

Village of Schaumburg

Human Resources Department Monthly Report

January 2019

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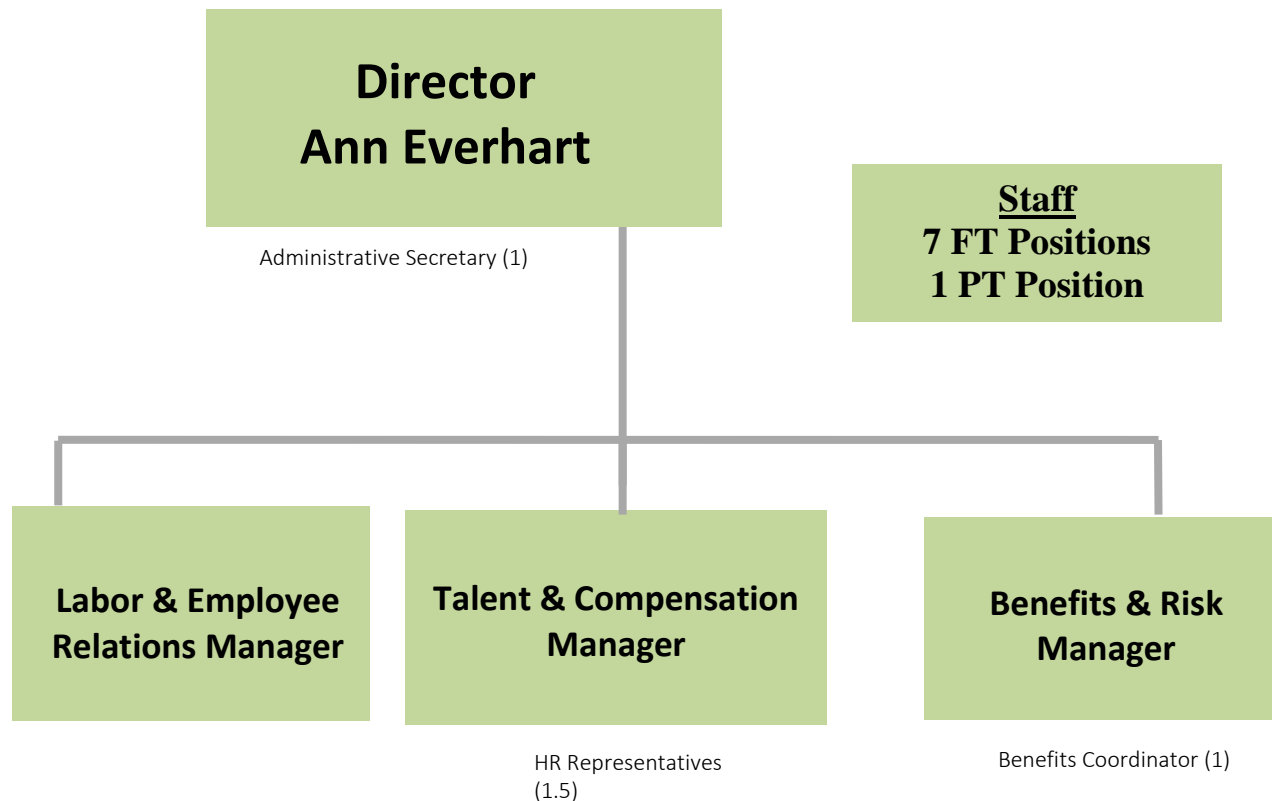
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ORGANIZATIONAL CHART



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 (position currently vacant), 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

