

Village of Schaumburg

Human Resources Department Monthly Report

September 2018

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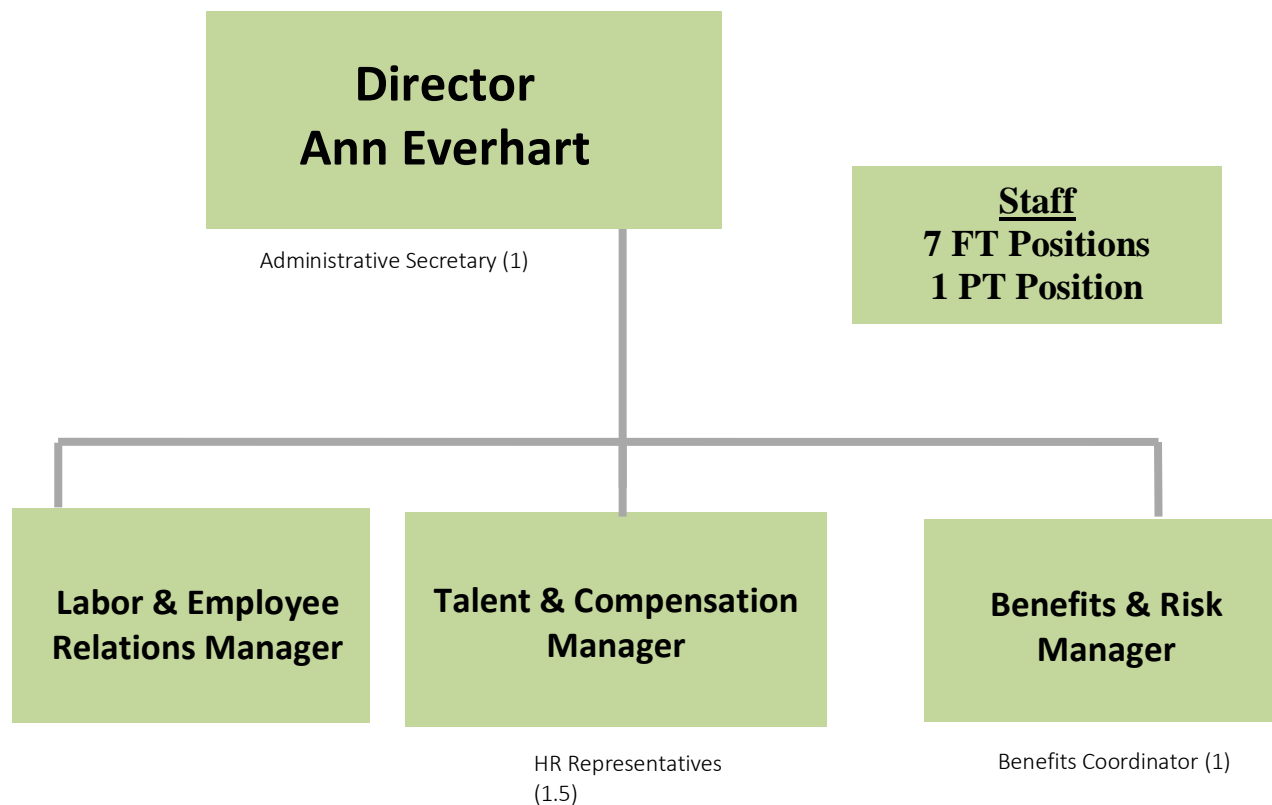
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ORGANIZATIONAL CHART



