

BRING YOUR DREAMS.



Human Resources Department 2015 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 2015.

HR Statistics: The Human Resources Department had 133 full-time employees (with four FT vacant positions) and 74 part-time/temporary employees who were actively paid through the payroll system on 12/31/15. There were fourteen (14) full-time permanent employee resignations in 2015, with four (4) of those resignations occurring due to retirement. Seventeen (17) permanent full-time and 123 part-time/temporary employees were hired as new employees in 2015.

2015 Turnover: Turnover for full-time permanent employees was kept to a minimum for 2015 with statistical data as follows:

- ✓ 7.3 percent full-time turnover rate w/o inclusion of retirees (4.4 percent in 2014)
- ✓ 10.2 percent full-time turnover rate to include retirees (10.4 percent in 2014)
- ✓

2015 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 03/25/15, the SDSU Job Fair on 08/26/15 and the USD Criminal Justice Job Fair on 02/05/15.
- Full-time replacement, transfer, and/or promotional positions that were filled in 2015 include: Patrol Officer (4), Street Superintendent, Office Manager – Parks, Recreation and Forestry, Information Technology Specialist, Parks Supervisor-Primarily Golf Course, Liquor Store Sales Associate, Code Enforcement Officer, Recreation Manager (2), Communications Operator, Park Technician, Sanitation Collector, Airport Manager, Inventory Control Clerk, Parks Supervisor, Parks, Recreation and Forestry Director, Engineering & Building Services Technician.

Connections, Inc.: The City of Brookings was the host on October 22, 2015 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 "Leading for Performance: When & How the EAP Tool Fits Using EAP Tools" was provided to meet the annual drug and alcohol training required for employers doing CDL drug testing. Twelve (12) new EAP cases were opened in 2015, compared to eleven (11) new EAP cases in 2014. The year-to-date annualized usage rate for clinical services in 2015 was 6.8 percent, compared to 4.2 percent for year-to-date 2014. The percentage of employees, or employee families, using organization services (information requests, self-help media, webinars, training, etc.) in 2015 was 24%, compared to 19% for 2014.

Unemployment Claims: There were \$8,559.65 City of Brookings dollars expended in 2015 for unemployment claims in comparison to \$0.00 paid out in claims for prior year 2014.

2016 Budget: Information was coordinated for 2016 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 Night: Four (4) Employee Social Events were held throughout the year on 3/20/2015 at the Blizzard Hockey Game; 10/16/2015 at Prairie Lanes Bowling Alley; 11/21/2015 at the Blizzard Hockey Game; and 12/15/2015 at a SDSU Women's Basketball Game. There were a total of 151 employees at all four events. The events were coordinated by Human Resources staff and Recognition Event Committee. The 2015 Recognition Event will be held on 2/20/2016 at McCrory Gardens. Jeffrey Weldon, City Manager, will present 2015 service awards to employees for various levels of years of service.

TimeClock Plus Upgrade: A Time Clock Plus system upgrade was initiated on 10/26/2015 in coordination with the Finance and IT Departments. All supervisors and managers received training prior to the upgrade by Human Resources staff.

Employee Self Service (ESS): The Human Resources staff continued to improve the information available on the Employee Self Service (ESS) website by uploading documents to include Union Contracts, Personnel Policy & Procedure Manual, 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 2015. There were no EEOC or wrongful termination complaints received in 2015.

Union Contracts: The HR Director coordinated efforts with the City Manager to successfully negotiate two union contracts with numerous wording changes for a term of three (3) years from Jan. 1, 2016 through Dec. 31, 2018 with a wage reopener the third year. Wage increases agreed upon are as follows:

- 2016 = 2.75%
- 2017 = 2.50%

Union Grievance: The HR Director coordinated efforts with the City Manager to successfully resolve two (2) police department union grievances received in 2015.

