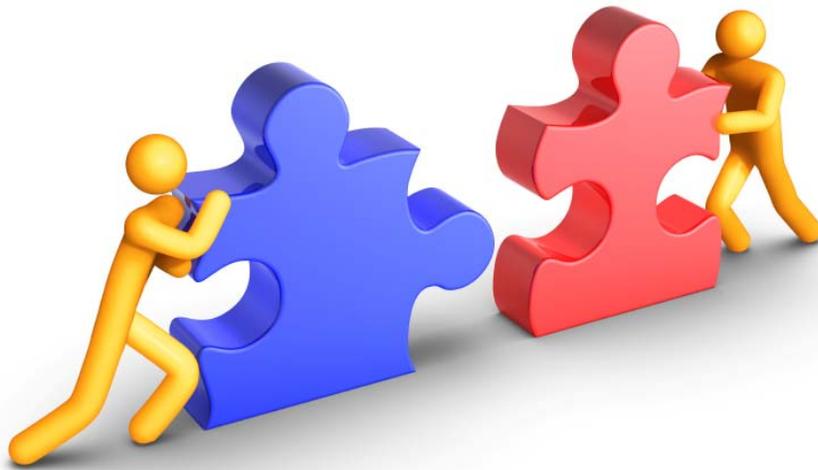


**JEFFERSON COUNTY
HUMAN RESOURCES
DEPARTMENT**



2009 Annual Report

The Jefferson County Human Resources Department is pleased to provide the 2009 Human Resources Annual Report and the opportunity to share an overview of the department's programs, initiatives and accomplishments. The Human Resources Department strives to provide the highest level of public service and reflects this through focusing on our objective to be a customer service focused Human Resources Team dedicated to providing excellent human resource support to staff, departments, Board Supervisors and citizens of Jefferson County.

Our departmental goals supporting that objective continue to include:

- Align Human Resources to work collaboratively with other departments and Administration
- Attract, staff, and retain the best talent
- Improve HR-related processes, policies and procedures
- Provide excellent customer service to staff

This report highlights information on Recruitment and Retention, Compensation and Benefits, Training and Development, Employment Law, Employee and Labor Relations, and specific goals for 2010.

Significant accomplishments throughout this past year include:

- Proactively prepared and addressed issues resulting from changes to several major employment laws, including the Americans with Disabilities Act (ADA), both the Federal and Wisconsin Family Medical Leave Acts (FMLA), the Wisconsin Public Employers Group Health Insurance Plan (State Health Insurance), and the Wisconsin Fair Employment Act
- Continued to self-administer requirements of COBRA (continuation of health insurance), including changes required by the American Recovery and Reinvestment Act (ARRA),
- Monitored and scrutinized federal extensions of unemployment claims
- Recommended policies to respond to H1N1 and other pandemics
- Provided training courses on Supervisor Responsibility and other Employment Law Issues
- Provided a Benefits Fair for all County Employees, including arranging for our Health Department to be a provider for the two major HMOs in Jefferson County's State Health Insurance Program
- Fostered good management-employee relationships during the 2010 budget process which resulted in the layoff of several County employees

Over the next year, the Jefferson County Department of Human Resources will continue to assess and improve our internal systems and processes to meet our ongoing objectives of attracting, retaining and motivating talented staff, developing and enhancing employees' skill sets, and monitoring costs associated with running programs that contribute to these successes.

Respectfully Submitted,



Terri M Palm-Kostroski
Human Resources Director

PERSONNEL SUMMARY - The Human Resources Department staff includes Terri Palm-Kostroski, Human Resources Director, Ellen Braatz, Benefits Administrator, and Linda Heikkinen, Human Resources Associate. In addition, Tammie Jaeger, Administrative Assistant assists whenever possible, which includes working with the County's FMLA program.

The Human Resources Department serves over 750 employees and elected officials annually in a variety of functions, summarized in the following sections:

RECRUITMENT AND RETENTION - Human Resources supervises and participates in recruitment, interviewing, testing, selection, orientation and evaluations of all employees. This includes a variety of activities:

- Preparing job postings and advertising
- Fulfilling applicant tracking requirements under EEO/AA guidelines
- Conducting Application screening, background checks and notification letters
- Administering written and skills testing
- Conducting employee orientations
- Completing employment verifications
- Coordinating performance evaluations on ALL employees
- Conducting exit interviews

Personnel Changes	2007	2008	2009
New Hires	102	125	87
Recalled from Layoff	2	0	0
Terminations/resignations	114	129	117
Promotions	3	11	13
Voluntary Transfers	26	32	14
Involuntary Transfers or employees bumped due to another employee laid off	6	3	5
Lay-offs	5	9	18
Turnover (Terms/average # employees)	14.80%	17.90%	17.93%

- Prepared and placed **60** employment advertisements, in addition to ads for ongoing recruiting efforts
- Approximately **62** New Employee Orientation sessions were conducted
- **12** 360°-performance evaluations completed, in addition to managing annual evaluations completed on **each** employee
- **78** employees attended new employee orientation
- **106** New Hire reports sent on-line to Wisconsin Department of Workforce Development
- **87** Written Employment verifications were completed
- Administered pre-employment testing to **37** applicants
- **775** employees on 1/1/098; **650.55** Full-Time Equivalent (FTE)
- **731** employees on 12/31/09; **608.88** Full-Time Equivalent (FTE)