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

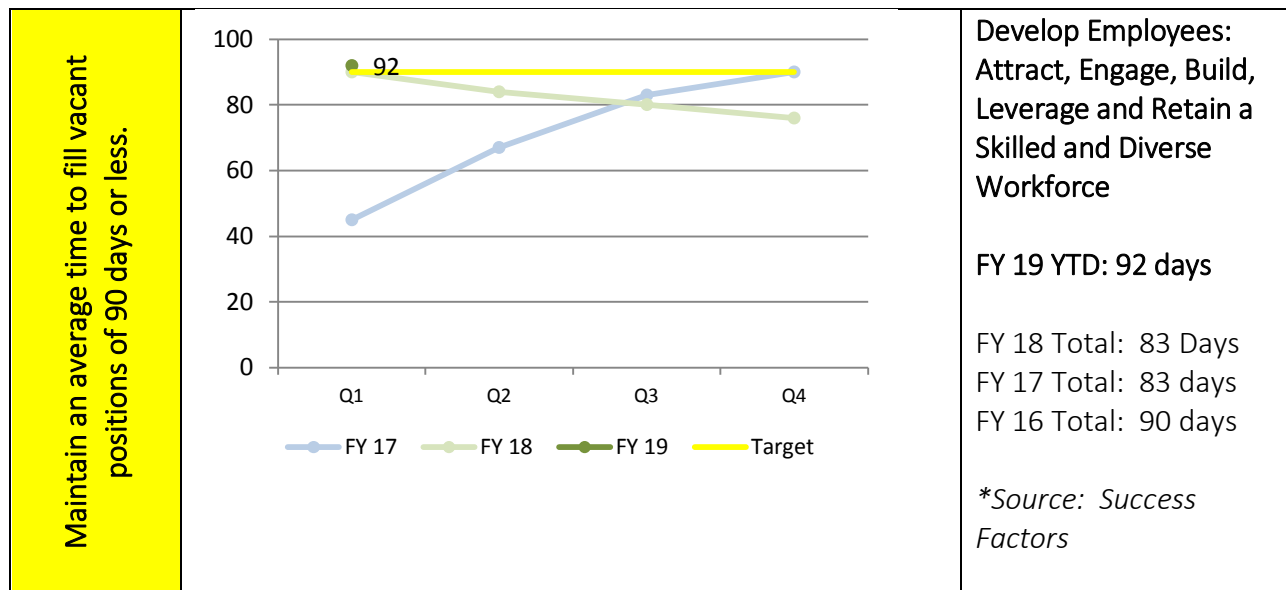
In the village’s Talent Management Plan (TMP), the goal is to develop exceptional leaders which exemplify the Village’s core values of trust, integrity, respect, teamwork, and customer service. The five elements of the TMP include: 1. Attract the right talent with the right competencies for the job.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

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.



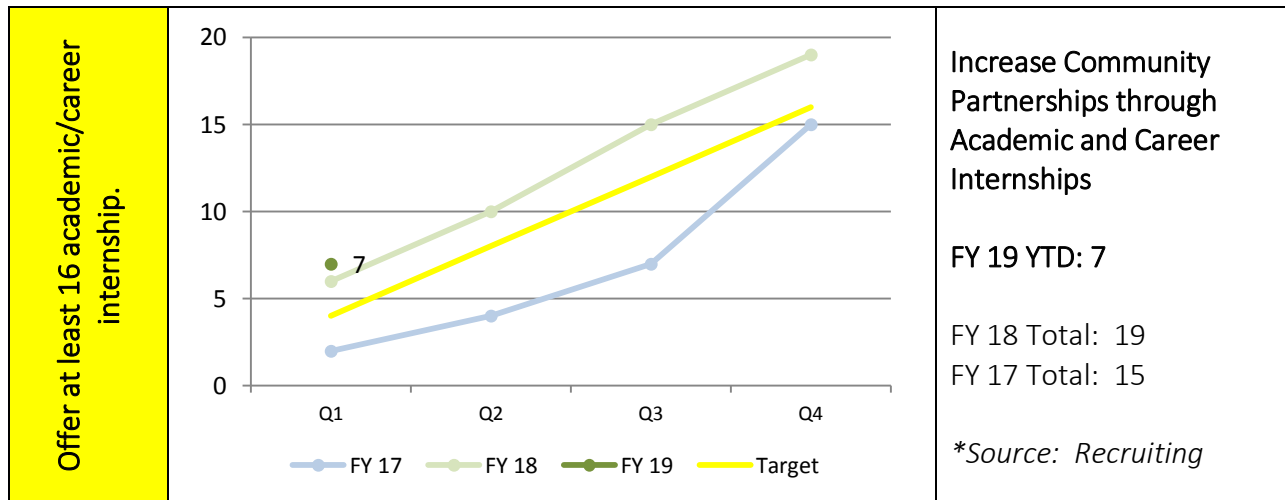
KPI 2: Promote learning and growth among the village's workforce.

