

Village of Schaumburg

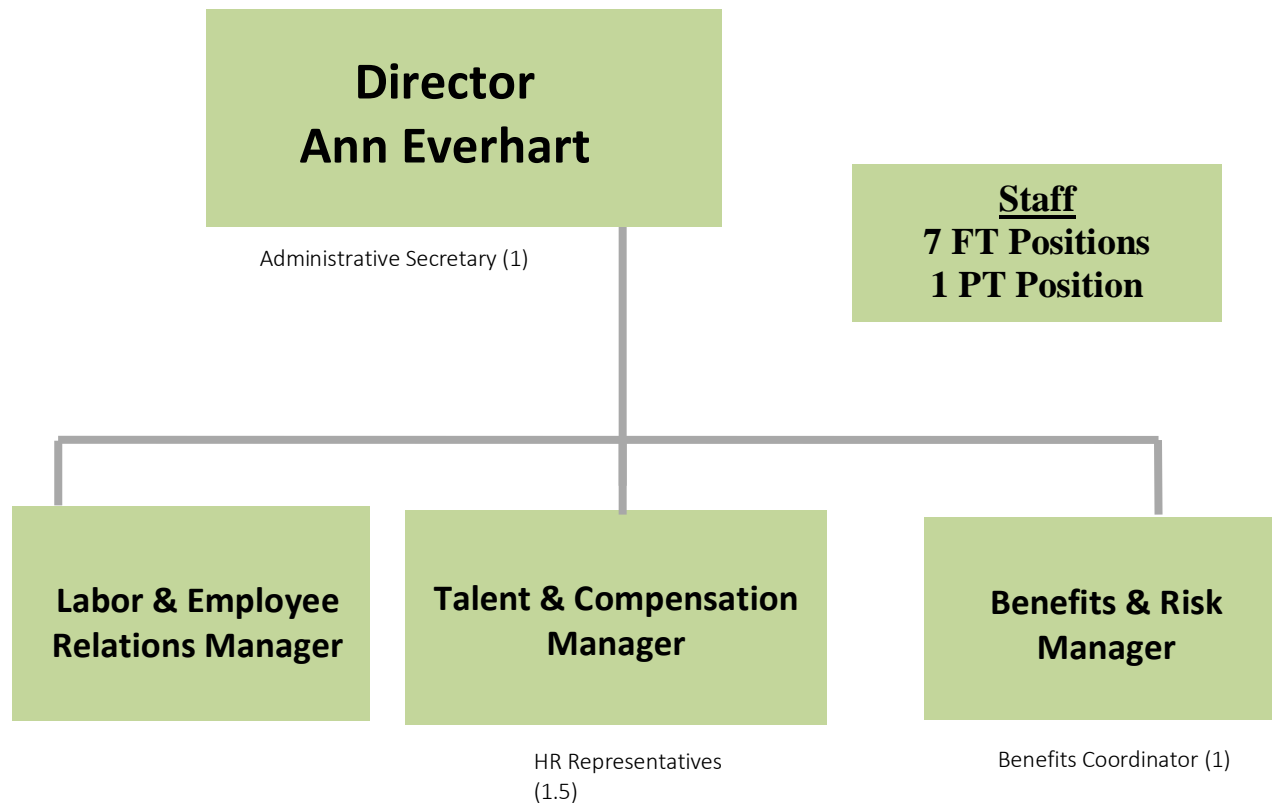
# Human Resources Department Monthly Report

June 2018

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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

