



2020 Human Resources Annual Report

January 11, 2021

To: County Manager Stan Kelley

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

Re: 2020 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 functions include recruiting and onboarding, compensation and benefits, payroll services, coaching and counseling employees and supervisors, monitoring safety programs and managing the county's property/casualty insurance and workers compensation insurance programs.

Below are some highlights from 2020.

New Hires & Terminations

New Hires	Terminations
96	84

Hiring, except for Public Safety personnel, was temporarily suspended at the start of the pandemic. Even after going several weeks without hiring, HR still managed to stay around our annual average of new hires. We managed this while also working to use appropriate COVID protocols such as social distancing and mask wearing when necessary.

Training

Due to the pandemic, training was limited. Even HR staff had limited training opportunities, but did participate in some remote trainings. Also, before the pandemic began, CPR training was offered and coordinated through HR.

While not staff training, HR did play a significant role in working with other team members to successfully launch and complete the Lumpkin 101 Citizens Academy. Even though classes were interrupted by the pandemic, with the leadership of the county manager, we were able to complete this 12-week course.

Performance Appraisal/Merit System

At the direction of the Board, each employee who completes their one-year probation period is now receiving a performance appraisal. Unless the timing of the appraisal falls within our normal merit cycle, this appraisal is for feedback purposes only.

Benefits

No significant changes to health insurance or other benefits this year. This allowed for a passive Open Enrollment where employees did not have to attend any mandatory training and only had to contact an enroller if they wanted to make changes.

Audits

Annual Worker's Compensation Payroll Audit were successful with only a few small changes recommended.

Annual Safety Audit was successful. This audit was conducted virtually. This audit allows us to obtain a safety and risk management discount for the county's property and casualty insurance.

New Policies/Policy Updates

Work was done over the course of the year with a contract HR attorney to update our Employee Handbook; however, the initial product offering was not delivered until January 1, 2021.

Due to the pandemic, the Board of Commissioners did choose to add a Contagious Conditions policy to the Handbook, and the seatbelt policy and drug-free workplace policy were also updated.

Loss Prevention and Risk Management

The Community and Employee Services Director has oversight for the 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 19 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 17 automobile claims and five general claims.

We successfully applied for a \$4,000 ACCG Safety Grant which was used to purchase some yellow flashing safety lights for our Animal Control vehicles and to purchase stop-the-bleed kits for multiple departments.

Other Projects

- The department successfully navigated to a new physician's group for post offer physicals. We continue to have challenges with this provider and with NGPG regarding their practices for billing for our on-the-job injuries, post offer physicals and follow-up care. The process remains challenging, especially balancing the monthly invoices. Based on multiple conversations with provider staff, this is apparently standard practice with medical billing. Many HR staff hours are still required in order to insure the county only pays for actual services incurred.
- As for all our departments, the pandemic brought many tests to HR. The department had to quickly move to manage new policies and laws including Emergency Paid Sick Leave, the FFCRA FMLA payments, unemployment claims that were unchallenged by the state and for which many of our requests for hearings were ignored, setting up new payroll codes and tracking mechanisms for time off used for COVID-19 related issues, and navigating hiring during a pandemic.
- The HR Director was given the opportunity to participate in the NACo Professional Development Academy and successfully completed the 12-week course.
- The county, through HR and Emergency Services, started working with the high school and the Development Authority to participate in work-based learning. This effort began right before the pandemic started and was then put on hold for a few months; however, in August, a student was placed with Emergency Services.

ADA/Project Civic Access

The county continues to work on ADA compliance. During 2020, the first-floor restrooms at the Senior Center were remodeled.