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AGENDA ITEM

TITLE: Human Resources Departmental Overview	
FROM: Angela Kirkwood, Director of Human Resources	**MEETING DATE**: August 5, 2024
PUBLIC HEARING: N/A	**ADVERTISED DATE/BY**: N/A
ATTACHMENTS: Human Resources Department Presentation	

PURPOSE: Staff will provide an overview of the Human Resources Department.

BACKGROUND: N/A

BUDGET IMPACT: N/A

RECOMMENDATION/ACTION REQUESTED: None

Our Motto – "Recruit/Reward/Retain/Retire"

By effectively managing our HR programs, we can attract and retain top talent, enhance employee satisfaction, and promote a healthy work-life balance. HR is committed to driving organizational success and fostering employee well-being through a diverse range of roles and services.

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Department Overview

- Talent Acquisition
- Learning & Organizational Development
- HR Information Systems
- Employee Relations/Engagement
- Benefits Administration
- Safety/Health and Wellness
- Employee Health Clinic

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Who We are:

Director of Human Resources

Admin Assoc. II
Vacant

Asst. HR Director
Safety/Health & Employee Relations

Talent Acquisition

Learning & Development

HRIS

Engagement

Benefits Administration

TA Business Partner

Learning & Dev. Consultant
Vacant

Sr. HR Analyst

Sr HR Analyst

Wellness Analyst

TA Analyst

HR Benefits Analyst

Work Comp Analyst

Certified Medical Asst.

Safety Officers (2)

Atrium Contract

Talent Acquisition:

- Identify, attract, and acquire new talent
- Improve candidate onboarding experience
- Build a high performing workforce
- Foster collaboration with partners i.e., Chamber, NC Works, Goodwill, Handshake, CPE and DEI.
- Implement innovative recruitment strategies for diverse candidates
- Adapt to market changes
- Posted 180 jobs, filled 171

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Learning and Development:

- Identify skill gaps via surveys and interviews
- Design training programs focused on skill enhancement, career advancement, and leadership development
- Promote training that supports a diverse and inclusive workplace
- Annual LMS Compliance Training for continuous improvement
- Build strong relationships with the departments to enhance trainings offered

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HR Information Systems:

CPE Department
Rokeya + Kyva + Danice = RoKyDanIVAS

- HRIS management: employee data storage/retrieval

- Employee record accuracy and security

- HR analytics reporting

- Technical support and training for HR software

- Performance Management process

- Employee recognition software support

- Compensation oversight - Class & Comp Study facilitation and Salary Plan updates

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Employee Relations/Engagement:

- Grievance handling and conflict mediation

- Disciplinary action management

- HR guidance for employees and managers

- Annual Friends/Family Baseball Day/PSRW activities

- Annual Employee Appreciation Luncheon

- Electronic Service Award Platform - gift options or charitable donations

- New Service Pins and Milestone Certificates

- 1st Milestone Appreciation Ceremony (Fall)

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Benefits Administration:

- Health and Dental Benefits
- Supplemental Insurance
- Flexible Spending/Health Savings Accounts
- Tuition Reimbursement
- Payroll and Personnel Services
- Retirement Processing
- Employee Assistance Program
- Self-funding model to reduce our healthcare and administrative costs
- Budget Benchmarking: Compare with 15 similar size agencies to remain competitive

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Safety/Health & Wellness:

- Safety Program – Risk assessments, safety training sessions, safety audits, and emergency plans to minimize workplace hazards to ensure a safe work environment

- Wellness Program- offers fitness classes, health workshops for physical and mental well-being

- Worker's Comp Program - management of claims related to workplace injuries ensuring rehabilitation back to work.

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Employee Health Clinic:

- Atrium Health Contract – provides low to no cost primary and acute care including:
    - Minor injury care
    - Vaccinations
    - Occupational medicine (injuries at work)
    - Health management (BP, Diabetes and Asthma)
    - Flu, strep and COVID-19 tests
    - Blood work and drug screens for new hires/randoms
- Stats: 519 visits (262 primary and acute care) with an avg. 86.5 visits per month, saving employees $9,170
- Benchmarking: Onsite clinics reduce absenteeism, time loss from work and overall productivity

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QUESTIONS?