

# Human Resources



2017 Annual Report • Published June 2018



# Human Resources

The Tri-County Health Department (TCHD) Office of Human Resources (OHR) supports TCHD's efforts in enhancing and supporting the work of our employees. They are TCHD's most important resource for success. OHR manages a variety of employee-centered programs with a commitment to refining our services and processes to meet the ever-changing employee and Agency needs. Services provided by the OHR include:

- Recruitment
- On-boarding and Orientation
- Benefits and Retirement
- Compensation
- Compliance (Policy/Procedure/FMLA/ADA/Leaves of Absence)
- Employee Relations
- Employee Performance Management
- Employee Recognition Programs
- Worker's Compensation

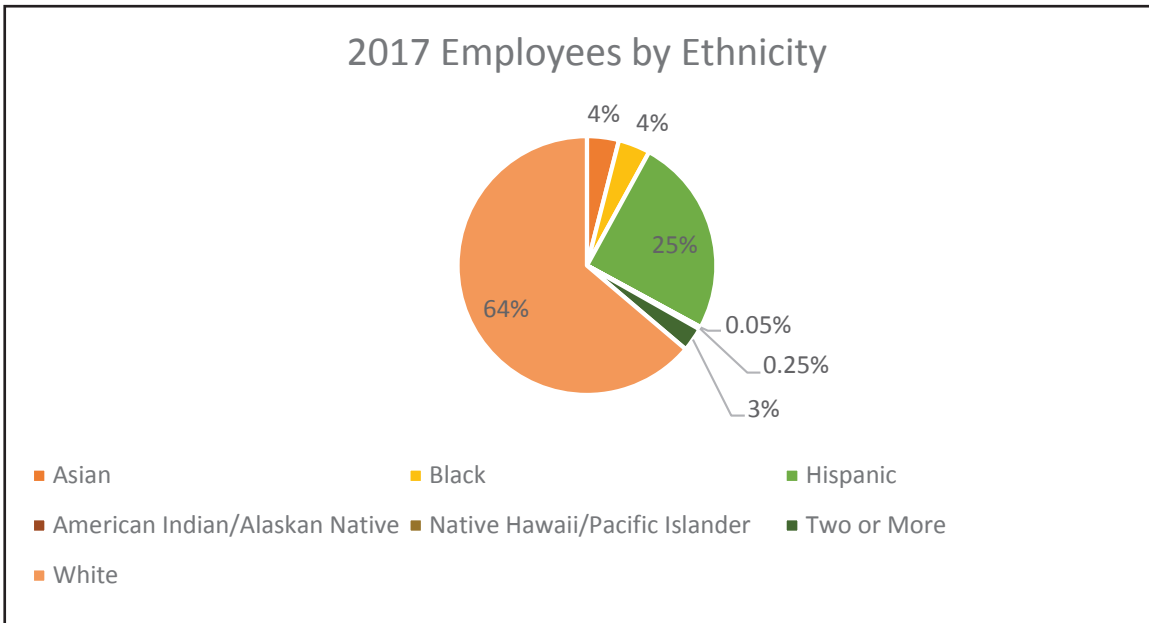
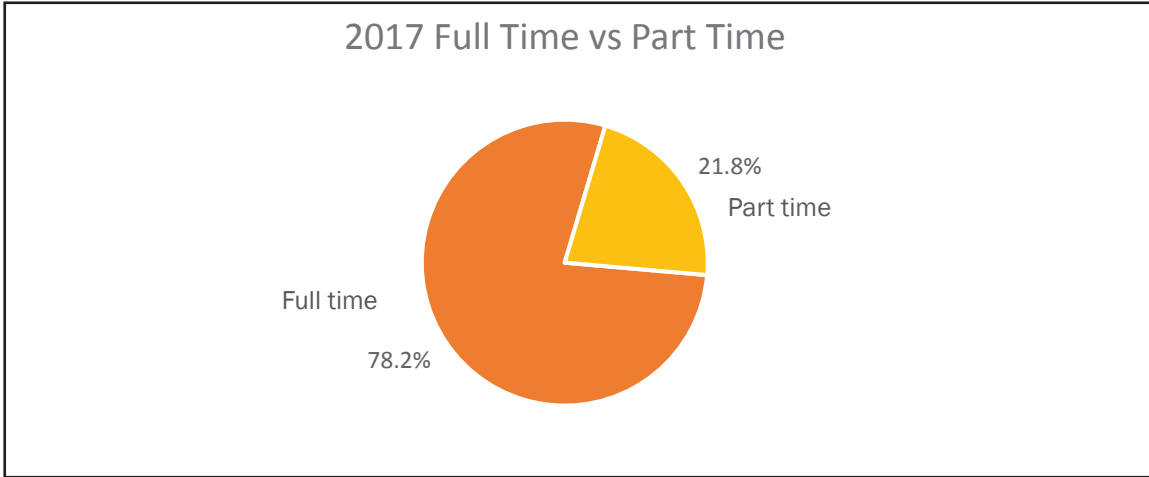
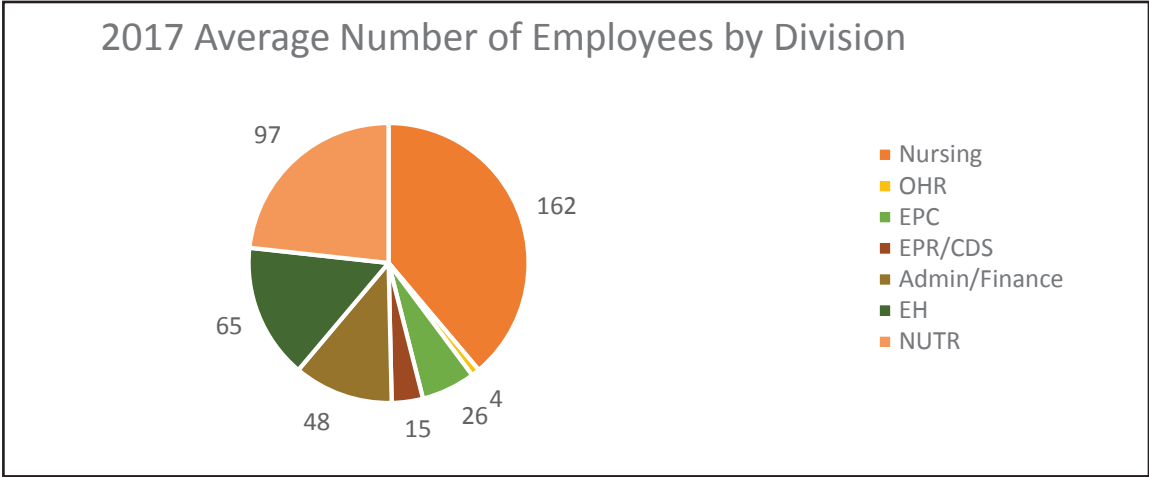
The Office of Human Resources' staff takes pride in providing a confidential, honest and objective approach in all that we do. We strive to be proactive, responsive and a knowledgeable sounding board. OHR provides a strong array of HR practices to TCHD employees.