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"> <caption>Development Classes Provided by Quarter</caption> <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>-</td> <td>17</td> </tr> <tr> <td>Q3</td> <td>16</td> <td>14</td> <td>-</td> <td>17</td> </tr> <tr> <td>Q4</td> <td>23</td> <td>36</td> <td>-</td> <td>17</td> </tr> </tbody> </table>	Quarter	FY 17	FY 18	FY 19	Target	Q1	6	12	20	17	Q2	16	29	-	17	Q3	16	14	-	17	Q4	23	36	-	17	<p>Develop Employees: Promote Learning and Growth</p> <p>FY 19 YTD: 20</p> <p>FY 18 Total: 91 FY 17 Total: 61</p> <p><i>*Source: Success Factors</i></p>
Quarter	FY 17	FY 18	FY 19	Target																							
Q1	6	12	20	17																							
Q2	16	29	-	17																							
Q3	16	14	-	17																							
Q4	23	36	-	17																							
<p>Ensure attendance of at least 950 at training provided by the Human Resources Department.</p>	<table border="1"> <caption>Attendance at Training by Quarter</caption> <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>45</td> <td>100</td> <td>351</td> <td>240</td> </tr> <tr> <td>Q2</td> <td>175</td> <td>380</td> <td>-</td> <td>240</td> </tr> <tr> <td>Q3</td> <td>240</td> <td>110</td> <td>-</td> <td>240</td> </tr> <tr> <td>Q4</td> <td>305</td> <td>520</td> <td>-</td> <td>240</td> </tr> </tbody> </table>	Quarter	FY 17	FY 18	FY 19	Target	Q1	45	100	351	240	Q2	175	380	-	240	Q3	240	110	-	240	Q4	305	520	-	240	<p>Develop Employees: Promote Learning and Growth</p> <p>FY 19 YTD: 351</p> <p>FY 18 Total: 1,121 FY 17 Total: 765</p> <p><i>*Source: Success Factors</i></p>
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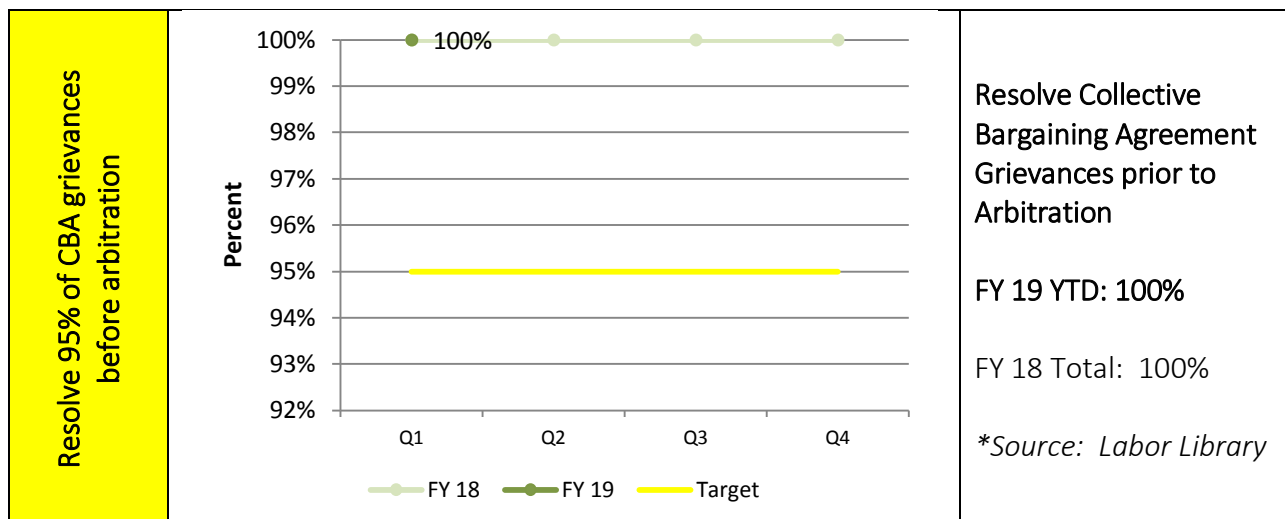
KPI 3: Increase community partnerships through academic and career internships.

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.



