

Village of Schaumburg

Human Resources Department Monthly Report

February 2019

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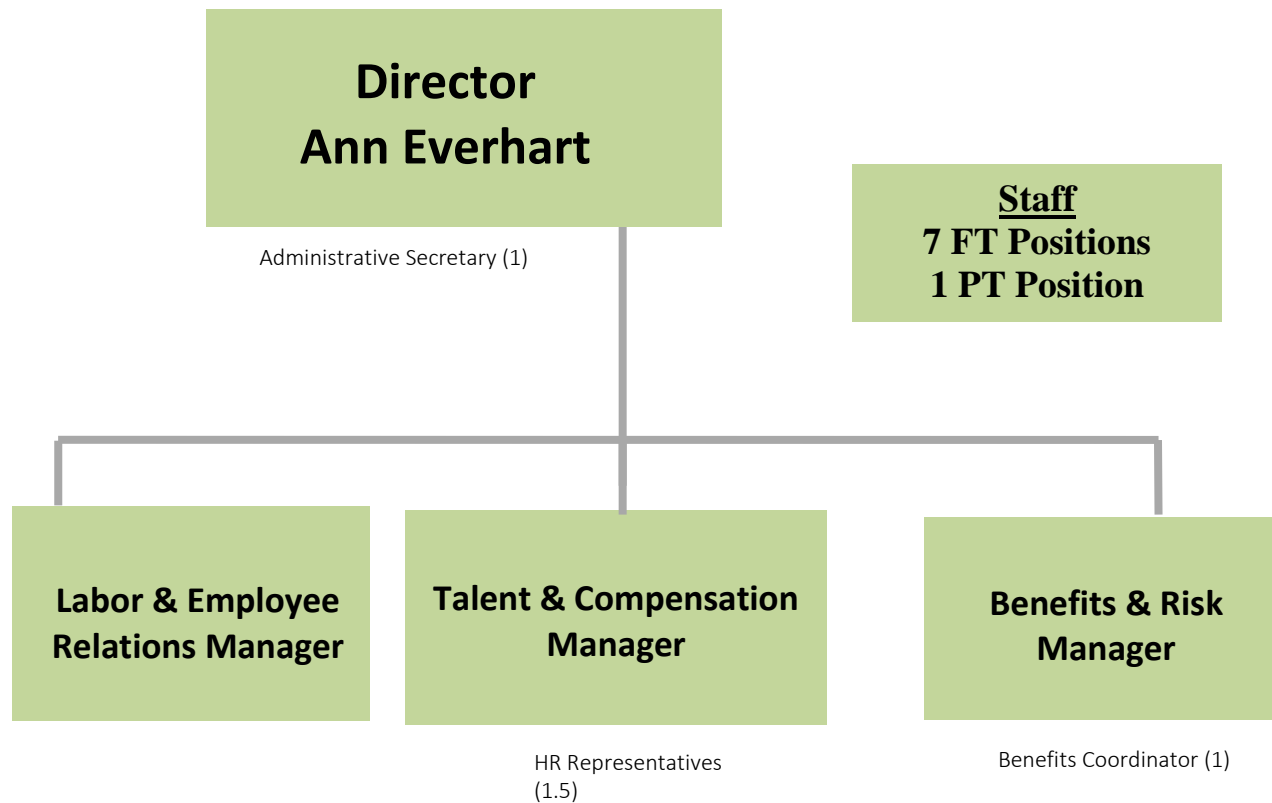
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ORGANIZATIONAL CHART



