

Human Resources Department 2016 Annual Report

The Human Resources Department exists within the City of Brookings to attract, develop, motivate and retain quality employees; provide a competitive compensation program and benefit package in a cost effective manner; assume compliance with applicable employment laws; promote safety awareness in the workplace; assist in the resolution of problems when conflicts arise; and protect the City's monetary resources through effective risk management techniques.

Noted below is a summary of Human Resources/Risk Management activity for 2016.

HR Statistics: The Human Resources Department had 134 full-time employees and 77 part-time/temporary employees who were actively paid through the payroll system on 12/31/16. There were eight (8) full-time permanent employee resignations in 2016, with four (4) of those resignations occurring due to retirement. Nine (9) permanent full-time and 147 part-time/temporary employees were hired as new employees in 2016.

2016 Turnover: Turnover for full-time permanent employees was kept to a minimum for 2016 with statistical data as follows:

- ✓ 2.9 percent full-time turnover rate w/o inclusion of retirees (7.3 percent in 2015)
- ✓ 5.8 percent full-time turnover rate to include retirees (10.2 percent in 2015)

2016 Hiring/Recruiting: The Human Resources Director worked with Dept. Managers to post/fill replacement and newly budgeted positions on a timely basis. Postings were completed for all opened positions with job descriptions created, reviewed and/or updated as appropriate. Ads were developed and submitted to various newspapers and interviews conducted to determine a right fit for the open positions. References were checked as appropriate, offers made, and background checks completed. The final phase of the process included the completion of the medical history form.

- The City of Brookings participated in the Brookings Spring Job Fair on 03/17/16, the SDSU Job Fair on 08/31/16, the Southeast Technical Institute Law Enforcement Intern Fair on 10/10/16, and the Lake Area Vo-Tech Criminal Justice Job Fair on 10/12/16.
- Full-time replacement, transfer, and/or promotional positions that were filled with offers made and accepted in 2016 include: Assistant to the City Manager, Director of Library Services, Building Services Administrator, Engineering & Building Services Technician, Code Enforcement Officer, Advanced Equipment Operator – Street Department, City Planner, Police Clerk, Recreation Manager, Office/Shop Manager – Fire Department, Airport Operations/Maintenance Technician, Forestry Technician, Parks Technician (2), Administrative Assistant – Library, Temporary Full-time Advanced Equipment Operator, Patrol Officer (1), and Temporary Full-time Patrol Officer (1).

NEOGOV: The City Human Resources Dept. in 2016 successfully teamed up with the Assistant to the City Manager to implement a new on-line recruiting NEOGOV software system to assist with the attraction of more and better candidates while increasing the efficiency of the complete process. NEOGOV is known as the market and technology leader in on-demand human resources software for the public sector. NEOGOV provides a customized and comprehensive applicant tracking system that delivers a user-friendly online application process, which minimizes processing time and decreases a large amount of paper. After just a few short months, this simplified process has already increased the number of applicants from which to find the most suited candidate for open positions.

Unemployment Claims: There were zero (0) dollars expended for unemployment claims in 2016 specific to City of Brookings in comparison to \$8,559.65 paid out in claims for prior year 2015.

Connections, Inc.: The City of Brookings utilizes Connections, Inc. as their employee assistance program provider. Eleven (11) new EAP cases were opened in 2016, compared to twelve (12) new EAP cases in 2015. The year-to-date annualized usage rate for clinical services in 2016 was 5.9 percent, compared to 6.3 percent for year-to-date 2015. The annualized impact % rate of individuals reached in all clinical and organizational services in 2016 was 27.1%, compared to 30.7% for 2015.

2017 Budget: Information was coordinated for 2017 departmental budget line items by the Human Resources Director to include proposed dollar figures for regular pay, FICA, retirement, insurances, etc. and submitted to Finance Manager.

Employee Appreciation Events: Two (2) Employee Social Events were held throughout the year. The first in March with the Men's and Women's NCAA Bracket contest with 39 employees participating. The second on 10/01/16 at the First Bank & Trust Tailgating Area & SDSU Football Game with 23 employees participating. Two (2) Employee Appreciation Breaks were held throughout the year on 08/18/16 at the Street Department and on 11/10/16 at the Parks & Forestry Shop. Attendance at both Employee Appreciation Break events consisted of full-time, part-time, temporary and seasonal employees. All 2016 events were coordinated by Human Resources staff and Recognition Event Committee members with assistance from the Street Department, Brookings Municipal Liquor Store, Parks, Recreation & Forestry Department, and First Bank & Trust. The 2016 Recognition Event will be held on 02/25/2017 at the Campanile & Hobo Day Gallery in the Student Union on the SDSU Campus with 95 expected guests. Entertainment for the evening consists of SDSU Men's Basketball Game at Frost Arena with 58 expected guests. Jeffrey Weldon, City Manager, will present 2016 service awards to employees for various levels of years of service.