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. Twelve total calls were made to the BKD Integra Reporting Hotline during calendar year 2015. These calls were discussed, investigated, and dealt with, as appropriate, by the City Manager, HR Director, and Finance Director.

Policy Revisions: Various revisions were made to the following sections of the City of Brookings Personnel Policy and Procedures Manual as follows: Section 8.20.4 – Employee Wellness Program, effective 02/11/15; Section 6.6 – Accuracy of Employee Information, effective 06/01/15; Section 7.9 – Shift Differential, effective 01/01/16; Section 8.19.1 – Work on a Holiday, effective 01/01/16; and Section 8.22.1 – Uniforms, effective 01/01/16. In addition, the City of Brookings revised Part 10: Vehicle Operations/Safety Program Policy and Part 12: Motorized Equipment and Power Tools to the City of Brookings Safety Manual with revisions effective 06/01/15.

Employee Benefit Renewals: There were no employee or employer contribution increases made to the self-insured health plan or life insurance plan effective 01/01/2016. The premium increase from Delta Dental insurance was 3.7% for all levels of coverage on 01/01/16. The City of Brookings Avenir vision/EPIC hearing plan had a 5.0% increase for all levels of coverage effective 01/01/16.

Self-Insured Medical Trust Account: The City of Brookings health claim dollars portion paid from our self-insured employee health plan for year end 2015 totaled \$740,208.23 compared to \$775,517.90 for year-end 2014. This represents a 4.6% decrease in claims in comparison to the prior year. There were no City General stop loss dollars refunded from Wellmark BlueCross BlueShield in 2015. The accumulated cash level in the City of Brookings self-insured health insurance fund on 12/31/15 was \$3,078,964.07 compared to \$2,509,454.71 on 12/31/14, which represents an increase of \$569,509.36 in our ready reserve cash compared to last year. Based on this, no health insurance increase was initiated on 01/01/2016 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 \$1,847,073.39 on 12/31/15, 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 2015 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 2016.

- **Total Work Comp Incidents:** there were 42 total employee work comp incidents reported in 2015 (compared to 33 in 2014). This was an increase of 27.3 percent in the number of work comp incidents compared to the previous year. Twenty-one (21) employees (50.0 percent) sought medical treatment for their injuries in 2015, compared to 13 employees (39.4 percent) in 2014. This shows a 10.6% increase of severity of incidents reported in comparison to the prior year.
- **Loss Time:** The number of loss time claims increased in 2015 by 4.1 percent based on number of incidents reported. There were three (3) loss time claims in 2015 compared to one (1) loss time claim in 2014.
- **Vehicle Incidents:** The highest type of incidents reported were Vehicle Incidents, which totaled eleven (11) for 2015 compared to eight (8) for 2014. The number of vehicle/equipment incidents increased in 2015 by 37.5% in comparison to the previous year.
- **Back Strains/Other Strains/Sprains:** Back Strains and Other Strains/Sprains was the second highest category of incidents in 2015 totaling eight (8) for 2015 in comparison to five (5) for 2014. This was an increase of 60 percent in comparison to 2014.
- **Slips, Trips & Falls:** The category of Slips, Trips and Falls tied for the second highest category of incidents totaling eight (8) for 2015 in comparison to seven (7) for 2014. This was a 14.3 percent increase in comparison to 2014.
- **Work Comp Fund Modifier:** the City of Brookings work comp fund modifier was reduced by carrier to .99 for 2015 compared to 1.10 for 2014.
- **Work Comp Loss Ratio:** the combined three year work comp loss ratio is 39.87% which is an excellent rating. For comparison, the entire membership of the SDML pool is 44.25%. 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 \$0.87 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 increased dramatically in 2015 with a year-to-date figure of \$59,216.47 on 12/31/15 compared to \$6,489.06 paid out for calendar year 2014.