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

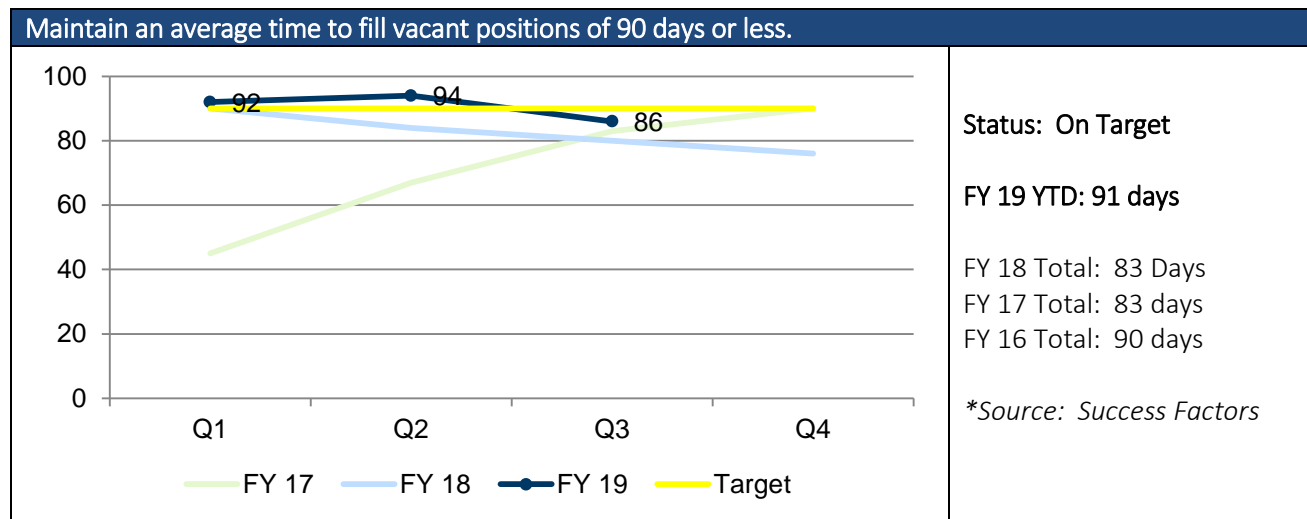
In the village’s Talent Management Plan (TMP), the goal is to develop exceptional leaders which exemplify the Village’s core values of trust, integrity, respect, teamwork, and customer service. The five elements of the TMP include: 1. Attract the right talent with the right competencies for the job.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

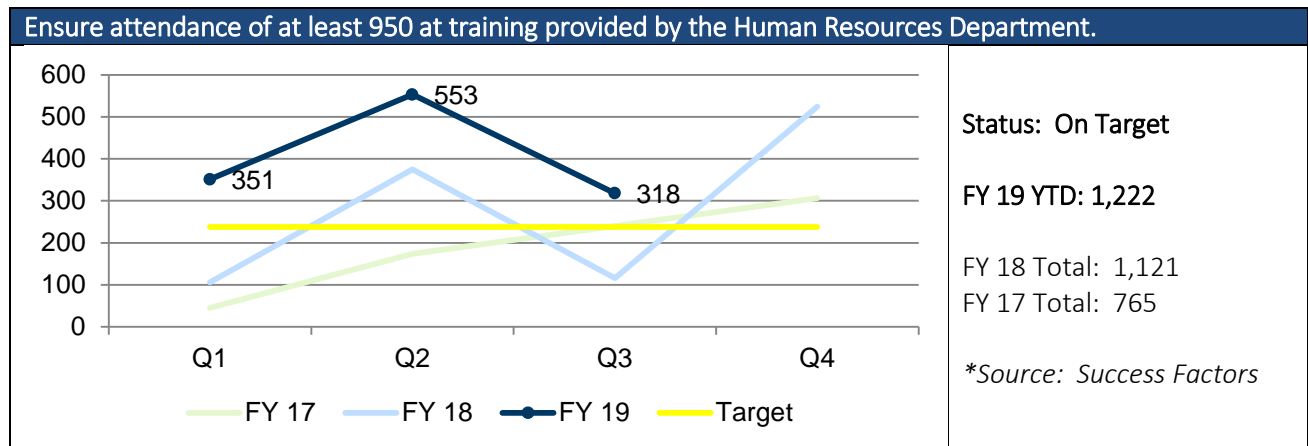
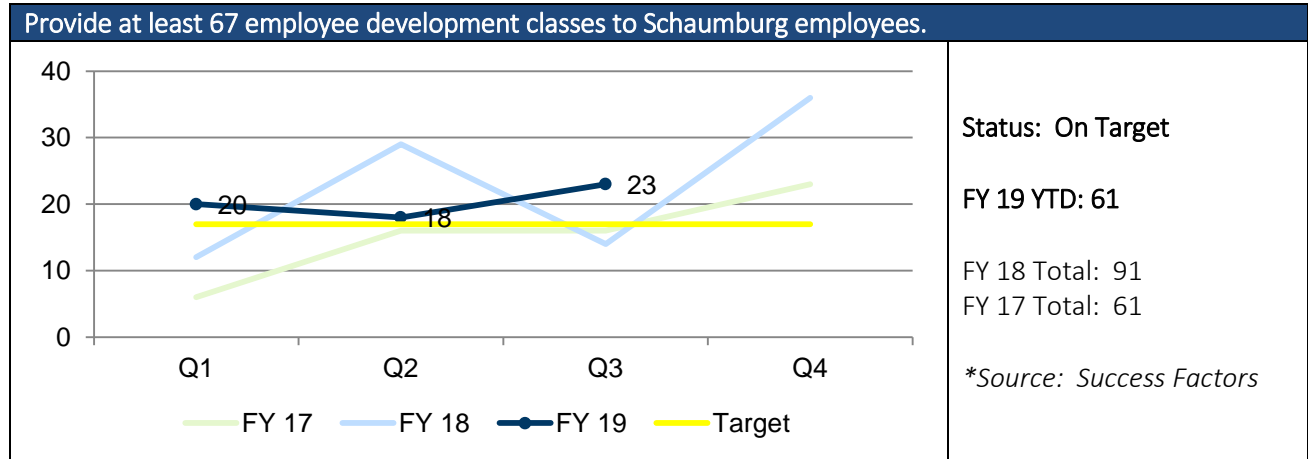
KPI 1: Efficiently recruit new employees to fill vacant positions.