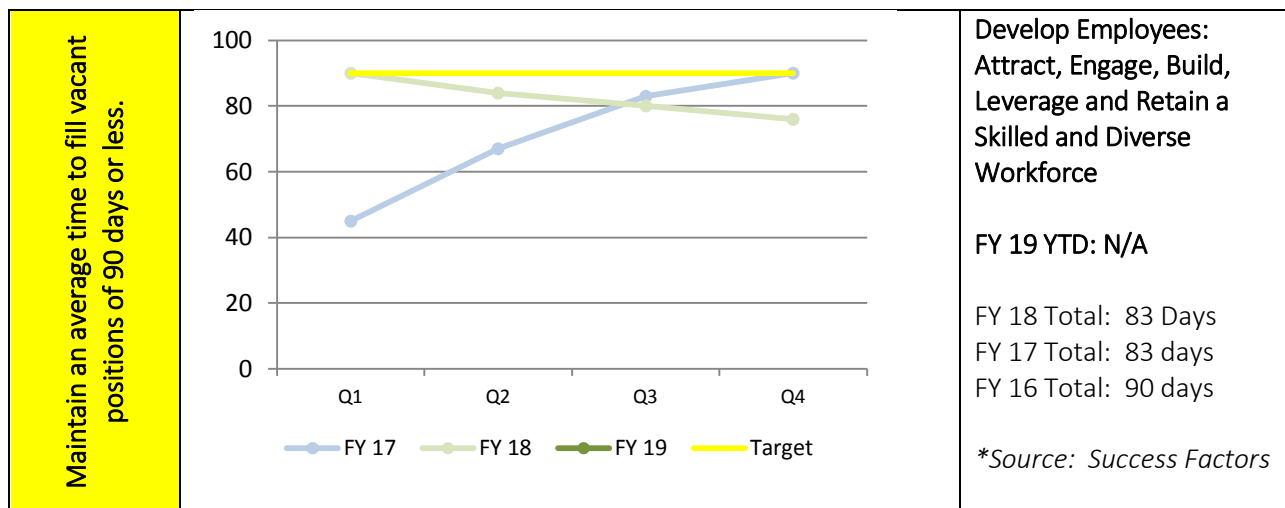
In the village’s Talent Management Plan (TMP), the goal is to develop exceptional leaders which exemplify the Village’s core values of trust, integrity, respect, teamwork, and customer service. The five elements of the TMP include: 1. Attract the right talent with the right competencies for the job.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



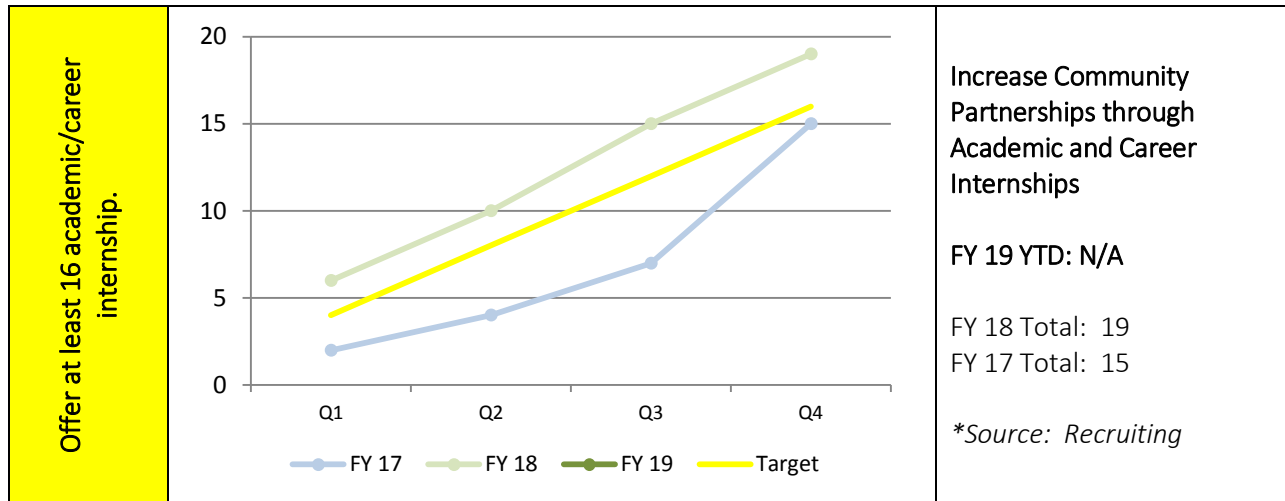
**KPI 2: Promote learning and growth among the village’s workforce.**

