Human Resources Department
2017 Annual Report

The Human Resources Department exists within the City of Brookings to attract, develop, motivate and retain quality employees; provide a competitive compensation program and benefit package in a cost effective manner; assume compliance with applicable employment laws; promote safety awareness in the workplace; assist in the resolution of problems when conflicts arise; and protect the City’s monetary resources through effective risk management techniques.

Noted below is a summary of Human Resources/Risk Management activity for 2017.

**HR Statistics:** The Human Resources Department had 137 full-time employees and 69 part-time/temporary employees who were actively paid through the payroll system on 12/31/17. There were thirteen (13) full-time permanent employee resignations in 2017, with five (5) of those resignations occurring due to retirement. Fourteen (14) permanent full-time and 128 part-time/temporary employees were hired as new employees in 2017.

**2017 Turnover:** Turnover for full-time permanent employees was kept to a minimum for 2017 with statistical data as follows:
- 5.8 percent full-time turnover rate w/o inclusion of retirees (2.9 percent in 2016)
- 9.4 percent full-time turnover rate to include retirees (5.8 percent in 2016)

**2017 Hiring/Recruiting:** The Human Resources Director worked with Dept. Managers to post/fill replacement and newly budgeted positions on a timely basis. Postings were completed for all opened positions with job descriptions created, reviewed and/or updated as appropriate. Ads were developed and submitted to various newspapers and interviews conducted to determine a right fit for the open positions. References were checked as appropriate, offers made, and background checks completed. The final phase of the process included the completion of the medical history form.

- The City of Brookings participated in the Brookings Spring Job Fair on 03/15/17, the SDSU Just-in-Time Career Fair on 3/22/17, the SDSU Part-Time Job Fair on 08/30/17, and the Lake Area Career Search Expo on 10/10/17.
- Full-time replacement, transfer, and/or promotional positions that were filled with offers made and accepted in 2017 include: Patrol Officer (5), Technology Services Librarian, Administrative Assistant-Library, Communications Operator (3), Temporary Full-Time Patrol Officer (2), Airport Manager, Communications Commander, Sergeant (2), Patrol Lieutenant, Police Records Clerk, Chief of Police, Temporary Advanced Equipment Operator-Street Department, and Street Maintenance Technician.

**NEOGOV:** The City Human Resources Dept. in 2017 continued utilizing the on-line recruiting NEOGOV software system to assist with the attraction of more and better candidates while increasing the efficiency of the complete process. NEOGOV is known as the market and technology leader in on-demand human resources software for the public sector. NEOGOV provides a customized and comprehensive applicant tracking system that delivers a user-friendly online application process which minimizes processing time and decreases a large amount of paper. This simplified process has increased the number of applicants from which to find the most suited candidate for open positions.

- Fifty-one (51) job postings were advertised in 2017 with fifteen (15) being full-time positons and thirty-six (36) being part-time/temporary/seasonal positions.
- Total number of applications received in 2017 totaled 1,279 with 454 applications received for full-time positions and 825 applications received for part-time/temporary/seasonal positions.
- Break down by department: Engineering/Airport – 69; Public Safety (includes E911, Police & Animal Control) – 345; Street Dept. – 49; Parks, Recreation & Forestry (includes Larson Ice
Unemployment Claims: There were zero (0) dollars expended for unemployment claims in 2017 specific to City of Brookings in comparison to zero (0) dollars paid out in claims for prior year 2016.

Connections, Inc.: The City of Brookings utilizes Connections, Inc. as their employee assistance program provider. Eleven (11) new EAP cases were opened in 2017, in comparison to eleven (11) new EAP cases in 2016. The year-to-date annualized usage rate for clinical services in 2017 was 5.9 percent, compared to 5.3 percent for year-to-date 2016. The annualized impact % rate of individuals reached in all clinical and organizational services in 2017 was 37.1%, compared to 26.1% for 2016.

2018 Budget: Information was coordinated for 2018 departmental budget line items by the Human Resources Director to include proposed dollar figures for regular pay, FICA, retirement, insurances, etc. and submitted to Finance Director.

Employee Appreciation Events: The 2017 Recognition Event will be held on 02/24/18 at the VFW with 57 expected guests. Entertainment for the evening consists of bowling at Prairie Lanes Bowling Alley following the dinner with 36 expected guests. Jeffrey Weldon, City Manager, will present 2017 service awards to employees for various levels of years of service.