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.



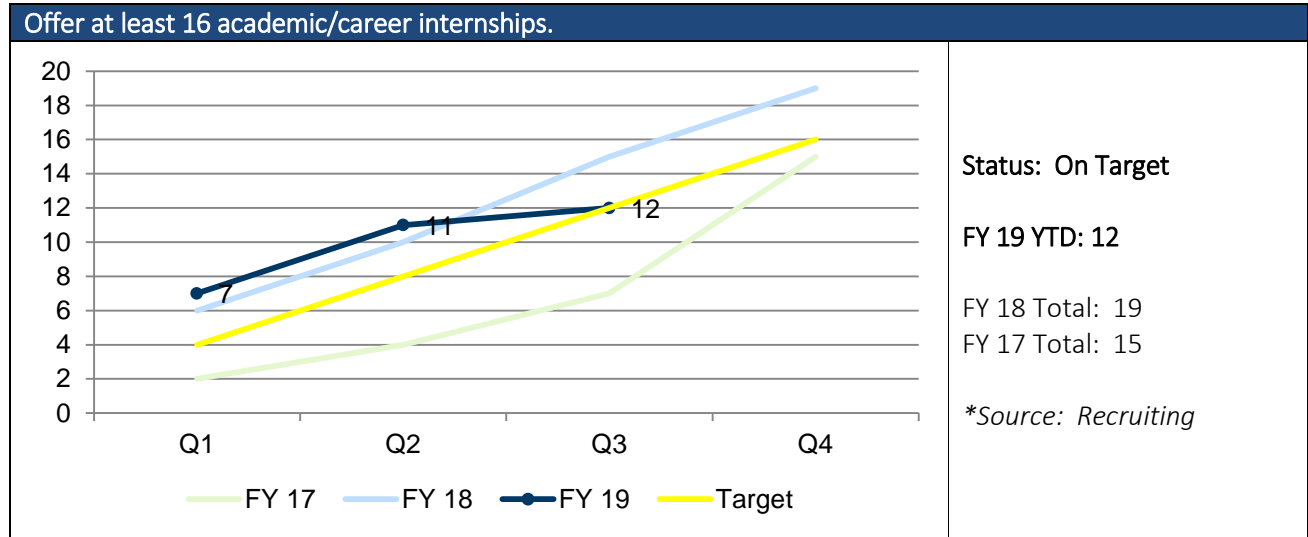
KPI 2: Promote learning and growth among the village's workforce.