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><b>Provide at least 68 employee development classes to Schaumburg employee.</b></p>	<table border="1"> <caption>Development Classes Offered</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>-</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	-	17	Q2	16	29	-	17	Q3	16	14	-	17	Q4	23	36	-	17	<p><b>Develop Employees: Promote Learning and Growth</b></p> <p>FY 19 YTD: N/A</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	-	17																							
Q2	16	29	-	17																							
Q3	16	14	-	17																							
Q4	23	36	-	17																							
<p><b>Ensure attendance of at least 950 at training provided by the Human Resources Department.</b></p>	<table border="1"> <caption>Training Attendance</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>40</td> <td>100</td> <td>-</td> <td>240</td> </tr> <tr> <td>Q2</td> <td>170</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>300</td> <td>520</td> <td>-</td> <td>240</td> </tr> </tbody> </table>	Quarter	FY 17	FY 18	FY 19	Target	Q1	40	100	-	240	Q2	170	380	-	240	Q3	240	110	-	240	Q4	300	520	-	240	<p><b>Develop Employees: Promote Learning and Growth</b></p> <p>FY 19 YTD: N/A</p> <p>FY 18 Total: 1,121 FY 17 Total: 765</p> <p><i>*Source: Success Factors</i></p>
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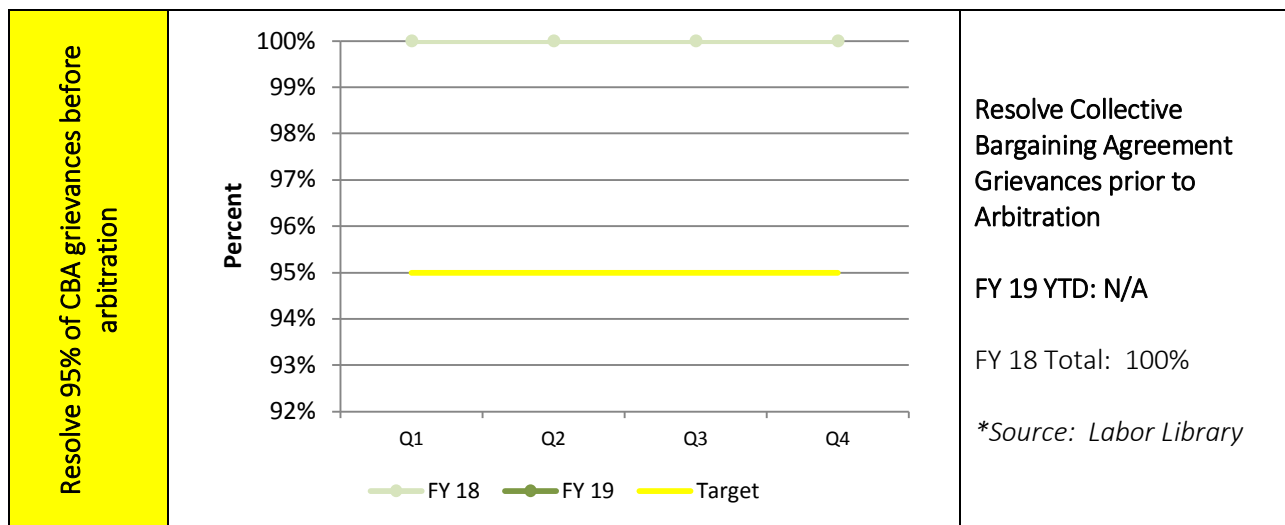
**KPI 3: Increase community partnerships through academic and career internships.**

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.