Employee Self Service (ESS): The Human Resources staff continued to improve in 2017 the information available on the Employee Self Service (ESS) website by uploading documents to include Union Contracts, Personnel Policy & Procedure Manual revisions, Safety Manual revisions, EAP flyers, employee newsletters, benefit open enrollment information, etc. The user-friendly website enables individual employees to access pay receipts and W-2 forms. Other advantages of the ESS website include the ability to update personal information, W-4 forecasting which enables employees to see how changes to their W-4 can affect their tax withholdings, and the ability to contact HR directly.

Performance Evaluations: All departments completed six (6) month, annual, and/or promotional evaluations of their employees. Evaluations were reviewed by the HR Director with recommendations provided as appropriate to improve their process in 2017. Employees complete a self-evaluation form prior to their evaluation session with their supervisor.

Union Grievances/Personnel Related Issues: Various contacts were made to the Human Resources Department by the union. Only one, however, was submitted as a formal grievance. A number of other personnel related issues were also reported, investigated, and resolved in 2017 as appropriate by the HR Director, Dept. Manager and/or City Manager. There were no formal EEOC or wrongful termination complaints received in 2017.

Policy Revisions: Revisions were made to the following section of the City of Brookings Personnel Policy and Procedures Manual during 2017 as follows: Section 8.22.3 – Clothing Purchased by the City, effective 01/01/17. In addition, the City of Brookings revised the following components of the City of Brookings Safety Manual: Introduction; The Psychology of Safety; Risk Management and Loss Control Guidelines; Part 4: Injury on Duty/Vehicle and Property Damage/Near Mises/Post-Accident Drug and Alcohol Testing/Accident Investigation/Return To Work; Part 5: Accident/Incident Investigation with revisions to all effective 01/01/18.

Employee Benefit Renewals: There were no employee or employer contribution increases made to the dental, vision, life, or self-insured health plan coverages effective 01/01/2018.

Self-Insured Medical Trust Account: The City of Brookings health claim dollar portion paid from our self-insured employee health plan for year end 2017 totaled $983,959.31 compared to $922,407.60 for year-end 2016. This represents a 6.7% increase in claim dollars paid in comparison to the prior year. There were no City General stop loss dollars refunded from Wellmark BlueCross BlueShield in 2017. At renewal time, Wellmark proposed an aggregate overall rate increase of only 6.85% to our third party administrative fees and stop loss premiums for 2018, in comparison to the 6.39% rate increase received for coverage year 2017. The accumulated cash level in the City of Brookings self-insured health insurance fund on 12/31/17 was $3,878,517.42 compared to $3,446,083.30 on 12/31/16, which represents an increase of $432,434.12 (12.5%) in our ready
reserve cash compared to last year. Based on this, no health insurance increase was initiated on 01/01/2018 to employee or employer contributions. The last increase that was granted was 6.5 percent on 01/01/09. Total fund balance for the Brookings Municipal Utilities was at $1,779,872.46 on 12/31/17, which would allow City General to borrow from the Utilities portion of the medical trust fund if deemed necessary.

**Safety Committee/Workers Compensation:** The Safety/Wellness Committee met monthly in 2017 and reviewed Employee Incident Report summaries by injury type, job classification and department to in an attempt to decrease the number of incidents for calendar year 2018.

