had an inter-generational garden for years that John has always assisted us in managing, ordering the plants and planting each Spring. This Fall he assisted an Eagle Scout with his project and had promised to assist with filling the beds in the Spring. Unprompted by anyone John called me to ask the status of the garden this Summer and then asked to reach out to Gavin, the Eagle Scout, and ensure that the promise to fill the new beds was met. This shows John's care for community members and his follow through on his commitments. John is an asset to the Village of Schaumburg!	Kristin Jordan