Employee Self Service (ESS): The Human Resources staff continued to improve in 2016 the information available on the Employee Self Service (ESS) website by uploading documents to include Union Contracts, Personnel Policy & Procedure Manual revisions, Safety Manual revisions, EAP flyers, employee newsletters, benefit open enrollment information, etc. The user-friendly website enables individual employees to access pay receipts and W-2 forms. Other advantages of the ESS website include the ability to update personal information, W-4

forecasting which enables employees to see how changes to their W-4 can affect their tax withholdings, and the ability to contact HR directly.

Performance Evaluations: All departments completed six (6) month, annual, and/or promotional evaluations of their employees. Evaluations were reviewed by the HR Director with recommendations provided as appropriate to improve their process in 2016. Employees complete a self-evaluation form prior to their evaluation session with their supervisor.

Personnel Related Issues: Various personnel related issues were reported, investigated, and resolved as appropriate by the HR Director, Dept. Manager and/or City Manager in 2016. There were no EEOC or wrongful termination complaints received in 2016.

Union Grievance: There were no union grievances filed in 2016.

BKD Integra Report Hotline: The BKD Integra Reporting Hotline was initiated by the City of Brookings in the first quarter of 2015 to allow for employees and the general public to anonymously submit information on potential company policy violation or unethical or fraudulent behavior. Nineteen (19) total calls were made to the BKD Integra Reporting Hotline during calendar year 2016. These calls were discussed, investigated, and dealt with, as appropriate, by the City Manager, HR Director, Finance Director and Assistant to the City Manager.

Policy Revisions: Various revisions were made to the following sections of the City of Brookings Personnel Policy and Procedures Manual during 2016 as follows: Section 2.6 – Drug and Alcohol Free Workplace Policy and Safety-Sensitive Positions listing, effective 04/01/16; Section 2.6 – Safety-Sensitive Positions listing update, effective 08/18/16; and Section 8.22.3 – Clothing Purchased by the City, effective 01/01/17. In addition, the City of Brookings added to the City of Brookings Safety Manual: Worksite UV Protection Guideline, effective 03/01/16 and revised the following components: Introduction of the Policy; The Safety Program Responsibilities and Roles; Part 1: The Inspection Program; Part 2: Safety Meetings; and Part 3: Disciplinary Action with revisions to all effective 01/01/17.

Employee Benefit Renewals: There were no employee or employer contribution increases made to the vision, life, or self-insured health plan coverages effective 01/01/2017. The premium increase from Delta Dental insurance was 2.6% for all levels of coverage on 01/01/17.

Self-Insured Medical Trust Account: The City of Brookings health claim dollar portion paid from our self-insured employee health plan for year-end 2016 totaled \$922,407.60 compared to \$740,208.23 for year-end 2015. This represents a 24.6% increase in claim dollars paid in comparison to the prior year. There were no City General stop loss dollars refunded from Wellmark BlueCross BlueShield in 2016. At renewal time, Wellmark proposed an overall rate increase of only 6.39% to our third party administrative fees and stop loss premiums for 2017, in comparison to the 19.3% rate increase received for coverage year 2016. The accumulated cash level in the City of Brookings self-insured health insurance fund on 12/31/16 was \$3,446,083.30 compared to \$3,078,964.07 on 12/31/15, which represents an increase of \$367,119.23 (11.9%) in our ready reserve cash compared to last year. Based on this, no health insurance increase was initiated on 01/01/2017 to employee or employer contributions. The

last increase that was granted was 6.5 percent on 01/01/09. Total fund balance for the Brookings Municipal Utilities was at \$1,511,248.73 on 12/31/16, which would allow City General to borrow from the Utilities portion of the medical trust fund if deemed necessary.

Safety Committee/Workers Compensation: The Safety/Wellness Committee met monthly in 2016 and reviewed Employee Incident Report summaries by injury type, job classification and department to in an attempt to decrease the number of incidents for calendar year 2017.