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.



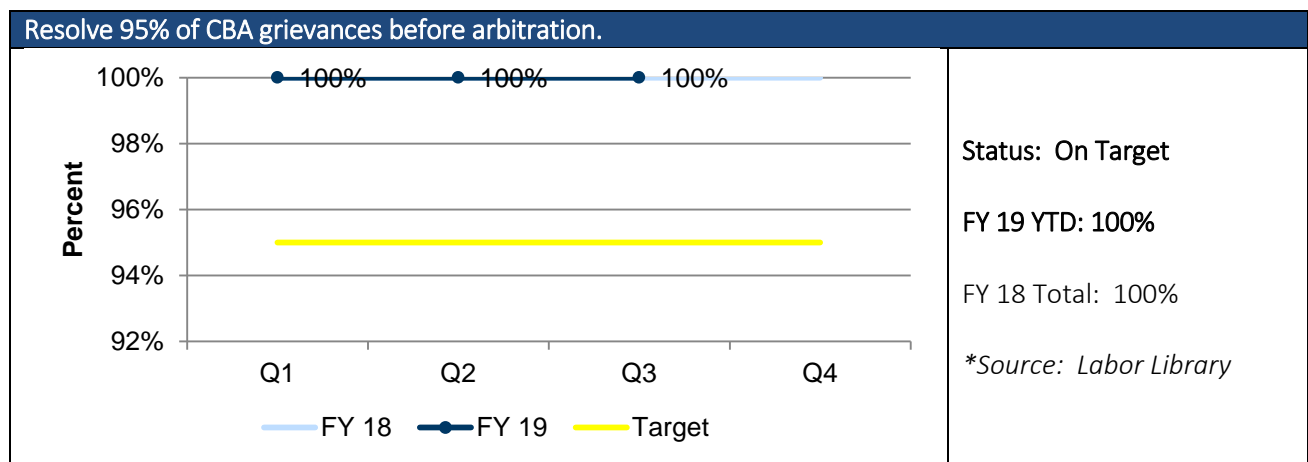
KPI 3: Increase community partnerships through academic and career internships.

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.



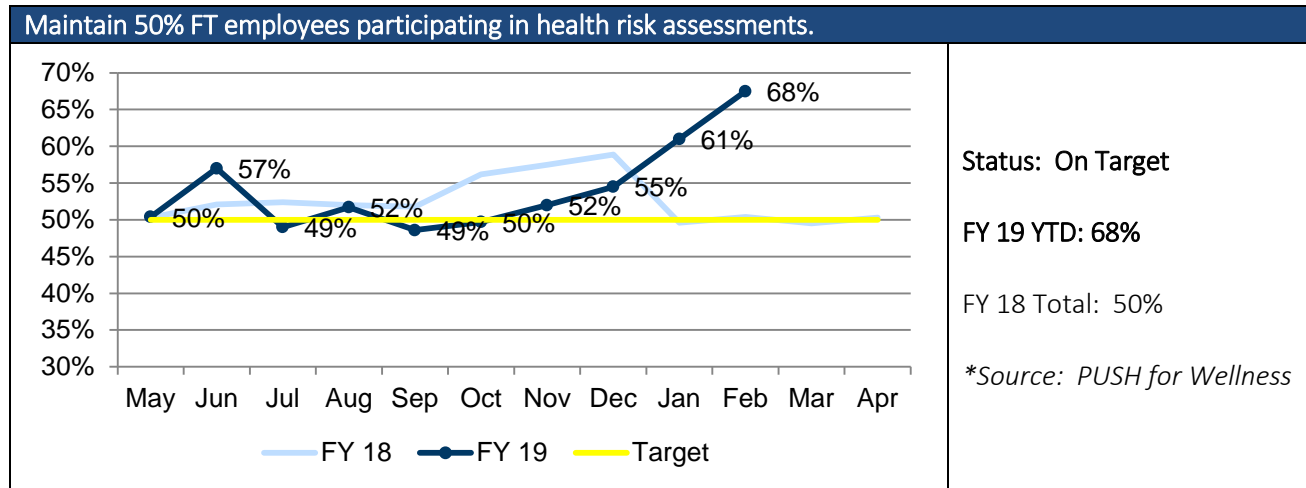
KPI 4: Resolve collective bargaining agreement grievances prior to arbitration.