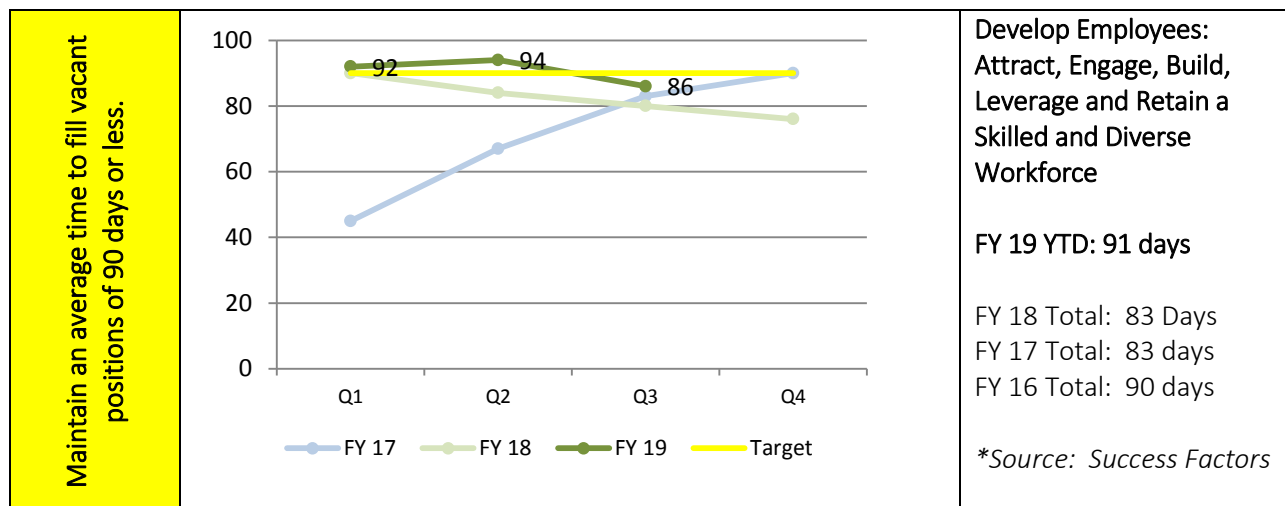
In the village’s Talent Management Plan (TMP), the goal is to develop exceptional leaders which exemplify the Village’s core values of trust, integrity, respect, teamwork, and customer service. The five elements of the TMP include: 1. Attract the right talent with the right competencies for the job.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

<p>Provide at least 68 employee development classes to Schaumburg employee.</p>	<table border="1"> <thead> <tr> <th>Quarter</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>6</td> <td>12</td> <td>20</td> <td>17</td> </tr> <tr> <td>Q2</td> <td>16</td> <td>29</td> <td>18</td> <td>17</td> </tr> <tr> <td>Q3</td> <td>15</td> <td>14</td> <td>23</td> <td>17</td> </tr> <tr> <td>Q4</td> <td>23</td> <td>36</td> <td>-</td> <td>17</td> </tr> <tr> <td>FY 19 YTD</td> <td>61</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY 18 Total</td> <td>91</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY 17 Total</td> <td>61</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Quarter	FY 17	FY 18	FY 19	Target	Q1	6	12	20	17	Q2	16	29	18	17	Q3	15	14	23	17	Q4	23	36	-	17	FY 19 YTD	61	-	-	-	FY 18 Total	91	-	-	-	FY 17 Total	61	-	-	-	<p>Develop Employees: Promote Learning and Growth</p> <p>FY 19 YTD: 61</p> <p>FY 18 Total: 91 FY 17 Total: 61</p> <p><i>*Source: Success Factors</i></p>
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<p>Ensure attendance of at least 950 at training provided by the Human Resources Department.</p>	<table border="1"> <thead> <tr> <th>Quarter</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>40</td> <td>100</td> <td>351</td> <td>240</td> </tr> <tr> <td>Q2</td> <td>180</td> <td>380</td> <td>553</td> <td>240</td> </tr> <tr> <td>Q3</td> <td>240</td> <td>110</td> <td>318</td> <td>240</td> </tr> <tr> <td>Q4</td> <td>310</td> <td>520</td> <td>-</td> <td>240</td> </tr> <tr> <td>FY 19 YTD</td> <td>1222</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY 18 Total</td> <td>1,121</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY 17 Total</td> <td>765</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Quarter	FY 17	FY 18	FY 19	Target	Q1	40	100	351	240	Q2	180	380	553	240	Q3	240	110	318	240	Q4	310	520	-	240	FY 19 YTD	1222	-	-	-	FY 18 Total	1,121	-	-	-	FY 17 Total	765	-	-	-	<p>Develop Employees: Promote Learning and Growth</p> <p>FY 19 YTD: 1222</p> <p>FY 18 Total: 1,121 FY 17 Total: 765</p> <p><i>*Source: Success Factors</i></p>
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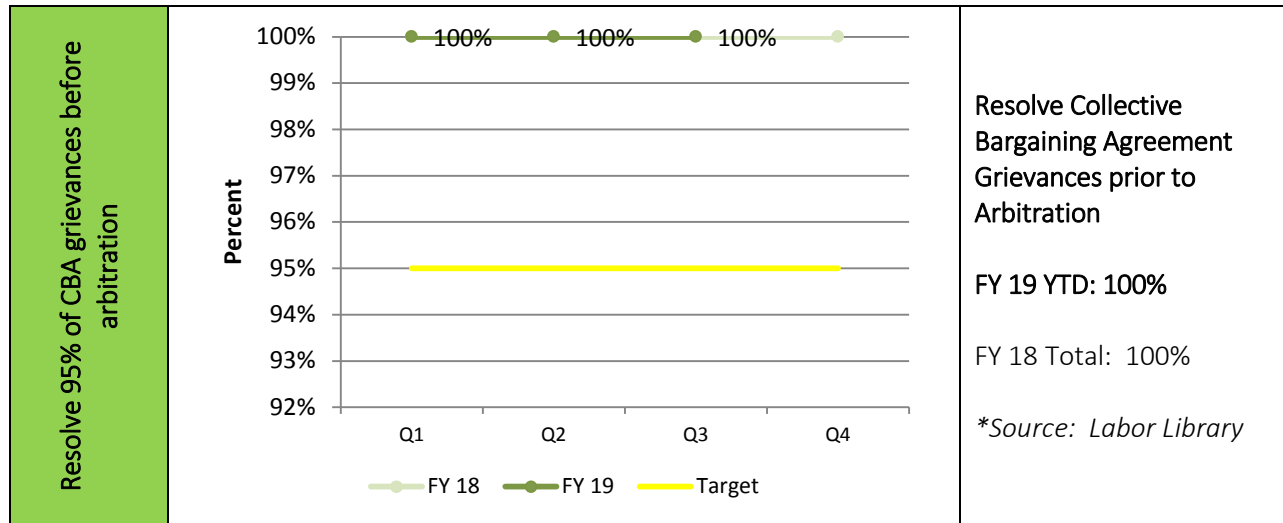
KPI 3: Increase community partnerships through academic and career internships.