- **Total Work Comp Incidents:** there were 52 total employee work comp incidents reported in 2016 (compared to 42 in 2015). This was an increase of 23.8 percent in the number of work comp incidents compared to the previous year. Twenty-seven (27) employees (51.9 percent) sought medical treatment for their injuries in 2016, compared to 21 employees (50.0 percent) in 2015. This shows a 1.9% increase of severity of incidents reported in comparison to the prior year.
- **Loss Time:** The number of loss time claims decreased in 2016 by 66.7 percent based on number of incidents reported. There was one (1) loss time claims in 2016 compared to three (3) loss time claim in 2015.
- **Vehicle Incidents:** The highest type of incidents reported were Vehicle Incidents, which totaled sixteen (16) for 2016 compared to eight (11) for 2015. The number of vehicle/equipment incidents increased in 2016 by 45.5% in comparison to the previous year.
- **Slips, Trips & Falls:** Slips, Trips, and Falls was the second highest category of incidents reported totaling seven (7) for 2016 in comparison to eight (8) for 2015. This was a 12.5 percent decrease in comparison to 2015.
- **Back Strains:** Back Strains was the third highest category of incidents in 2016 totaling six (6) for 2016 in comparison to two (2) for 2015. Combining this category with Other Strains/Sprains, there was a decrease of 12.5 percent in Back Strains/Other Strains/Sprains with a total of seven (7) in 2016 compared to eight (8) in 2015.
- **Work Comp Fund Modifier:** the City of Brookings work comp fund modifier was reduced by carrier to .95 for 2016 compared to .99 for 2015.
- **Work Comp Loss Ratio:** the combined three (3) year work comp loss ratio is 40.2%, which is an excellent rating. For comparison, the entire membership of the SDML pool is 49.02%. The City of Brookings four year (4) year average loss rate is \$0.64 per \$100 of payroll and for comparison, the entire SDML membership Loss Rate is \$1.14 per \$100 of payroll. The Loss Rate is the cost of claims per \$100 of payroll, so you can see how much one (1) claim can affect the city's claims cost and Fund Modifier.
- **Work Comp Claims Paid:** the total work comp claim dollars paid decreased by 82.4% in 2016 with a year-to-date figure of \$19,242.77 paid on 12/31/16 compared to \$109,452.43 paid out for calendar year 2015.

Work Comp Audit: The HR Director coordinated information retrieved from the Springbrook software system to satisfy report requirements for Work Comp Audit of 2015 payroll records on 03/07/2016. City of Brookings gross payroll wages for 2015 were \$8,189,078.60 and the total audited work comp premium for the City of Brookings for 2015 to include discounts, renewal and loss control credits, was \$164,197.00.

Employee Wellness: The Human Resources Department worked with the Safety/Wellness Committee to develop Employee Wellness Activities and Participation Incentives for 2016-2017.

These wellness activities and participation incentives were approved by the City Manager. The response and results of the 2016 Wellness Activities and Participation Incentives were as follows:

- “Beating the Winter Blues” Challenge: This challenge started 01/25/16 and ended 02/21/16. This challenge aimed to provide time to unwind, relax and enjoy life in order to maintain good health and reduce stress. Participants logged their minutes each week of off-duty, self-reflection time including, but not limited to, reading, meditating, yoga, spiritual time, volunteering and/or exercising. The goal was to achieve 100 minutes each week. There were thirty-eight (38) participants who signed up for the challenge. Thirty (30) employees successfully completed the challenge and were invited to a brunch on March 17, 2016 sponsored by the Safety/Wellness Committee.
- “Making Health a Habit” Competition: This challenge started 03/07/16 and ended 04/17/16. The objective of this challenge was to promote healthy eating choices, physical activity, and weight loss. Employees who signed up for this program tracked minutes of exercise (5 points per week for reaching 100 minutes or more of aerobic activity) and fruit and/or vegetable and whole grain intake (five or more servings a day at least five days of the week and half of their grains = 5 point) on a daily basis. Forty-six (46) participants signed up for the challenge and twenty-eight (28) employees received wellness incentives. Sixteen (16) employees were awarded \$25 wellness incentives and twelve (12) were awarded \$50 wellness incentives.
- “Around the World in 80 Days” Challenge: Forty-two (42) employees requested log sheets at the beginning of the challenge on 05/02/16 and thirty-one (31) employees turned in their completed log sheets at the end of the challenge on 07/20/16. The steps logged totaled 23,021,177 which averaged 742,618.6 steps per person. Twenty-nine (29) employees received a \$20 wellness incentive for logging the required amount of steps within the challenge. One (1) employee received an additional \$20 wellness incentive for achieving the most number of steps at the end of the 80 day challenge. The declared winner had logged a total of 1,417,381 steps.
- “ReThink Your Drink” Competition: This challenge started 08/01/16 and ended 08/28/16. The objective of this challenge was to promote good health by encouraging adequate hydration by increasing the consumption of water and decreasing caffeine intake. Forty (40) employees started the challenge, receiving a City of Brookings water bottle and consumption log. Participants tracked their minimum daily intake which was calculated by multiplying their body weight (lbs) by 0.50 to get the individuals daily minimum intake amount to be drank at least five times each week during the four weeks. Twenty (20) employees returned their consumption logs to HR and thirteen (13) participants successfully reached their individual goal. The thirteen (13) winners were invited to a free luncheon on September 22, 2016 sponsored by the Safety/Wellness Committee.
- “Break the Habit” Challenge: This was a new challenge in 2016 that started 09/12/16 and ended 10/23/16. The challenge focused on breaking negative health and living habits in order to establish and maintain a healthy and safe lifestyle. The goal was to remove one (1) bad habit per two (2) week period. Twelve (12) participants returned their log sheets at the end of the challenge. Three employees successfully completed the challenge and were invited to attend a free sub sandwich luncheon on November 17, 2016 sponsored by the Safety/Wellness Committee.