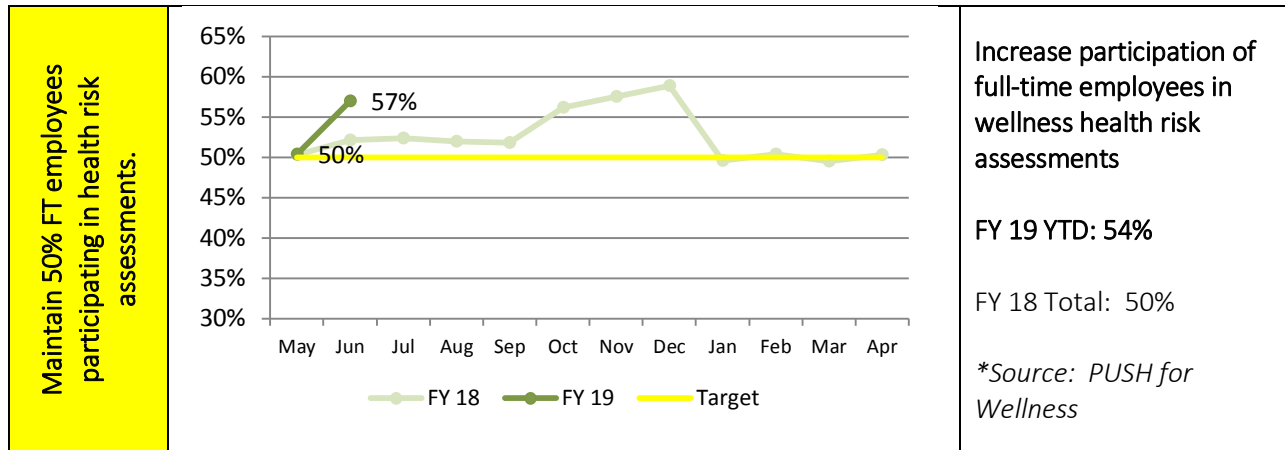
**KPI 4: Resolve collective bargaining agreement grievances prior to arbitration.**

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.



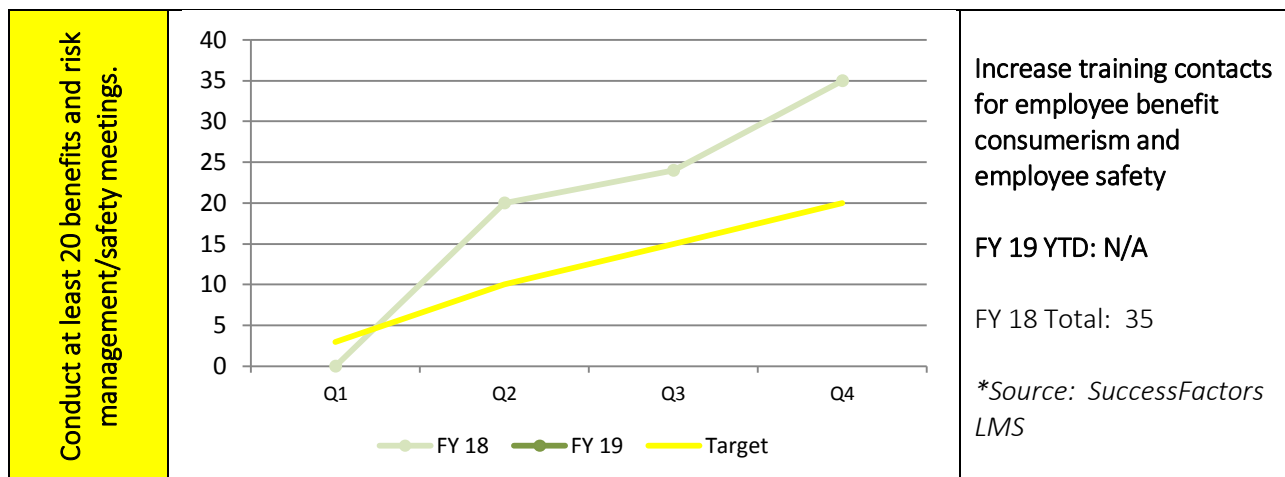
**KPI 5: Increase participation of full-time employees in wellness health risk assessments.**