- **Total Work Comp Incidents:** there were 35 total employee work comp incidents reported in 2017 (compared to 52 in 2016). This was a decrease of 32.7 percent in the number of work comp incidents compared to the previous year. Seventeen (17) employees (48.6 percent) sought medical treatment for their injuries in 2017, compared to 27 employees (51.9 percent) in 2016. This shows a 3.3 percent decrease of severity of incidents reported in comparison to the prior year.
- **Loss Time:** The number of loss time claims increased in 2017 by 3.8 percent based on number of incidents reported. There were two (2) loss time claims in 2017 compared to one (1) loss time claim in 2016.
- **Vehicle Incidents:** The highest type of incidents reported were Vehicle Incidents, which totaled eleven (11) for 2017 compared to sixteen (16) for 2016. The number of vehicle/equipment incidents decreased in 2017 by 31.3 percent in comparison to the previous year.
- **Slips, Trips & Falls:** Slips, Trips, and Falls was the second highest category of incidents reported totaling nine (9) for 2017 in comparison to seven (7) for 2016. This was a 28.6 percent increase in comparison to 2016.
- **Back Strains/Other Strains/Sprains:** There was a decrease of 85.7 percent in Back Strains/Other Strains/Sprains with a total of one (1) in 2017 compared to seven (7) in 2016.
- **Work Comp Fund Modifier:** the City of Brookings work comp fund modifier rating from our carrier is .95 for 2018 in comparison to .95 for 2017.
- **Work Comp Loss Ratio:** the combined three (3) year work comp loss ratio is 47% which is an excellent rating. For comparison, the entire membership of the SDML pool is 51%; and the Class I Municipalities loss ratio is 48%. The City of Brookings four year (4) year average loss rate is $0.87 per $100 of payroll and for comparison, the entire SDML membership Loss Rate is $1.02 per $100 of payroll; and the Class I Municipalities is 0.99. The Loss Rate is the cost of claims per $100 of payroll, so you can see how much one (1) claim can affect the city’s claims cost and Fund Modifier.
- **Work Comp Claims Paid:** the total work comp claim dollars paid increased by 29.7% in 2017 with a year-to-date figure of $26,527,98 paid by 12/31/17 compared to $20,454.97 paid out for calendar year 2016. This percentage of increase will climb for 2017 as many of the latter claims for 2017 had not been paid yet by 12/31/17.

**Work Comp Audit:** The HR Director coordinated information retrieved from the Springbrook software system to satisfy report requirements for Work Comp Audit of 2016 payroll records on 03/10/2017. City of Brookings gross payroll wages for 2016 were $8,527,593.31 and the total audited work comp premium for the City of Brookings for 2016 to include discounts, renewal and loss control credits, was $163,422.00.

**Employee Wellness:** The Human Resources Department worked with the Safety/Wellness Committee to develop Employee Wellness Activities and Participation Incentives for 2016-2017. These wellness activities and participation incentives were approved by the City Manager. The response and results of the 2017 Wellness Activities and Participation Incentives were as follows:

- **“Year of the Volunteer” Challenge:** This challenge started 01/01/17 and ended 12/31/17. This annual challenge aimed at motivating employees and encouraging participation in volunteer opportunities by promotion a “give back” attitude. Two (2) employees successfully completed the challenge and were awarded $35 Prairie Graphic gift certificates for the purchase of a City of Brookings apparel item.
- **“Beating the Winter Blues” Challenge:** This challenge started 02/27/17 and ended 03/26/17. This challenge aimed to provide time to unwind, relax and enjoy life in order to maintain good
health and reduce stress. Participants logged their minutes each week of off-duty, self-reflection time including, but not limited to, reading, meditating, yoga, spiritual time, volunteering and/or exercising. The goal was to achieve 100 minutes each week. There were thirty-eight (38) participants who signed up for the challenge. Twenty-nine (29) employees successfully completed the challenge and received one (1) complimentary movie ticket.

- **"Around the World in 80 Days" Challenge:** Forty-one (41) employees requested log sheets at the beginning of the challenge on 05/01/17 and twenty-nine (29) employees turned in their completed log sheets at the end of the challenge on 07/19/17. The steps logged totaled 20,895,701 which averaged 720,541.4 steps per person. Twenty-four (24) employees received a $20 wellness incentive for logging the required amount of steps within the challenge. One (1) employee received an additional $20 wellness incentive for achieving the most number of steps at the end of the 80 day challenge. The declared winner had logged a total of 1,378,698 steps.

- **"ReThink Your Drink" Competition:** This challenge started 07/31/17 and ended 08/27/17. The objective of this challenge was to promote good health by encouraging adequate hydration by increasing the consumption of water and decreasing caffeine intake. Thirty-nine (39) employees started the challenge, receiving a City of Brookings water bottle and consumption log. Participants tracked their minimum daily intake which was calculated by multiplying their body weight (lbs) by 0.50 to get the individuals daily minimum intake amount to be drank at least five times each week during the four weeks. Sixteen (16) employees returned their consumption logs to HR and fourteen (14) participants successfully reached their individual goal. The fourteen (14) winners received one (1) complimentary movie ticket.

