



2019 Human Resources Annual Report

January 9, 2020

To: County Manager Stan Kelley

From: Alicia Davis, Division Director, Community and Employee Services

Re: 2019 Annual Report

County Manager Kelley,

Following is the annual report for Human Resources. Reports for all other departments included in the Community and Employee Services Division will be supplied separately.

Director, Alicia Davis

HR Technician, Mia Redd

HR Specialist, Candice King

Personnel Activity Information

The Human Resources department supports Lumpkin County Board of Commissioners and its employees by working to ensure that our policies and practices support the county's core values and mission. HR has both internal and external customers including a significant number of drop-in customers who are searching for other services but do not know where to go.

Department support functions include recruiting and onboarding, compensation and benefits, payroll services, monitoring safety programs and managing the county's property/casualty insurance and workers compensation insurance programs.

Below are some highlights from 2019.

New Hires & Terminations

New Hires	Terminations
103	98

Training

New Employee Orientation/Onboarding – New hire numbers increased slightly from the previous year; however, when transfers of part time to full time employees are included, the number of employees going through at least a portion of our onboarding is closer to 125. Our department continues to be focused on both internal and external customers by providing the utmost in flexibility when scheduling orientations. 2019 saw the department make an even greater effort to work with the personal schedules of newly hired individuals while moving as quickly as possible to complete orientation/onboarding in order to meet the needs of our different departments. Additionally, we incorporated information regarding Core Value accountability as well as refining our processes to include more outreach to new hires who have not yet attended orientation.

Active Shooter Training – For the third time in the past six years, we offered Active Shooter Training. In order to keep the information fresh, we invited GEMA to supply the training with HR providing the coordination and scheduling. Over 140 employees attended the training.

Performance Appraisal/Merit System

Amended performance appraisal tool to include a section for rating employees on modeling Core Values.

Benefits

Open Enrollment – once again working with our broker, all full time employees were required to attend Open Enrollment. While there were very few plan changes, this was an excellent opportunity to continue to educate not only about the health insurance plan improvements offered this year, but also the role of our employees in managing the cost and impacts of health care.

Audits

Annual Worker's Compensation Payroll Audit was successful with no changes recommended.

Annual Safety Audit was successful. No recommendations. This audit allows us to obtain a safety and risk management discount for the county's property and casualty insurance.

New Policies/Policy Updates

Working in conjunction with the county attorney and a contracted HR attorney, a major revision to our Civil Service Plan was completed.

Loss Prevention and Risk Management

The Community and Employee Services Director has oversight responsibility for the overall loss prevention program and leads the efforts of the Safety Committee. Workers Compensation covers any job-related illness or injury suffered by an employee of the county while in the course of their employment. There were 22 reported Workers Comp injuries in 2019. Liability coverages such as General, Law Enforcement, Public Officials, and Automobile are carried through ACCG. Liability claims are placed in one of two categories: automobile or general. For 2019, there were five automobile claims and three general claims.

We successfully applied for a \$5,000 ACCG Safety Grant which was used across multiple departments to purchase varied equipment intended to allow employees to work more safely.

Other Projects

HR continues to work on our relationship with Northeast Georgia Medical Center and NGPG. Especially their practices for scheduling and billing for our on-the-job injuries, post offer physicals and follow-up care. The process remains challenging, especially balancing the monthly invoices. Many HR staff hours are still required.

After ten years of service, our HR Specialist retired. This initiated a search for a replacement employee. Close to 100 applications were received and screened. An internal candidate was hired.

ADA/Project Civic Access

The county continues to work on ADA compliance. Some of the 2019 projects included redoing the sidewalks at the Senior Center and the Mental Health building for grade compliance.