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	June 2018	FY2018-2019 YTD
	#	#
Open Positions (currently recruiting)	34	N/A
New Open Positions (this month)	11	18
Applications/Resumes Received	540	1104
Interviews Conducted	21	38
Background Processing (Applicants / Volunteers / Contractors)	11	31
Employee Resignations/Terminations	9	21
Employees Hired/Positions Filled	21	35

### SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT

June 2018

#### TRAINING COURSES PROVIDED

Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
06/06/2018	Serving Diverse Customers with Success	Ben Capraro	0	17	2	3	22
06/06/2018	Serving Diverse Customers with Success	Ben Capraro	0	16	2	5	23
06/07/2018	Serving Diverse Customers with Success	Ben Capraro	1	7	8	13	29
06/07/2018	Serving Diverse Customers with Success	Ben Capraro	0	9	0	11	20
06/12/2018	Mass Violence & Preparedness Training	(watched training video)	0	1	0	0	1
06/26/2018	Serving Diverse Customers with Success	Ben Capraro	0	6	1	24	31
06/26/2018	Serving Diverse Customers with Success	Ben Capraro	0	14	3	5	22
06/28/2018	Defensive Driving Course	National Safety Council	0	3	0	4	7
<b>Total Monthly Participants:</b>			<b>1</b>	<b>73</b>	<b>16</b>	<b>65</b>	<b>155</b>
Prior Months Participants:			<b>11</b>	<b>68</b>	<b>53</b>	<b>40</b>	<b>172</b>
<b>Total Fiscal YTD Participants:</b>			<b>12</b>	<b>141</b>	<b>69</b>	<b>105</b>	<b>327</b>



## 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 June 2018.

<b>Dept</b>	<b>Employee</b>	<b>Reason</b>	<b>Nominated by</b>
Police	Angelika Manoukian	Angelika was nominated for displaying excellence in customer service for her work providing translation between the Police Social Worker and a resident. Angelika was contacted on her day off and did not hesitate to provide the requested assistance.	Linda Young
Finance	Stacy Christopher	Stacy was nominated for displaying excellence in customer service following the receipt of a compliment from a resident. The resident noted that Stacy displayed exceptional customer service in her interaction with him.	Lisa Petersen
Community Services	Marianne DiLillo	Marianne was nominated for displaying excellence in customer service following receipt of a complimentary email from a resident. The resident wanted to acknowledge Marianne's efforts with his use of the medical equipment lending program.	Cindy McCune
Finance	Patty Fisher	Patty was nominated for displaying excellence in customer service for her work ensuring the viability of the police officer candidate web pay process.	Colleen Stroiman
IT	Michelle Barnes	Michelle was nominated for displaying excellence in customer service for her work ensuring the viability of the police officer candidate web pay process.	Colleen Stroiman
IT	Bob Fessett	Bob was nominated for displaying excellence in customer service for his work ensuring the viability of the police officer candidate web pay process.	Colleen Stroiman
Community Services	Abigail Flanagan	Abigail was nominated for displaying excellence in customer service following the receipt of a compliment from a resident. The resident wanted to acknowledge Abigail's great work and taking care of the request in a timely manner.	Cindy McCune
Community Services	Marina Lvovich	Marina was nominated for displaying excellence in customer service for her work planning a successful Flag Day celebration for seniors. Held on June 15, the event provided a picnic lunch, Bingo, and an Elvis impersonator for the 215 seniors in attendance. Marina also coordinated 70 sponsors that provided support to make this event a success.	Cindy McCune