



# 2018 Human Resources Annual Report

January 9, 2019

To: County Manager Stan Kelley

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

Re: 2018 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.

Human Resources had some key challenges for 2018 including the departmental impacts of the closure of the local hospital and the county's move to new voluntary insurance providers. Each of these challenges was addressed while continuing with our routine operations. New ways of doing tasks were developed, and continue to be refined, while other responsibilities simply grew in size. The HR department continues to accomplish our work with three staff members and with pride in our products.



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 core values and mission. The department works to recruit a workforce that is qualified and well trained and to retain that workforce through compensation and benefits, nondiscriminatory treatment, and good communication. Additionally, HR supports the county by providing payroll services, monitoring safety programs and managing the county's property/casualty and workers compensation programs.

As always, HR duties vary from being the first contact for building visitors, employee onboarding, policy interpretation and administration, 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 \_\_\_\_?"

Some of 2018's significant undertakings are listed below.

## New Hires & Terminations

| New Hires | Terminations |
|-----------|--------------|
| 100       | 99           |

## Training

Ongoing training is often a cornerstone of HR duties, whether through training provided by the department or facilitated through the department.

- New Employee Orientation/Onboarding – With an all-time high of 100 new employees being hired this year, the department worked towards continuous improvement with orientation/onboarding. We modified some of our training to shorten the time new employees spend in HR, while trying to insure that we cover the items that both the county and new employees find most important.
- Defensive Driving – County policy requires that new hires receive defensive driving training as soon as possible after hire and that all employees take a defensive driving course every third year. Two six hour defensive driving courses were offered in conjunction with Local Government Risk Management Services (LGRMS), a division of ACCG. Approximately 70 employees, board members, and other county vehicle drivers took the course.
- Open Enrollment – with the assistance of our insurance broker, the county required all full time employees to attend an Open Enrollment meeting. This was a significant undertaking, but necessary since the county switched to all new providers for health, dental, vision and other voluntary insurances.

## Benefits

- As previously mentioned, under the leadership of the Board of Commissioners, our insurance broker and our insurance committee, and in an effort to contain costs both to

employees and to the county, our health, dental, vision, and all other voluntary insurances were changed to new providers.

- With the approval of the Board of Commissioners, the county added the option to convert unused sick time to pension plan credit for terminating employees who are eligible.

### **Audits**

- Annual Worker's Compensation Payroll Audit was successful.
- Annual Safety Audit was successful with 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**

- Completed annual Civil Service/Employee Handbook updates.
- Made change to pension plan to credit unused sick time for terminating employees who are eligible.

### **Merit Increases**

For 2018 the BOC again allocated money for merit increases based on annual performance appraisals. The appraisals and resulting scores were submitted to HR and the scores were used to develop and apply merit increases.

### **Employee Newsletter**

The employee newsletter hit its one year anniversary. After requesting feedback, which was limited, a decision was made to continue with this quarterly communication tool.

### **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. An annual audit, including building visits, is conducted by the county's LGRMS Field Representative. This year's audit resulted in no change recommendations and in once again receiving a safety discount on our annual premium.

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 19 reported Workers Comp injuries in 2018.

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 2018, there were eight automobile claims and two general claims.

### **Other Projects**

One intense project for the department was the development of a new relationship with Northeast Georgia Physicians Group. Our local hospital owned and operated Corporate Care, which provided all of our post-offer health assessments for new hires as well as a large portion of our initial Workers Comp treatments. When both the hospital and Corporate Care were closed, this necessitated finding another provider for these services. Staff worked closely and dedicatedly with NGPG to get Occupational Medicine services offered in Dawsonville, significantly closer than Oakwood, where the main NGPG

OccMed services are offered. Additionally, staff worked with NGPG Dahlonga to get hours and services extended for various clinical tests such as drug screens, Hepatitis C and more, to address needs that may occur from on-the-job accidents or injuries.

Another special project for the HR Department has been to move to an Applicant Tracking System (ATS). This exciting development will move the county from paper applications to a complete online system. This project is almost complete and should be a major improvement for the county.

### **ADA/Project Civic Access**

The county continues to work on ADA compliance by using Meeting the Challenge for reviews of all architectural plans before new builds and renovations.