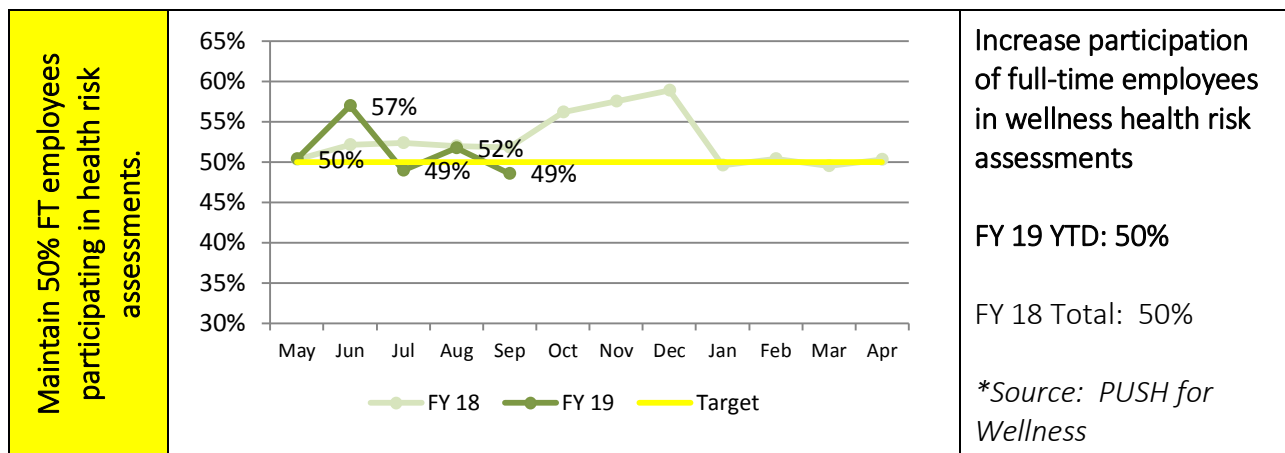
KPI 4: Resolve collective bargaining agreement grievances prior to arbitration.

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.



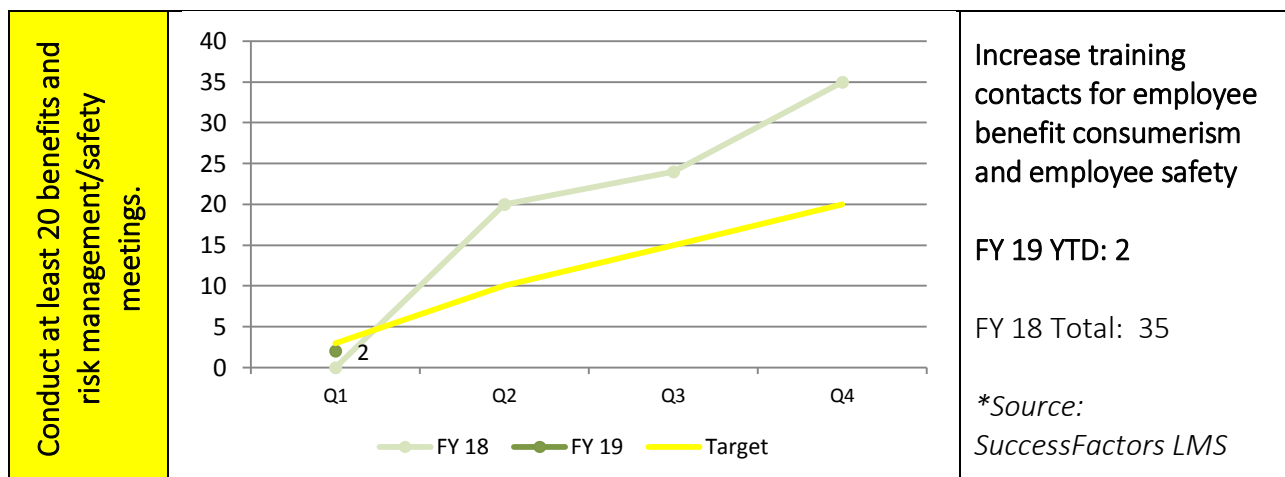
KPI 5: Increase participation of full-time employees in wellness health risk assessments.