- **2016 Health Fair/Flu Shots:** Flu shots were provided to employees, volunteer firefighters and police reserves at a joint City/County Flu Shot Clinic on 10/11/2016, with eighty-four (84) total City individuals participating. One (1) employee who was unable to attend the Flu Shot Clinic, scheduled a flu shot with Avera Medical Group Brookings. This is an 8.9 percent increase in flu shot numbers (78) in comparison to 2015. A City of Brookings/Brookings County Employee Health/Benefit Fair was coordinated by the Safety Wellness Committee and Human Resources Department on 10/27/16, with sixty-eight (68) employees completing blood work. This was a 3.0% increase in comparison to sixty-six (66) in 2015. There were a large variety of health related representatives present with booths available for browsing. Many positive comments were received.
- **2016 Healthy Lifestyle Challenge:** City employees were offered an incentive to participate in a Health Risk Assessment (HRA) and laboratory screening at the annual 2016 City of Brookings Health/Benefit Fair on 10/27/2016. Sixty-eight (68) employees were tested for glucose, cholesterol, HDL, and triglycerides, etc. A Health Risk Assessment Questionnaire was completed by sixty-eight (68) employees and eighteen (18) male employees elected to participate in the PSA Lab test. A rebate reward of a total maximum amount of up to \$100 was available to each participating employee based on their actual results within the six (6) healthy lifestyle habits and associated health guidelines. These included: Health Risk Assessment, Laboratory Screening, Tobacco Free, Blood Pressure, Cholesterol, and Glucose. The Healthy Lifestyle Challenge guidelines were based on national health recommendations for low risk, moderate risk, and high-risk classifications. A Health Screening Statistical Report was received based on blood work drawn, with two (2) more employees taking part in the laboratory screening in comparison to 2015. The results were very encouraging! The three (3) areas in 2016 showing improvement in the laboratory risk comparisons within the 'Excellent' rating category were HDL Cholesterol, Ratio Total Cholesterol HDL and Triglycerides. The Safety/Wellness Committee was very pleased that employees were taking some type of action to monitor and improve their health.
- **2016-2017 Holiday 'Maintain, No Gain' Weight Challenge:** Twenty-seven (27) employees weighed in at the beginning of the Holiday 'Maintain No Gain' Wellness Challenge that started 11/14/16 and ended 01/06/17. The object of this challenge was for employees to maintain their weight and not gain over the holidays. Each employee who maintained his/her weight would receive a \$10 wellness incentive. Employees, who lost five (5) or more lbs, would receive a \$20 wellness incentive. Each employee was also randomly assigned a team for a team challenge. Teams who maintained their weight with no gain (based on percentage) during this time period were promised a healthy party sub and bragging rights. Twenty-three employees weighed in at the end of the challenge. The total net pounds lost was 56.0 lbs. with Team C having the highest with a net loss of 27 lbs. (4.57%). Team A lost a net of 12 lbs. (2.43%); Team B lost a net of 17 lbs. (3.14%); and Team D lost a net of 7 lbs. (3.67%).