## 2017 Major Accomplishments

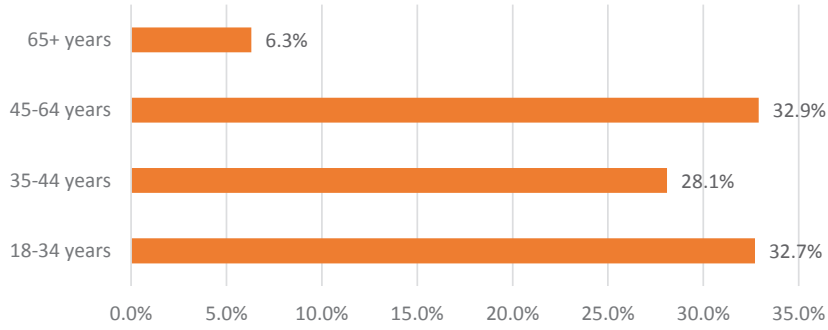
- Coordination of Annual All Staff Meeting at new and improved venue. The employee survey results regarding the event were very positive. Employees indicated they value this time to learn about other divisions and programs across the agency
- Business case accepted and contract completed on a new HR Management/Payroll System that will improve processes, access and reporting capabilities
- Engaged a new employee assistance vendor, ComPsych Guidance Resources. The utilization of Guidance Resources by our employees and their families has been very high. We have received positive feedback regarding this change and the enhancements such as online counseling, financial counseling and support in finding day care and senior care
- Executive Recruitment: Deputy Director, and Director of Administration and Finance
- Business case development and approval for a Safety and Security Specialist
- Policy/Procedures updates: Professional Appearance, Infants at Work Pilot, Sit/Stand Stations Procedure. We updated the Professional Appearance Policy to provide more flexibility to staff while still presenting as professionals. The Infants at Work Pilot Policy has been very successful in 2017 and continues to be so. We had six babies at the agency and have received inquiries about the policy from several agencies and media. We clarified and refreshed the Sit/Stand Station Policy and additional options for purchases that were added by Facilities
- Lead Domain 8 for the Public Health Accreditation Board
- Addition of Voluntary Life Insurance option to our existing employer paid life insurance
- Completed Market Salary Analysis resulting in some changes to the pay plans to ensure a competitive place in the employment market
- Refreshed New Employee Orientation to create a better onboarding experience for our new hires
- All staff survey completed for NACCHO Workforce Research