Work Comp Audit: The HR Director coordinated information retrieved from the Springbrook software system to satisfy report requirements for Work Comp Audit of 2014 payroll records on 03/04/2015. City of Brookings gross payroll wages for 2014 were \$7,889,341.43 and the total audited work comp premium for the City of Brookings for 2014 to include discounts, renewal and loss control credits, was \$170,677.00.

Employee Wellness: The Human Resources Department worked with the Safety/Wellness Committee to develop Employee Wellness Activities and Participation Incentives for 2015-2016. These wellness activities and participation incentives were approved by the City Manager. The response and results of the 2015 Wellness Activities and Participation Incentives were as follows:

- **"Making Health a Habit" Competition:** This challenge started 02/9/15 and ended 03/22/15. 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. There were 28 participants in the challenge and 20 of them received wellness incentives with six (6) awarded \$25 and twelve (12) awarded \$50.

- “Beating the Winter Blues” Challenge: This was a new challenge in 2015 that started 03/30/15 and ended 04/26/15. 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-seven (37) participants in the challenge and twenty-five (25) of them were invited to a brunch sponsored by the Safety/Wellness Committee.
- 2015 100-Day Weight Loss Challenge: Twenty-four (24) individuals weighed in at the beginning of the challenge and twenty-one (21) individuals weighed in at the end. The entire group of twenty-one (21) participating employees lost a total of 84 lbs. from 05/18/15 through 08/25/15. The net amount lost within the group of twenty-one (21) employees was 59 lbs. Fifteen (15) employees maintained their healthy weight and two (2) employees lost 5% of their body weight during the required time frame. These two (2) employees were rewarded with a \$25 wellness incentive for meeting the established weight loss guidelines.
- “Around the World in 80 Days” Challenge: Thirty (30) employees received log sheets at the beginning of the challenge on 06/01/15 and seventeen (17) employees turned in their completed log sheets at the end of the challenge on 08/19/15. The steps logged totaled 11,465,510, which averaged 674,324.1 steps per person. These seventeen (17) individuals received a \$20 wellness incentive for logging the required amount of steps within the challenge. One individual received an additional \$20 wellness incentive for achieving the most number of steps at the end of the 80 day challenge. The declared winner walked a total of 1,254,682 steps.
- “ReThink Your Drink” Competition: This challenge started 10/5/15 and ended 11/01/15. The objective of this challenge was to promote good health by encouraging adequate hydration by increasing the consumption of water and decreasing caffeine intake. Thirty-four (34) 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-five (25) individuals completed the challenge and seventeen (17) participants reached their individual goal. The seventeen (17) winners were invited to a free luncheon sponsored by the Safety/Wellness Committee.
- 2015 Health Fair/Flu Shots: Flu shots were provided to employees, volunteer firefighters and police reserves at a joint City/County Flu Shot Clinic on 10/20/2015, with seventy-four (74) total City individuals participating. Four (4) employees scheduled make-up shots with the Brookings County Community Health in November of 2015. This is a slight decrease in flu shot numbers over 2014. A City of Brookings/Brookings County Employee Health/Benefit Fair was coordinated by the Safety Wellness Committee and Human Resources Department on 10/29/15, with sixty-six (66) employees completing blood work. This was a 1.5% increase in comparison to 2014. There were a large variety of health related representatives present with booths available for browsing. Many positive comments were received.
- 2015 Healthy Lifestyle Challenge: City employees were offered an incentive to participate in a Health Risk Assessment (HRA) and laboratory screening at the annual 2015 City of Brookings Health/Benefit Fair on 10/29/2015. Sixty-six (66) employees were tested for glucose, cholesterol, HDL, and triglycerides, etc. A Health Risk Assessment Questionnaire was completed by sixty-six (66) employees and twenty-one (21) 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 one (1) more employee taking part in the laboratory screening in comparison to 2014. The results were very encouraging!! The three (3) areas in 2015 showing improvement in the laboratory risk comparisons within the ‘Excellent’ rating

category were Total Cholesterol, HDL Cholesterol, LCL Calculated and Blood Glucose. The Safety/Wellness Committee was very pleased that employees were taking some type of action to monitor and improve their health.

