



# HUMAN RESOURCES ANNUAL REPORT 2020



We are talent-seekers, advocates, coaches, resource experts, mediators, negotiators, out-of-the-box thinkers, strategists, risk managers, and thought leaders. Our department’s comprehensive programs and services support the professional growth and well-being of each employee. We are here for you.

### **Human Resources Mission:**

We support, attract, and retain high-performing employees who fit our positive, can-do culture, are committed to serving the community, and uphold our City’s mission and values. We do this by providing competitive, equitable benefits; resources for personal and professional development; and expectations for high ethical conduct so that employees can be successful in their work – and enjoy doing it.

### **Human Resources Vision:**

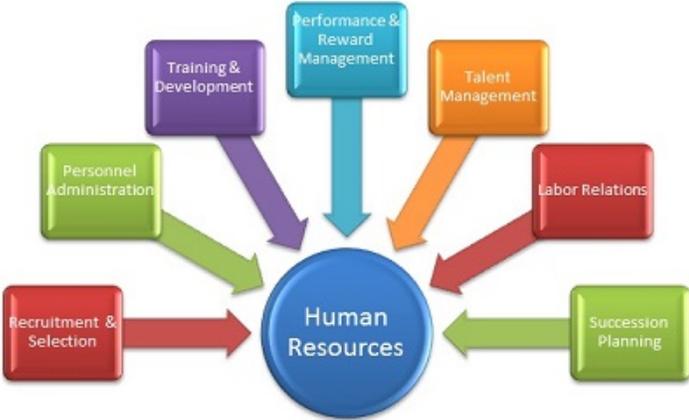
The most well-run, respected city in western Wisconsin with employees from diverse backgrounds who utilize cutting edge tools and practices to lead and transform communities.

Welcome to our annual report; a snapshot of Human Resources’ activities from calendar year 2020.

**Citizens of River Falls  
Mayor/Council  
City Administrator**

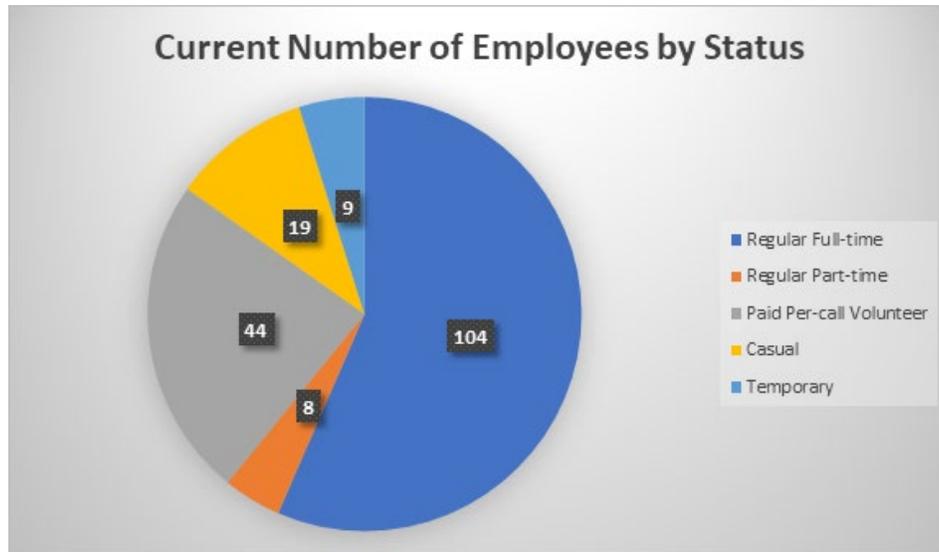
<p>City Departments</p> <p>Administration</p> <ul style="list-style-type: none"> <li>• Finance</li> <li>• Human Resources</li> <li>• Information Technology</li> <li>• Communications</li> <li>• City Clerks Office</li> <li>• Municipal Court</li> </ul> <p>Public Works</p> <ul style="list-style-type: none"> <li>• Facilities</li> </ul>	<p>Community Development</p> <ul style="list-style-type: none"> <li>• Engineering</li> <li>• Planning and Development Services</li> </ul> <p>EMS – transitioned to Allina 11/16/2020</p> <p>Police</p> <p>Fire</p> <p>Utilities</p> <ul style="list-style-type: none"> <li>• Water/Waste Water</li> <li>• Electric</li> <li>• Library</li> <li>• Recreation</li> </ul>	<pre> graph TD     A[Assistant City Administrator Jason Stroud] --&gt; B[Human Resources Director Karen Bergstrom]     B --&gt; C[Human Resources Coordinator Jaime Isaac]     B --&gt; D[Human Resources Assistant Rhonda Davison (.20 fte)]     D --&gt; E[Safety Coordinator Consultant Angelina Symicek]     </pre>
--	--	---

Functional areas of the Human Resources department are staffing and workforce planning, compensation, benefit administration, labor relations, policy development, succession planning, training and development, HR system administration, compliance reporting, safety/risk management and personnel management.