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	September 2018	FY2018-2019 YTD
	#	#
Open Positions (currently recruiting)	29	N/A
New Open Positions (this month)	52	80
Applications/Resumes Received	430	2031
Interviews Conducted	14	121
Background Processing (Applicants / Volunteers / Contractors)	7	72
Employee Resignations/Terminations	3	47
Employees Hired/Positions Filled	15	67

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT September 2018

TRAINING COURSES PROVIDED

Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
09/06/2018	Emotional Intelligence	EAP Perspectives	0	5	1	0	6
09/11/2018	New Employee Orientation	Various Presenters	0	5	2	1	8
09/12/2018	Reasonable Suspicion: Substance Abuse Awareness	EAP Perspectives	5	6	4	4	19
09/13/2018	Financial Planning Wellness	ICMA Representatives	3	8	1	0	12
09/20/2018	Interpersonal Communications and Resolving Conflicts	Ben Capraro, Seyfarth Shaw at Work (SSAW)	1	3	1	2	7
09/26/2018	Essential Leadership Skills for Supervisors	Patrick McWard, Caroll Keller Group	0	3	2	0	5
09/26/2018	Essential Leadership Skills for Supervisors	Patrick McWard, Caroll Keller Group	2	7	3	1	13
09/28/2018	Defensive Driving Course	National Safety Council	1	0	0	0	1
Total Monthly Participants:			12	37	14	8	71
Prior Months Participants:			17	152	71	117	357
Total Fiscal YTD Participants:			45	339	154	241	779

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 September 2018.

Dept	Employee	Reason	Nominated by
Fire	Bill Clark	Bill was nominated for displaying excellence in customer service for his instrumental effort in ensuring the safety of the patrons of SeptemberFest. Weather forecasts required continuous monitoring for severe storm conditions throughout the weekend. Bill spent the entire weekend either in the EOC or in front of his computer at home and initiated evacuation and closure of the fest on several occasions.	Chief Jim Walters
Fire	FF/Paramedic Robert Shanley	FF/Paramedic Shanley was nominated for displaying excellence in customer service for his actions while responding to a call for well-being. On September 3, PD and FD personnel responded to a well-being call. While the subject stated he was stable, FF/Paramedic Shanley went above and beyond to be kind and compassionate and privately provided the subject additional funds for bus transportation home.	Sergeant Michelle Defer
Police	Officer David Parlberg	Officer Parlberg was nominated for displaying excellence in customer service for his response to a reported hit and run. Officer Parlberg responded to the scene of a reported hit and run accident and found that a parked, unoccupied vehicle had been struck and that no offending vehicle information had been collected. The following day, Officer Parlberg returned to the location to review surveillance video which showed a semi-tractor backing from a parking space and striking the vehicle. While no license plate or identifying marks were seen on the semi-tractor, Officer Parlberg, using his awareness of his beat, continued to investigate and was ultimately able to locate the offender who admitted to his involvement in the accident. The victim sent a letter expressing how "lucky" and "blessed" the Schaumburg community is to have Officer Parlberg.	Sergeant Michelle Defer
Cultural Services	Lee Nolan	Lee was nominated for displaying excellence in customer service for his work while assigned as the PCA Technician for the village's Sister Cities 35th anniversary celebration in the PCA Gallery	Kathleen Tempesta

		on September 29. Lee was extremely accommodating and available to help whenever needed. This special event was attended by our elected officials, German visitors, and members of the Sister Cities Commission and friends of the Schaumburg Sister Cities program.	
Cultural Services	Phil Seifritz	Phil was nominated for displaying excellence in teamwork. During the extended medical leave of a coworker that coincided with a staff restructuring, Phil was instrumental in fielding rental requests and maintaining paperwork and records related to rental events. Phil was able to accomplish this work in addition to his normal busy spring and summer workload.	Jack Netter
IT	Igor Becker	Igor was nominated for displaying excellence in customer service following a complimentary email from the president of an IT consultant group working with the village. The email noted that Igor self-identified a performance issue with the DACRA platform and, without being prompted, developed a solution that was shared with the IT consultant staff who also implemented the solution. The email recognized Igor's professionalism and noted his work should be the model for progressive governmental/private partnerships.	Peter Schaak
IT	Crystalyn DelaCruz	Crystalyn was nominated for displaying excellence in customer service following a complimentary email from DC Fred Scholpp. DC Scholpp wanted to recognize Crystalyn for her efforts incorporating GIS capability to the department's current technology to identify various building components and link them to the village's mapping platform virtually and in advance of an actual visit, increasing efficiency and the ability to capture and maintain building type information.	Peter Schaak
Community Services	Mina Catalano	Mina was nominated for displaying excellence in customer service and enhancing the village's community connection. Marina Lvovich created a special moment for a senior celebrating his 101st birthday, positively marketed our program to him, and provided an excellent newsletter promotional opportunity for the village in which Mina took part in the recognition.	Kathleen Tempesta