- 2015-2016 Holiday 'Maintain, No Gain' Weight Challenge: Thirty-seven (37) employees participated in the Holiday 'Maintain No Gain' Wellness Challenge that started 11/16/15, and ended on 01/08/16. 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 individual 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. The thirty-seven (37) total employees participating in this challenge lost a net of 62.0 lbs. The team who lost the most weight was Team C with a net loss of 20.0 lbs. (3.33%). Congratulations to Team D and the employee within that team who lost a total of 22.0 lbs. (7.87%). Team A lost a net of 9.0 lbs. (2.4%); Team B lost a net of 23.0 lbs. (3.1%); and Team D lost a net of 10.0 lbs. (1.67%).

Liability Insurance Claims: There were 14 liability claims reported relating to the City of Brookings in 2015 as follows: general liability (7); public officials liability (1); auto liability (2); and auto physical damage claims (4), compared to 10 claims in 2014. The net dollar amount paid by South Dakota Public Assurance Alliance (SDPAA) for 2015 liability related claims was \$46,815.41, compared to \$8,487.94 in 2014.

Property/Equipment Insurance Claims: There were three (3) damaged equipment claims reported relating to the City of Brookings in 2015, compared to one (1) fire related property claim in 2014. The net dollar amount paid by Chubb Insurance Company for 2015 damaged equipment related claims was \$123,125.00 compared to \$696,158 in 2014.

Safety Awards: The City of Brookings received the Gold and Platinum Levels Loss Control/Safety Achievement Awards from Safety Benefits, Inc. in 2015 on behalf of SDMLWC Fund and SDPAA. This was the seventh consecutive year winning the Gold Level award and the fourth time in six years winning the Platinum Level award.

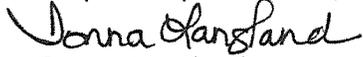
Building Inspections: Members of the Safety/Wellness Committee conducted building inspections of various city facilities in 2015, with inspection reports submitted to the Human Resources Director/Risk Manager for review and follow-up as appropriate.

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, 2015. 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 2015 that related to their department and positions.
- A total of 450+ 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.
- BKD Integra Report Training video was viewed by all departments and new hires in 2015.
- Sexual Harassment Training video was required to be viewed by all departments in 2015.
- A Spring Safety In-service was held on 03/31/15 with a presentation given by Dr. Rod Brandenburger from Back in Motion Chiropractic on proper lifting techniques and prevention of sprains/strains and back injuries.
- A Safety Orientation In-service was held for new hires on 06/05/15.
- A joint City/County employee picnic was held on 07/07/15 with Severe Weather Preparedness/Heat Exhaustion and Fire Extinguisher training offered to employees in attendance.
- Several exempt City of Brookings supervisory staff were invited and attended three (3) Fred Pryor seminars hosted by Brookings County at the City/County Government Center as follows:
Session 1: Wednesday, September 23 - Personnel Law for Managers and Supervisors;
Session 2: Wednesday, October 21 - Leadership and Team Building; and
Session 3: Wednesday, November 18 - How to Deal with Unacceptable Employee Behavior

- A Winter Safety In-service was held on 12/03/15, with a presentation on Identity Theft and Consumer Credit given by Wells Fargo staff.
- Various other trainings sessions were held for staff as follows: MSHA Training for Street, Landfill and Park/Forestry departments on 03/04/15 & 03/05/15; HAZMAT training for Landfill employees on 02/25/15 & 02/26/15; CPR/AED Training Session for Street Department on 10/28/15; CPR & Bloodborne Pathogen Training Session for Fire Department on 05/19/15; and an EVOC (Driving Course) for Fire Department on 08/25/15.

Respectfully submitted,



Donna Langland

Human Resources Director/Risk Manager