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.

<p>Offer at least 16 academic/career internship.</p>	<table border="1"> <thead> <tr> <th>Quarter</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2</td> <td>6</td> <td>7</td> <td>4</td> </tr> <tr> <td>Q2</td> <td>4</td> <td>10</td> <td>11</td> <td>8</td> </tr> <tr> <td>Q3</td> <td>7</td> <td>15</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q4</td> <td>15</td> <td>19</td> <td>-</td> <td>16</td> </tr> <tr> <td>FY 19 YTD</td> <td>12</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY 18 Total</td> <td>19</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY 17 Total</td> <td>15</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Quarter	FY 17	FY 18	FY 19	Target	Q1	2	6	7	4	Q2	4	10	11	8	Q3	7	15	12	12	Q4	15	19	-	16	FY 19 YTD	12	-	-	-	FY 18 Total	19	-	-	-	FY 17 Total	15	-	-	-	<p>Increase Community Partnerships through Academic and Career Internships</p> <p>FY 19 YTD: 12</p> <p>FY 18 Total: 19 FY 17 Total: 15</p> <p><i>*Source: Recruiting</i></p>
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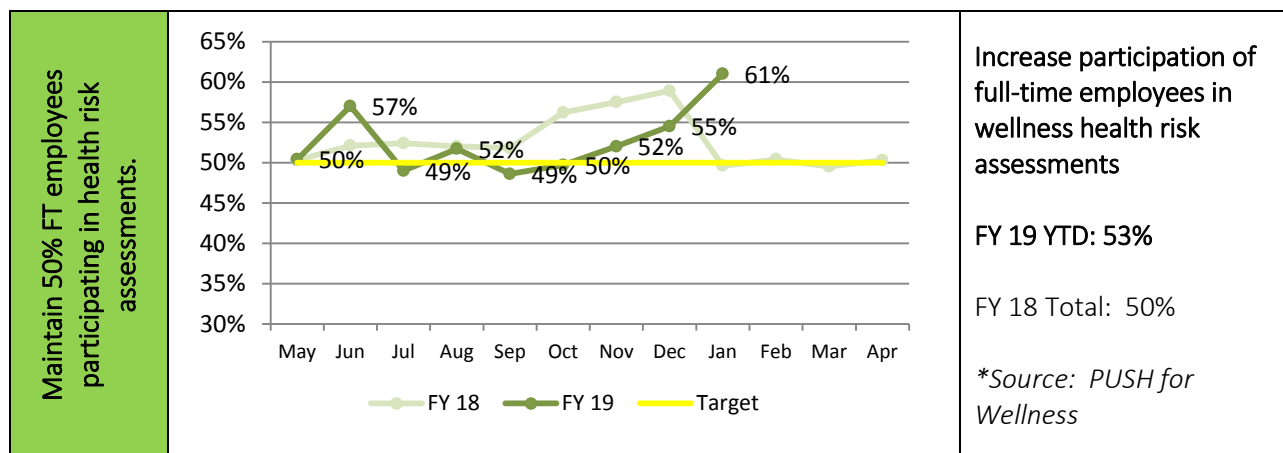
KPI 4: Resolve collective bargaining agreement grievances prior to arbitration.

