



2017 Human Resources Annual Report

January 10, 2018

To: County Manager Stan Kelley

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

Re: 2017 Annual Report

County Manager Kelley,

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

For Human Resources, 2107 seemed to be about improving processes. Orientation processes were adjusted, payroll processing was improved, and communication processes have been enhanced in the form of an employee newsletter. While HR's role has not changed, ways of meeting ever-increasing needs have, so our three person team will continue to work to find ways to meet needs by adding, changing, and improving processes.

I am proud of what we have accomplished as a team and I look forward to the improvements that 2018 is sure to bring.



Director, Alicia Davis

HR Technician, Glenda Dzuba

HR Specialist, Candice Taylor

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 values and mission. Much of the HR department's work is administrative and quite a bit of it is still completed manually compared to larger counties who may be using electronic platforms to manage their data.

HR duties vary from being the first contact for applicants, interpreting benefits information, new employee orientation, coordinating worker's compensation services, providing safety information, information on policies in the Civil Service Plan and Employee Handbook, assistance with understanding state and federal laws, and more. We are also often one of the departments that acts as an information clearing house for both in-person questions and phone calls from the public such as "Where can I find ____?", or "What department takes care of ____?"

Below is are some highlights from 2017.

New Hires & Terminations

New Hires	Terminations
79	128

Training

The Lumpkin County Board of Commissioners recognizes that training can have a positive impact on an employee's success with the county as well as create more positive outcomes and experiences for our citizens. Human Resources is responsible for many of the county's training programs.

- New Employee Orientation – New employees are required to attend a six hour orientation. During this time an overview of many of the county's policies and programs is presented. Other items covered include ADA accommodations, ethics, safety, Workers Compensation, benefits, FMLA use, and avoiding discrimination and harassment.
- Defensive Driving – County policy requires that new hires receive defensive driving training as soon as possible after hire and every third year after hire. A six hour defensive driving course was offered in conjunction with Local Government Risk Management Services (LGRMS), a division of ACCG.
- Performance Appraisal System – the county switched to a new performance appraisal system and the Community and Employee Services Director provided training to managers and supervisors before the first appraisals were completed.
- Annual CPR training was provided in conjunction with Emergency Services.
- Active Shooter training – with the assistance of Maj. Mike Ramsey from the Sheriff's Office and Deputy EMA Manager Lorraine Morris, this training was offered to all employees.

Benefits

- In conjunction with our health insurance provider, HR staff held our annual health fair with 26% of our covered employees participating.

- With the approval of the Board of Commissioners, the county added a new retirement planning option in the form of a Roth 457.
- In accordance with Georgia law, the Firefighter census and all other requested information was completed and supplied to ACCG to insure the county obtained adequate firefighter cancer insurance as of Jan. 2018.

Audits

- Annual Worker's Compensation Payroll Audit was successful with limited, small 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

- Wrote and implemented new Merit Pay Administration policy.
- Completed annual Civil Service/Employee Handbook updates.

Merit Increases

For the first time in several years the county provided merit increases. These increases were submitted to HR as part of each employee's annual performance appraisal. HR staff created a spreadsheet which was shared with Finance and used to devise the formula for the merit increases.

Employee Newsletter

The decision was made to begin distribution of a quarterly employee newsletter. Multiple departments contribute to the newsletter with the Community and Employee Services Director acting as editor and publisher. The first edition was distributed in October.

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. Annual site reviews are completed in conjunction with the Public Buildings Manager and a formal audit is conducted by the county's LGRMS Field Representative.

Workers Compensation covers all job-related illnesses or injuries suffered by an employee of the county while in the course of their employment. There were 18 reported Workers Comp injuries in 2017.

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 2017, there were six automobile claims and six general claims.

Other Projects

HR staff spent many hours working closely with members of the Finance Department to upgrade our payroll processes using our financial software. This has resulted in improvements in the time required to process payroll.

ADA/Project Civic Access

Compliance with ADA requirements under the DOJ's Project Civic Access is technically under the direction of the Community and Employee Services Director; however, the process of compliance is a team effort with major and ongoing contributions from the Directors of Planning & Public Works and Finance, as well as the Public Buildings Manager. The majority of projects for 2017 were directed to three areas:

- The county's website was reviewed for compliance.
- The Senior Center received several mitigations.
- The county Administration Building was the site of 2017's major mitigation efforts with new sidewalks and accessible parking receiving most of the attention.