- **"Break the Habit" Challenge:** This challenge started 09/11/17 and ended 10/22/17. The challenge focused on breaking negative health and living habits in order to establish and maintain a healthy and safe lifestyle. The goal was to remove one (1) bad habit at least five (5) successful days per two (2) week period. Eleven (11) participants returned their log sheets at the end of the challenge. All eleven (11) employees were successfully in completing the challenge and were awarded $10 wellness incentives.

- **2017 Health Fair/Flu Shots:** A City of Brookings/Brookings County Employee Health/Benefit Fair/flu Shot Clinic was coordinated by the Safety/Wellness Committee and Human Resources Department on 10/12/17, with seventy-five (75) employees completing blood work. This was a 10.3 percent increase in comparison to sixty-eight (68) in 2016. Flu shots were also provided to employees, volunteer firefighters and police reserves, with seventy-six (76) total City individuals participating. This is a 9.5 percent decrease in flu shot numbers in comparison to eight-four (84) given in 2016. There were a large variety of health related representatives present with booths available for browsing. Many positive comments were received.

- **2017 Healthy Lifestyle Challenge:** City employees were offered an incentive to participate in a Health Risk Assessment (HRA) and laboratory screening at the annual 2017 City of Brookings Health/Benefit Fair on 10/12/17. Seventy-five (75) employees were tested for glucose, cholesterol, HDL, and triglycerides, etc. A Health Risk Assessment Questionnaire was completed by seventy-five (75) employees and twenty (20) male employees elected to participate in the PSA Lab test. A rebate reward of a total maximum amount of up to $100 was available to each participating employee based on their actual results within the six (6) healthy lifestyle habits and associated health guidelines. These included: Health Risk Assessment, Laboratory Screening, Tobacco Free, Blood Pressure, Cholesterol, and Glucose. The Healthy Lifestyle Challenge guidelines were based on national health recommendations for low risk, moderate risk, and high risk classifications. A Health Screening Statistical Report was received based on blood work drawn, with seven (7) more employees taking part in the laboratory screening in comparison to 2016. The results and participation numbers were very encouraging!! The two (2) areas in 2017 showing improvement in the laboratory risk comparisons within the 'Excellent' rating category were Total Cholesterol and LDL Calculated. The Safety/Wellness Committee was very pleased that employees were taking some type of action to monitor and improve their health.

- **2017-2018 Holiday ‘Maintain, No Gain’ Weight Challenge:** Thirty-two (32) employees weighed in at the beginning of the Holiday ‘Maintain No Gain’ Wellness Challenge that started 11/13/17 and ended 01/05/18. The object of this challenge was for employees to maintain their weight and not gain over the holidays. Each employee who maintained his/her weight
would receive a $10 wellness incentive. Employees, who lost five (5) or more lbs, would receive a $20 wellness incentive. Each employee was also randomly assigned a team for a team challenge. Thirty (30) employees weighed in at the end of the challenge. The total net pounds lost was 83 lbs. with Team A having the highest with a net loss of 33 lbs. (6.63%). Team B lost a net of 13 lbs. (2.88%); Team C lost a net of 32 lbs. (5.25%); and Team D lost a net of 5 lbs. (1.88%).

**Liability Insurance Claims:** There were thirteen (13) liability claims reported specific to the City of Brookings in 2017 as follows: general liability (8); auto liability (4); and auto physical damage claims (1), compared to eleven (11) claims in 2016. The net incurred dollar amount reported by South Dakota Public Assurance Alliance (SDPAA) for 2017 liability related claims was $21,200.87, compared to $16,487.15 in 2016. This was an increase of 28.6% in the cost of claim $ paid in comparison to last year.

**Property/Equipment Insurance Claims:** There were zero (0) City of Brookings specific claims reported to Chubb Insurance Company in 2017, compared to zero (0) in 2016. The net dollar amount paid by Chubb Insurance Company for 2017 for claims specific to the City of Brookings was $0.00 compared to $0.00 in 2016.

**Safety Awards:** The City of Brookings received the Gold and Platinum Levels Loss Control/Safety Achievement Awards from Safety Benefits, Inc. in 2017 on behalf of SDMLWC Fund and SDPAA. This was the ninth consecutive year winning the Gold Level award and the sixth time in nine years winning the Platinum Level award.

**Building Inspections:** Members of the Safety/Wellness Committee conducted building inspections of various city facilities in 2017, with inspection reports submitted to the Human Resources Director/Risk Manager for review and follow-up as appropriate.