# 2017 Workforce Snapshot

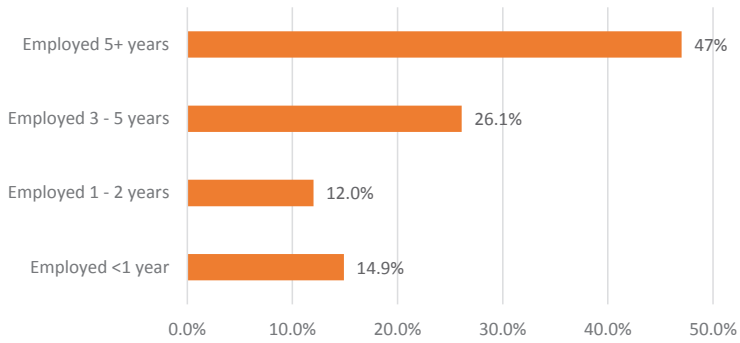
2017 average employee headcount = 417



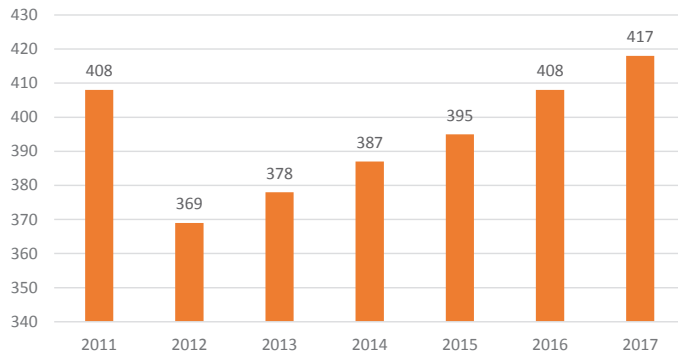
### 2017 Age Group Distribution



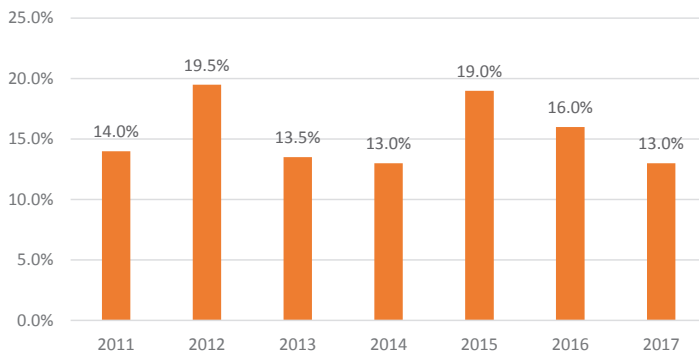
### 2017 Average Employee Tenure



### Average Employee Count by Year



### Average Employee Turnover by Year



## Human Resource Programs and Support Services

- Service Awards = **40** employees honored
- Summit Awards received = **19** including HR's Cindy Jamieson and Public Health Accreditation Leads
- Tuition Reimbursement Distribution = **\$30,566**
- Compassionate Leave Distribution = **276** hours distributed
- Employee Assistance Program (EAP) Utilization = **94.5%** for 6 months which is excellent. Top presenting issues included psychological, bereavement and stress. EAP does not share individual information with organizations.