Liability Insurance Claims: There were 10 liability claims reported specific to the City of Brookings in 2016 as follows: general liability (5); auto liability (3); and auto physical damage claims (2), compared to 14 claims in 2015. The net dollar amount paid by South Dakota Public Assurance Alliance (SDPAA) for 2016 liability related claims was \$9,284.29, compared to \$46,815.41 in 2015. This was a reduction of 80.1% in the cost of claim \$ paid in comparison to last year.

Property/Equipment Insurance Claims: There were zero (0) City of Brookings specific claims reported to Chubb Insurance Company in 2016, compared to three (3) damaged equipment claims in 2015. The net dollar amount paid by Chubb Insurance Company for 2016 for claims specific to the City of Brookings was \$0.00 compared to \$123,125.00 in 2015.

Safety Awards: The City of Brookings received the Gold and Platinum Levels Loss Control/Safety Achievement Awards from Safety Benefits, Inc. in 2016 on behalf of SDMLWC Fund and SDPAA. This was the eighth consecutive year winning the Gold Level award and the fifth time in eight years winning the Platinum Level award.

Building Inspections: Members of the Safety/Wellness Committee conducted building inspections of various city facilities in 2016, with inspection reports submitted to the Human Resources Director/Risk Manager for review and follow-up as appropriate.

Miscellaneous Training Sessions:

- Patrick Ibarra, Consultant, from the Mejorando Group, facilitated leadership training for Lean Team, Leadership Team and City Council members January 13-15, 2016.
- A special team building event was held for the Leadership Team on September 21, 2016 which was facilitated by Malcolm Chapman, former Rapid City council member and former NLC Board member.
- The Leadership team members, supervisors, and staff from all departments requested and were approved to attend numerous workshops, meetings and seminars in and out-of-state in 2016 that related to their department and positions. A total of 315+ days were logged within the Human Resources Department for employees from various City of Brookings departments, to include volunteer firefighters, who participated in external related training opportunities in 2016.
- A Sexual Harassment Training video was provided in late 2015 for all departments to view in their departmental meetings, etc. All departments accomplished this training for their staff by February 2016.
- A Spring Safety/Wellness In-service was held on 03/31/16 with 54 City employees attending. A presentation was given by Dr. Trevor Penning from Brookings Chiropractic Center on proper lifting techniques, slips, trips and falls and other wellness related topics.
- A Safety Orientation In-service was held for new hires on 06/03/16 with 49 new employees in attendance.
- Summer Safety Week was held in coordination with Brookings County on 05/23/16 through 05/27/16. Forty-three (43) City employees attended the "Survive A Violent Encounter" S.A.V.E. Yourself - Active Killer Training presented by Chad Sheehan, a 21year veteran of law enforcement, that was currently working for the Sioux City, IA police department. Thirty-three (33) City employees attended fire extinguisher training that was provided by Deputy Fire Chief Pete Bolzer and Volunteer Firefighter Jeremy Scott at the Brookings Public Safety Building. A fire drill and severe weather drill were both conducted at the City/County Government Center during that week.
- The City of Brookings was the host on November 15, 2016 for the Connections, Inc., employee assistance provider training session for City and BMU supervisors at the Swiftel Center. The three (3) hour EAP Leadership Development program on "Flexible Leadership: Responding to What Makes Each Employee Tick" was provided to meet the annual drug and alcohol training required for employers doing CDL drug testing.

- A Winter Safety In-service was held on 12/01/16 at the Brookings Fire Hall, with Blood-borne/Zika Virus training provided by Bunny Christie, Infection Control Officer, at Brookings Health System. Fifty-five (55) city employees were in attendance.
- Various other trainings sessions were held for staff as follows: MSHA Training for Street, Landfill and Park/Forestry Departments on 03/02/16 & 03/03/16 (26 attended); Law Enforcement Defensive Driver Training (30 attended) and Basic Defensive Driving Training (67 attended) on 04/06/16 & 04/07/16; Defensive Driving/EVOC Training for Fire Department employees and volunteers on 08/16/16; CPR/AED Training Session for Parks, Recreation & Forestry Department on 03/22/16 & 03/23/16 (19 attended); CPR & Blood borne Pathogen Training for Fire Department on 05/24/16 (35 attended); and CPR Certification/CPR Re-Certification/First Aid Training for all departments on 09/01/16 (13 attended).

Respectfully submitted,

Donna Langland

Human Resources Director/Risk Manager