**Miscellaneous Training Sessions:**
- Malcolm Chapman, former Rapid City Council member and former National League of Cities Board member, facilitated leadership training for the Leadership Team and City Council members on May 10-11, 2017.
- The Leadership team members, supervisors, and staff from all departments requested and were approved to attend numerous workshops, meetings and seminars in and out of state in 2016 that related to their department and positions. A total of 286+ days were logged within the Human Resources Department for employees from various City of Brookings departments, to include volunteer firefighters, who participated in external related training opportunities in 2017.
- A Spring Safety/Wellness In-service was held on 03/30/17 with forty-eight (48) City employees attending. A presentation was given by Dr. Mary Kleinjan with Kleinjan Chiropractic on proper lifting techniques, prevention of strained backs, proper office posture and other wellness related topics.
- A Safety Orientation In-service was held for new hires on 06/02/17 with forty-seven (47) new employees in attendance.
- Summer Safety Week was held in coordination with Brookings County to include fire extinguisher training and drills on 05/22/17 through 05/26/17. Twenty-two (22) City employees attended fire extinguisher training that was provided by Fire Chief Darrell Hartmann, Deputy Fire Chief Pete Bolzer and Office/Shop Manager Jeremy Scott at the Brookings Public Safety Building and County Highway Department. A fire drill and severe weather drill were both conducted at the City/County Government Center during that week. The City/County Safety Picnic was held on 7/20/17 at Pioneer Park with Safety Presentation by Richard Haugen, Brookings County Development Deputy Director, and additional fire extinguisher training. Eighty (80) City employees attended the picnic and forty-nine (49) City employees attended the fire extinguisher training.
- Workplace Diversity & Inclusion Training was presented by Maggie Owens, MBA, SPHR, SHRM-SCP on August 10, 2017 and November 30, 2017. Topics covered included EEO Regulations: Harassment to include Sexual Harassment, Hostile Work Environment and Discrimination, Retaliation, ADA(AA), FMLA, Privacy Information; Appreciating Diversity through Inclusion, Anti-Bullying, and Hate Crimes. Forty-eight (48) City of Brookings supervisory employees attended
Supervisor specific training and fifty-seven (57) City of Brookings employees attended All-Staff training. Brookings County and Brookings Municipal employees were invited and attended training sessions on November 30, 2017.

- The City of Brookings was the host on November 14, 2017 for the Connections, Inc., employee assistance provider training session for City and BMU supervisors at the Swiftel Center. The three (3) hour EAP Leadership Development program on “Team Engagement: Productive Feedback” was presented by Andy Visser, MA, CEO of Connections Inc. Thirty-three (33) City of Brookings supervisors attended this training session.

- A special Supervisory Training session was held on November 14, 2017 at the Swiftel Center for supervisors of commercial motor vehicle drivers who operate vehicles that require a commercial driver’s license. Andy Visser, MA, CEO of Connections Inc. provided the training entitled “Reasonable Suspicion Referral for Drug and Alcohol Testing” for City of Brookings and Brookings Municipal Utilities supervisors on the symptoms of alcohol abuse and controlled substances. Supervisors were taught how to identify circumstances and indicators that may create reasonable suspicion that a driver is using or under the influence of alcohol or drugs, supporting referral of an employee for testing. Fourteen (14) City of Brookings supervisors attended this training. Certificates were issued to the attendees indicating compliance with Federal Motor Carrier Safety Administration Section 40, Part 382.603 for supervision of commercial drivers.

- Quarterly Wellness Education Seminars were held for employees as follows:
  - 1st Quarter - Hy-Vee Begin Program on 02/09/17
  - 2nd Quarter - SDSU Wellness Center and Wellmark 365 on 05/04/17
  - 3rd Quarter - SDRS/SDRS Supplemental on 8/15/17
  - 4th Quarter - Cyber Security & Identity Theft on 10/26/17

- Various other trainings sessions were held for staff as follows: MSHA Training for Street, Landfill and Park/Forestry Departments on 03/01/17 & 03/02/17 (28 attended); and Defensive Driving/EVOC Training for Fire Department employees and volunteers on 08/15/17 & 08/22/17.

Respectfully submitted,

Donna Langland
Human Resources Director/Risk Manager