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.



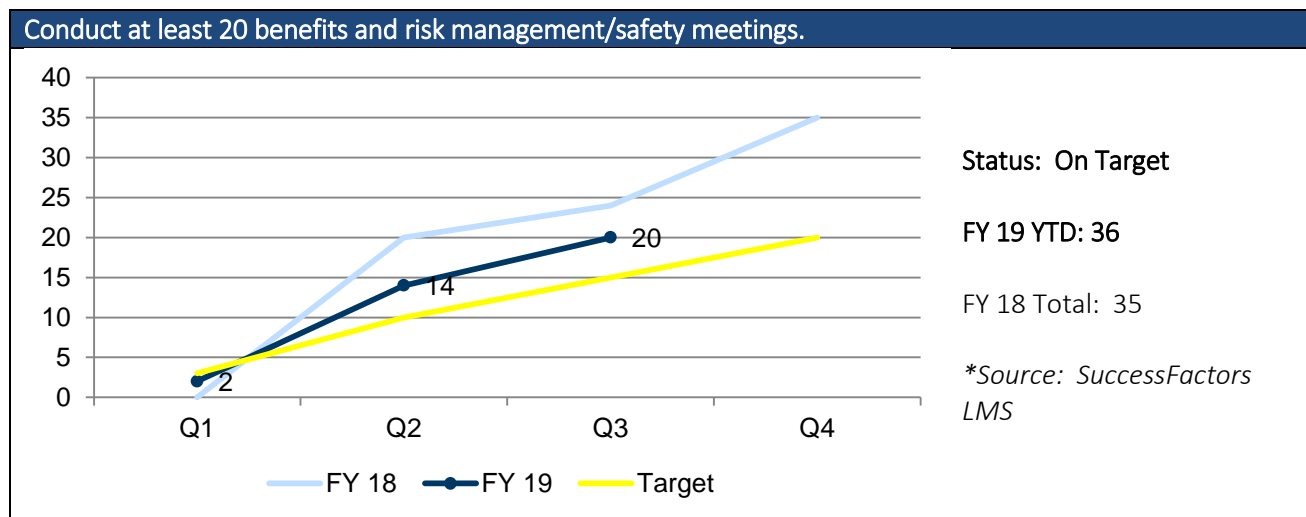
KPI 5: Increase employee participation in wellness health risk assessments.

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. The prior participation rate has run between 30 to 35% for each of the past two years.



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.



MONTHLY PERFORMANCE

RECRUITMENT	February 2019	FY2018-2019 YTD
	#	#
Open Positions (currently recruiting)	52	N/A
New Open Positions (this month)	2	107
Applications/Resumes Received	159	3369
Interviews Conducted	24	201
Background Processing (Applicants / Volunteers / Contractors)	8	109
Employee Resignations/Terminations	3	82
Employees Hired/Positions Filled	3	106

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT

February 2019

TRAINING COURSES PROVIDED

Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
02/01/2019	Workplace Harassment and Discrimination Training for Supervisors	Clark Baird Smith	2	4	2	1	9
02/01/2019	Workplace Harassment and Discrimination Training	Clark Baird Smith	6	9	3	2	20
02/05/2019	Serving Diverse Customers with Success	Seyfarth Shaw at Work	21	2	9	1	33
02/05/2019	Serving Diverse Customers with Success	Seyfarth Shaw at Work	0	3	4	0	7
02/08/2019	Reasonable Suspicion: Substance Abuse Awareness in the Workplace	EAP Perspectives	4	5	6	3	18
02/12/2019	New Employee Orientation	Various Presenters	1	1	0	2	4
02/13/2019	Teambuilding and Respect in the Workplace	EAP Perspectives	0	5	0	0	5
02/20/2019	Managing in Today's Environment	Seyfarth Shaw at Work	7	3	0	3	13
02/20/2019	Managing in Today's Environment	Seyfarth Shaw at Work	0	2	2	1	5
02/27/2019	Resilience	EAP Perspectives	1	5	2	3	11
02/28/2019	Leading and Managing Through Change	Carroll Keller Group	9	5	1	1	16
02/28/2019	Leading and Managing Through Change	Carroll Keller Group	0	1	3	2	6
02/28/2019	Defensive Driving Course	National Safety Council	1	0	0	2	3
Total Monthly Participants:			52	45	32	21	150
Prior Months Participants:			113	493	288	328	1222
Total Fiscal YTD Participants:			165	538	320	349	1372

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 February 2019.