**City Workforce**

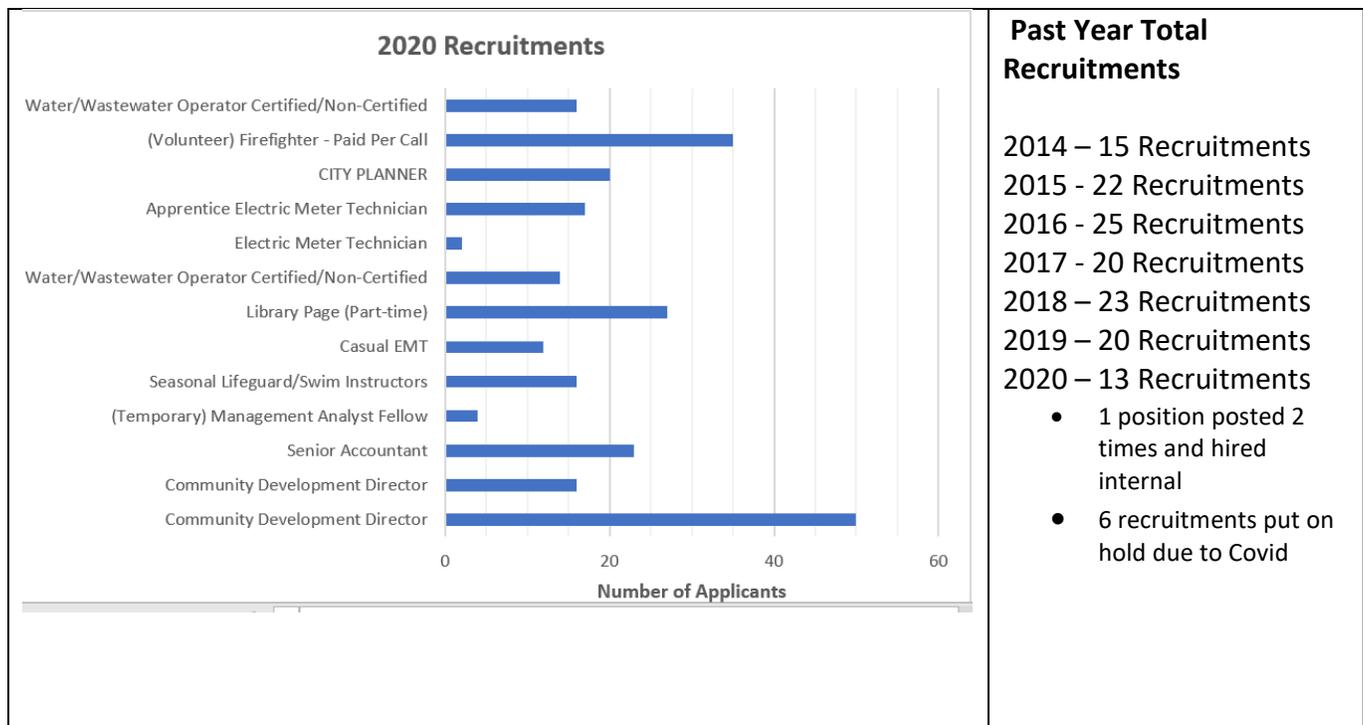
The workforce includes both represented and non-represented employees in full-time and part-time capacities. In addition, we have temporary and casual employees and paid-on call volunteers. These employees fill technical/skilled, administrative, safety and managerial roles. We work in a dynamic environment where, as the City of River Falls continues to change and grow, our workforce must evolve. Our employees come from a variety of backgrounds, training and experience to represent our City.



### Staffing and Workforce Planning

13 new hires and 60 terminations were processed in 2020 (33 terminations were due to EMS department transition to Allina Health). These numbers also include seasonal, temporary, and paid on-call volunteers in addition to regular full-time and part-time employees.

Recruitments: Calendar year comparison for total job postings and number of applicants per posting.



## Federal/State Reporting Requirements

The Equal Employment Opportunity Commission (EEOC) requires biannual reports which indicate the composition of the work force by sex and race/ethnic category. In State and Local Government this report is referred to as the **EEO-4**. The EEO-4 survey is conducted biannually in every odd-numbered year. Human Resources filed the EEO-4 report in September 2019.

The statistics below comply with State and Federal reporting requirements and are a voluntary option for employees to disclose and therefore may not accurately reflect the makeup of the workforce (protected classes).

Job categories reported on; officials/administration, professionals, technicians, protected services workers, paraprofessionals, administration support, skilled craft workers and service maintenance.

<b>Protected Class</b>	<b>(# as reported of total workforce)</b>
Asian	0
Black/African American	2
Native Hawaiian/Other Pacific Islander	0
American Indian/Alaskan Native	1
Two or more races	1
Hispanic/Latino	0
White	245

ACA and OSHA are additional compliance requirements Human Resources is responsible for each year.

## Training and Development

The City is committed to a program of staff development based on a goal of creating a climate of and opportunities for employee growth which will benefit the City and the individual.

Human Resources oversees various compliance and best practice training for all employees. Our safety consultant manages safety/risk management compliance and best practice training. Specific departments such as Police, Fire, Utilities, and Public Works manage other compliance and license required trainings within their respective departments.