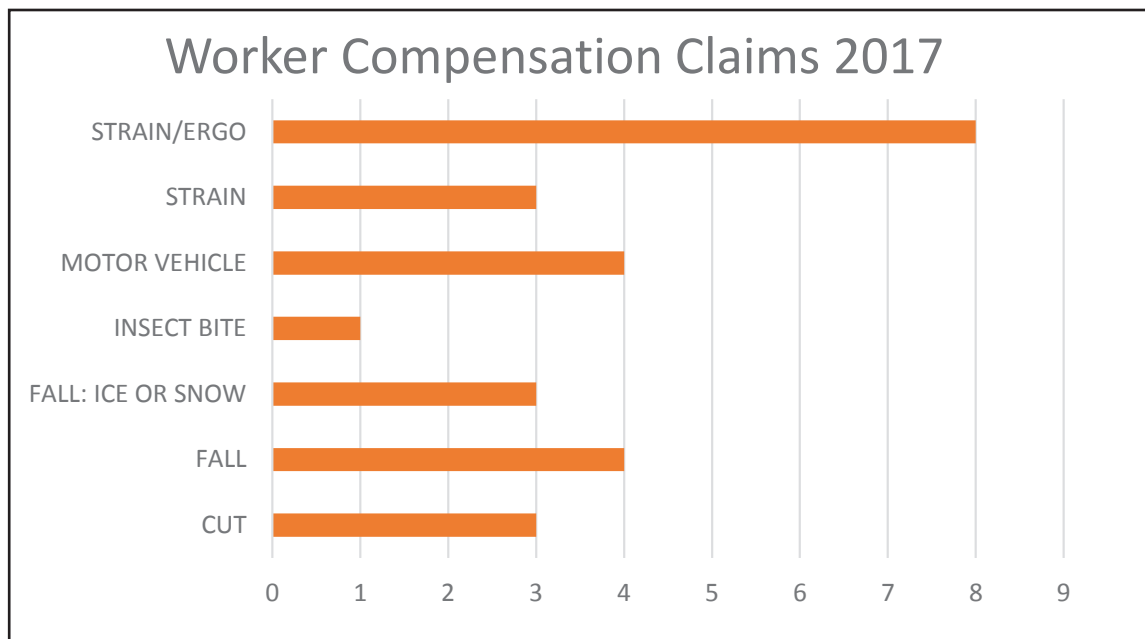
## PERA Employee 2017 Contributions:

|                |             |
|----------------|-------------|
| PERA           | \$1,599,433 |
| PERA 401K      | \$631,078   |
| PERA 457       | \$53,748    |
| PERA ROTH 401K | \$111,115   |
| PERA ROTH 457  | \$66,524    |

## Workers Compensation

Number of Ergonomic Evaluations = **15**

In 2017, HR streamlined the new hire ergo evaluations to include a video on office equipment setup. We trained three TCHD staff in ergonomic evaluations in order to be internal experts in ensuring our employees have a comfortable work setting.



## New Projects

The following projects were started in 2017 and are projected to be finalized in 2018:

- New applicant tracking system to enhance recruitment
- On boarding system for new hires to enable higher quality orientation
- Learning Management System for improved employee training options
- Improved employee performance management process
- New HR Management system with employee dashboards to automate processes
- 2018/2019 open enrollment finalizations with new medical vendor
- Ergonomic training for employees that spend extensive time in their cars

## Quality Improvement

In 2017, HR collaborated with Daniel Barton, the Quality Improvement Specialist, and developed three process improvement initiatives.

- #1. This initiative focused on quality improvement in the recruitment and hiring processes by bringing together cross division key stakeholders in a workshop. We identified many immediate and future process improvements and quickened our time to fill open positions. This workshop will be instrumental as we implement a new applicant tracking system in 2018.
- #2 The second initiative's goal was to improve the termination processing steps between HR and Payroll. The quality improvements included eliminating redundant paperwork, and lessening the steps it takes to finalize a termination. This resulted in more timely information completed in the payroll system.
- #3 The third quality improvement initiative, used the tools learned in the first two workshops to streamline HR's new hire orientation. We restructured the new hire orientation with a focus on ensuring everything presented in orientation was value added for the new hire.

## Strategic Plan

Currently HR is focused on goal 4 part C of the strategic plan, which targets enhancing workforce development, and competency based training. Action steps completed in 2017 for this goal include the finalization of a Workforce Development Plan to guide our competency-based trainings, obtaining a new learning management system to track and deliver training, and hiring a Workforce Development Coordinator to manage the project of implementing the Plan and training development. In 2018, HR will continue to work on the Strategic Plan by further developing tools and trainings to support workforce development.