

# Human Resources

It's all about the People...



## FY2016/17 Annual Report

**Staffing** - Using a refined, standardized staffing process that ensures fairness and consistency in the selection process, the Human Resources department facilitates the hiring process, interfacing between hiring managers and candidates. In FY2016-2017, we filled a record-high 159 positions to include regular, part-time, and seasonal employees. Our average time-to-fill a position is 33 days, against a benchmark of 40 days. All open jobs are posted on the City's web site at [www.fbfl.us/jobs.asp](http://www.fbfl.us/jobs.asp)

**Benefits Administration** – HR manages the employee health, pension, and life insurance plans, as well as accounts payable for the plans. We provide guidance and problem resolution relative to all employee benefits, including defined contribution, health, disability, and life insurance plans. For the 2017-2018 plan year, we were able to hold our insurance premiums to a remarkably minimal 3% increase. With the rising cost of health care nationwide, we consider this a success, and directly attributable to our wellness efforts City-wide. Additionally, the City has moved to an on-line system called the *Employee Navigator*, which allows for a one-stop shop on almost all things benefits-related. Employees can access important documents, access links to outside carrier websites, and even view benefit elections on demand.

**Health and Wellness/Risk Management** – The City won the Gold level award for Excellence in Worksite Wellness awarded by the *First Coast Workplace Wellness Council* on May 10, 2017 which represents the first gold level award and the fifth consecutive wellness award won by the City for demonstrating a commitment to employee wellness through our programs and culture. We successfully planned and executed our annual Health and Benefits Fair to educate our employees about better health management and their benefit options. The department is also responsible for managing all workers compensation claims for the City of Fernandina Beach.

**Workers' Compensation** - The City had the fewest number of total accidents (43) in any year since Safety Committee began tracking in 2006! The total included 6 citizen accidents. Total property damage was also very low at \$14,888. A very good year, due in no small part to the efforts of the Safety Committee.

**Safety Committee** - HR guides a very proactive, involved Safety Committee. Accomplishments of the Committee include significant reductions in accidents year over year. Safety inspections of all City facilities have resulted in safer conditions for employees and citizens. The Committee works in conjunction with HR and the Fire department to provide CPR/First Aid training for all employees. The group was also instrumental in funding and placing AEDs in twelve main City facilities.

**Compensation Management** - HR manages salary administration, job analysis, and develops the annual Pay and Classification Plan for consideration by the City Commission. We coordinated an external pay and classification study by Cody & Associates, Inc. in 2015, resulting in a more comparable pay plan for our labor market, paying dividends in our recruiting efforts. We anticipate conducting another such study in FY17/18.

**Training** – HR conducts/facilitates various training classes to include diversity, employment law, and wellness training and provides a lending library of training materials, including safety-related training, to departments on an on-going basis.

**Employee/Labor Relations** - HR manages a wide range of complex personnel issues on behalf of the City and maintains an “open door” policy and works to resolve most issues before they are escalated to the grievance stage. We help facilitate on-time delivery of quality performance evaluations for approximately 250 employees. We help protect the City against unemployment compensation claims or unlawful termination claims by utilizing progressive corrective action with fairness and diligent documentation.

**Policy Development** – The Personnel Policy Manual was updated and approved by the City Commission on February 7, 2017 by ordinance. Updating the City's *Personnel Policy Manual* was important because of the implementation/changes of key employment law regulations. The Policy Manual was last updated in 2013.

**Pension Boards** – HR staff, two of whom are certified Public Pension Plan Trustees, serves as staff advisor/coordinator for the City's General Employees' Pension Board and the Police and Firefighters' Pension Board.

**Employee Events and Communications** – the department delivers a monthly newsletter, *CityTalk*, filled with information about safety, health and wellness, employee recognition, and other items of interest to employees. We coordinated an Employee Appreciation Picnic as part of the City's United Way campaign, as well as an Employee Service Awards Breakfast to honor the milestone dates of our dedicated employees on their service to the City.

**United Way** - HR provides leadership and assistance to the City's United Way campaign team. The team has facilitated several events (Guns & Hoses softball game and City/County Golf tournament) which have brought unprecedented employee interest in the United Way resulting in a 28% increase in annual campaign contributions this year.