Dept	Employee	Reason	Nominated by
CDD	Donna Midlowski	Renovations in CDD North required displacement of staff members and the necessity of working with construction distraction the months of December and January. Thank you Donna, for your flexibility during this time. Your ability to continue to uphold the VOS organizational values of customer service and teamwork during this time was greatly appreciated.	Vicki Bloomer
CDD	Jade Sanchez	Renovations in CDD North required displacement of staff members and the necessity of working with construction distraction the months of December and January. Thank you Jade, for your flexibility during this time. Your ability to continue to uphold the VOS organizational values of customer service and teamwork during this time was greatly appreciated.	Vicki Bloomer
CDD	Lana Murray	Renovations in CDD North required displacement of staff members and the necessity of working with construction distraction the months of December and January. Thank you Lana, for your flexibility during this time. Your ability to continue to uphold the VOS organizational values of customer service and teamwork during this time was greatly appreciated.	Vicki Bloomer
CDD	Mary Kirschbaum	Renovations in CDD North required displacement of staff members and the necessity of working with construction distraction the months of December and January. Thank you Mary, for your flexibility during this time. Your ability to continue to uphold the VOS organizational values of customer service and teamwork during this time was greatly appreciated.	Vicki Bloomer
Police	Joseph Dziedzic	Joe displayed professionalism and made a very good impression of the police department in the presence of a child during a traffic stop. He stopped a driver for a traffic violation and took the time to explain the ticket and compliance process in detail. The driver was very appreciative of this experience and contacted the 311 center to compliment his efforts.	Todd Bochenek
Cultural Services	Austin Meyer	Austin stepped in to assist with the coordination and staffing for several events. Larry Holzman from the	Jack Netter

		Northwest Ballet Academy emailed and spoke with me to let me know how helpful Austin was during the course of their three-day event, which involved a number of challenging technical elements. Austin's extra effort helped make this rental event a success.	
Finance	Berenice Garcia	I wanted to recognize Berenice for letting me know she found web pages with wrong information. In January alone – we had 22,457 people look at our site (that number does NOT include employees). The Water billing page (one of the pages that referenced the old hours) was in the top ten pages that people visited. Berenice’s efforts helped to prevent angry residents, businesses, or visitors who might show up at 5:30 thinking we were open because they saw it on our website....only to be confused when the doors were locked. Berenice could have easily ignored what she noticed and taken the attitude of “it’s not my job” but she didn’t. She took the time to let us know; this helped me make the necessary corrections. Her actions embody the spirit of our core values and I truly appreciate her help.	Michelle Barnes
Police	Arthur Kwiatkowski	Art displayed great professionalism and community policing by handing out a plush animal to a child that waved to him while he was at Weathersfield Way and Carver Lane. The grandmother was so impressed by his actions and service to the community that she provided the compliment through the VOS IT-WEB FEEDBACK.	Todd Bochenek
Police	Marc Santoro	Officer Santoro responded to a single-car traffic crash. While investigating, he detected the driver seemed disoriented and requested SFO. The driver was transported to hospital for high blood pressure. In a 'Thank-You' letter to Officer Santoro, his wife expressed appreciation for getting medical help for her husband. She further explained he was diagnosed with a blood clot near his brain, had to be hospitalized in critical care, and that he is now doing well. It is always a pleasure to hear of positive interactions with citizens! You looked beyond your immediate task and ensured timely medical assistance to this citizen. Your efforts displayed your commitment to our core value of customer service and reflect a positive image on officers and the Schaumburg PD! Thank you, and great job!	Karen McCartney