## Passport Program - Workforce development: welcoming employee orientation program

At the City of River Falls, we believe it's important for new staff to get out and about, not only to meet staff from various departments, but to learn what they do – and have fun doing it.

The City's Passport Program launched in 2016. Since then, new, and long-time employees have been invited to visit ten different departments throughout the City over a five to eight-week period.

Participants see how different departments interact and are dependent on each other, which promotes cohesiveness. They have the chance to experience new things: getting their fingerprints taken at the PD, playing Pickleball, riding in a plow truck, and seeing how the hydroelectric dams work. After tours are completed, participants enjoy lunch with the city administrator.

In 2020, we only had 1 FT new hire do a virtual passport program due to Covid restrictions. All other hires were casual or temporary in nature.

## Benefit Management

- FMLA
  - a. Processed 18 Non-Covid related leaves
- Workers Compensation
  - a. Processed 13 workers compensation claims, 4 with lost time

The City moved to HealthPartners in 2014 for Health Insurance. Calendar year renewal rate changes noted in table below.

	2016 Total Premium % Change	2017 Total Premium % Change	2018 Total Premium % Change	2019 Total Premium % Change	2020 Total Premium % Change	2021 Total Premium % Change
<b>Health</b>	9%	0%	2.5%	6.5%	2.6%	12.9%
<b>Dental</b>	12%	7%	0%	4.0%	0%	0%

## Safety and Risk Management

The City has a contract relationship for Safety and Risk Management services. We strive and work to assure a safe and healthful work environment for all employees. We continue to develop and implement programs, policies and procedures for the recognition and identification of hazards and to ensure compliance with applicable state and federal health, safety, and environmental regulations. Below are highlights from 2020.

### Occupational Safety and Industrial Hygiene

- Conducted annual Tornado Drill. Updated Emergency Action Plan policies for various departments.
- Completed environmental, health and safety compliance audits of existing buildings and construction sites and made necessary corrections. Worked with Travelers Insurance on external safety audits.
- Conducted noise surveys of Library new AMH machine and Police Department squad vehicles. Making necessary changes for officers.
- Completed crane/hoist inspections (removed damaged ones and ordered replacements), inspected ladders (replaced damaged parts).
- Completed RP3, APPA and MEUW safety award applications.
- Created Mobile Elevated Work Platform Safety Plan (added to the Safety Manual).
- Continued with arc flash assessments of new and existing buildings.
- Performed MSDS inventory of all chemicals. Continuing to update online inventory.
- Conducted required and periodic trainings for staff.
- Worked with contractors to ensure safety and compliance while working on our job sites.

### Occupational Medicine

- Maintained files for OSHA medical respirator clearances and conducted fit tests for all staff wearing respirators to protect against Coronavirus.
- Maintained files to ensure Hepatitis B vaccination records are on file for new and existing employees.
- Completed annual audiometric testing for employees through the UW-RF Audiology Department.
- Added new 1<sup>st</sup> Aid kits and new Zoll AEDs in most vehicles and in buildings.

### Ergonomics

- Conducted ergonomic assessment and training of the Library RFID cart and tagging process.
- Conducted ergonomic assessments of at-home workstations for employees.

## Environmental

- Assisted staff with proper PPE needs/requirements/protocols/concerns/building equipment, etc. while working with Coronavirus.
- Got the updated 2020 Emergency Response Guidebooks in all vehicles and updated app on employee's mobile phones.

## EHS Training

<b>Safety Compliance Training</b>	<b>Number of Employees Trained 2019</b>	<b>Required Frequency</b>
Confined Space Entry – Rescue/Refresher	33	Annual
Diggers Hotline, Trenching and Excavation Refresher Safety Training	20	Annual
NFPA 70E and Electrical Safety	6	Annual
Flagger Training	23	Every Three Years
Ergonomics – Library	15	Periodic
1 <sup>st</sup> Aid/CPR/AED/BBP (Certified)	17	Every other year
Mobile Elevated Work Platforms	16	Every Three Years
Fork Truck/Heavy Equipment Task Training	18	Every Three Years
Safety Manual Refresher Training	96	Every Four Years
Respirator Training and Fit Testing	67	Annual
Electrical, Underground and Tool Safety	5	Periodic
New Employees Safety Training	7	Upon Hire
Seasonal Employee Safety Training	6	Seasonal

## **Challenges**

In 2020, Covid-19 pandemic brought about several challenges.

Employee consultation and administration

- 68 employees required interaction with HR due to Covid circumstances (Quarantine/close contact, Symptoms, Child-care issue, Positive test)
- 59 employees had missed time related to COVID
- 46 employees utilized FFCRA time

Top three accomplishments in 2020 for Human Resources during this pandemic were:

- Administration of COVID/FFCRA leave policies and practices (consulting affected employees on pay options, assessing symptoms, determining quarantine, and other)
- Transition to virtual HR functions (employee recognition, new hire orientations, open enrollment, trainings, surveys and other)
- Employee engagement opportunities (slideshows, virtual coffee breaks, game shows)