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.



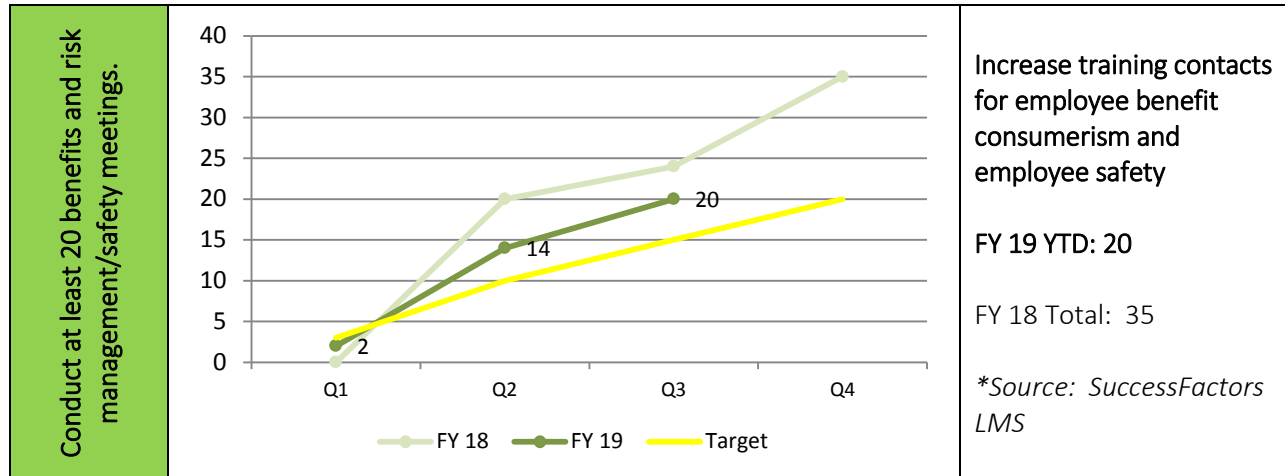
KPI 5: Increase participation of full-time employees in wellness health risk assessments.

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	January 2019	FY2018-2019 YTD
	#	#
Open Positions (currently recruiting)	50	N/A
New Open Positions (this month)	10	105
Applications/Resumes Received	589	3210
Interviews Conducted	12	177
Background Processing (Applicants / Volunteers / Contractors)	5	101
Employee Resignations/Terminations	9	79
Employees Hired/Positions Filled	4	103

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT January 2019

TRAINING COURSES PROVIDED

Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
01/08/2019	New Employee Orientation	Various Presenters	1	1	5	1	8
01/10/2019	Obtaining Balance: Strategies for a Healthy Lifestyle	EAP Perspectives	0	1	1	0	2
01/15/2019	How Much Will Retirement Cost?	ICMA Representative	3	3	7	0	13
01/15/2019	Build Your Investment Portfolio	ICMA Representative	0	4	4	0	8
01/16/2019	Essential Leadership Skills for Supervisors	Carroll Keller Group	6	3	7	5	21
01/16/2019	Essential Leadership Skills for Supervisors	Carroll Keller Group	6	6	6	5	23
01/29/2019	Serving Diverse Customers with Success	Seyfarth Shaw at Work	7	4	6	0	17
01/29/2019	Serving Diverse Customers with Success	Seyfarth Shaw at Work	0	0	17	0	17
01/29/2019	Defensive Driving Course	National Safety Council	0	1	0	3	4
Total Monthly Participants:			23	23	53	14	113
Prior Months Participants:			90	470	235	314	1109
Total Fiscal YTD Participants:			113	493	288	328	1222

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 January 2019.

Dept	Employee	Reason	Nominated by
Police	Jennifer Hellmer	Jennifer was nominated for her dedication to the Chili Cook off. She went out of her way to make this year's Chili Cook-off a success. Jennifer spent some of her own time planning, coordinating, and running the event, as well as soliciting for donations from businesses. The event raised over \$2,600 to benefit a local family recovering from a tragedy.	Police
Police	Simone Lesniak	Simone was nominated for her dedication to the Chili Cook off. She went out of her way to make this year's Chili Cook-off a success. Simone spent some of her own time planning, coordinating, and running the event, as well as soliciting for donations from businesses. The event raised over \$2,600 to benefit a local family recovering from a tragedy.	Police