COMPENSATION AND BENEFITS - Human Resources also plans, directs, evaluates and explains the employee benefits program, including Health and Dental insurance, the Wisconsin Retirement System, Voluntary Life and Disability Insurance plans, Deferred Compensation, Section 125b plan, as well as vacation, sick and holiday accruals; researches, evaluates and recommends new benefits, including implementation of new benefits; acts as liaison or plan administrator with various insurance carriers and fosters effective relationships with client representatives. The Human Resources Department coordinated the second annual Benefits Fair, held at the Fairgrounds, with representatives from a majority of our benefit providers.

1. LIFEMATTERS (EAP)

- Utilization was down from 7.3% to **5.5%**, still above the 5.0% national average
- 7% Family/Relationships; 43% Mental Health, 4% Occupational (work-related issues), 11% Substance Abuse; 36% Work/Life issues
- **14** calls from Supervisors for access to the BusinessMatters Services

2. RECLASSIFICATIONS

- **6** requests (affecting **6** employees) processed
- **4** requests were successful (**4** employees affected)

3. STEP INCREASES

- **308** employees received pay “step” increases, in addition to the annual adjustment made to all employees at the beginning of the year.
- Computed **487** longevity payments, for a total of **\$114,928.64**

4. SALARY SURVEYS

- Participated in **14** Salary surveys and EEO (Equal Employment Opportunity) reporting requests

5. DEFERRED COMPENSATION

- Coordinated **3** on-site meetings and seminars with Nationwide, the County’s deferred compensation administrator

6. HEALTH and DENTAL INSURANCE

- Enrolled **80** employees and their families into the Health and Dental insurance
- Notified all employees of changes to the State Health Plan, resulting in **27 additional enrollments of dependents of age 19 – 27, as well as 2 domestic partnership enrollments**

7. WISCONSIN RETIREMENT

- Enrolled **80** employees into the Wisconsin Retirement System

8. ACCRUED BENEFITS

- **30,761.40 hours** of sick time used that was NOT covered under FMLA, costing the County approximately **\$755,443.92**, inclusive of WRS and FICA. This does NOT include lost productivity or overtime. This computes to an average of **52.25 hours PER** eligible employee ...or **6.5 days**.

TRAINING AND DEVELOPMENT

- **March 31, 2009, “How to Legally Handle Travel Pay,”** a webinar presented to 15 supervisors and managers.
- **May, 2009 - Harassment training** for Countryside employees, entailing 6 sessions covering over 200 employees
- **October 6, 2009 - “Hair Raising Employment Law Issues”**, presented by Bob Gregg, Boardman Law Firm, to 58 Managers and Supervisors
- **November 5, 2009 – “Effective Strategies for Managing Difficult Personnel Matters,”** presented by the Wisconsin Public Employer Labor Relations Association, attended by 12 supervisors and managers

EMPLOYMENT LAW

- **Americans with Disability Act and Americans with Disability Act Amendments (effective January 1, 2009).** Ensure compliance with the Federal and Wisconsin regulations governing Disabilities in the Workplace. Assisted in 5 reasonable accommodations for employees
- **ARRA.** Due to new requirements under ARRA, offered **COBRA** extensions and reductions in premium costs to **46 employees**, with **8 employees enrolling in the assistance**
- **COBRA.** Complied with **82** Cobra notifications.
- **Fair Labor Standards Act (FLSA).** The FLSA establishes minimum wage, overtime pay, recordkeeping, and child labor standards affecting full-time and part-time workers in the private sector and in Federal, State, and local governments. **The Human Resources department manages employee time-keeping system and ensures accurate time-entry into payroll/HR system.**
- **Family Medical Leave Act (FMLA).**
 - **165** used their protected rights under Federal and/or State FMLA
 - **24,231.96 hours** of protected FMLA leave was used, about 11.5 FTE!
- **Harassment and Discrimination laws.** Investigated 2 harassment complaints
- **HIPAA (Health Information Portability and Accountability Act.** Ensure compliance with new regulations as it pertains to employee’s health, dental, long-term care insurances and the LifeMatters (Employee Assistance Program). Sent out **739** required notices regarding Privacy policy revisions.
- Attended **1 unemployment** hearing.
- **Uniformed Services Employment and Reemployment Rights Act (USERRA).**
 - **4** employees were on Military leave at some point in 2009, consisting of **5178** hours
- **Workers Compensation.** Administers and coordinates back-to-work programs and assists with investigations to prevent workers compensation fraud
 - Received and managed **49 Reportable** First Report of Injury forms
 - **334** days employees did not work
 - **177.5** days of light duty or restricted duty

EMPLOYEE AND LABOR RELATIONS - Human Resources participates in labor negotiations with Jefferson County’s 7 unions (6 AFSCME groups and 1 LAW), also taking a lead in investigations of grievances and complaints.

- **3** union grievances received
- **1** grievance arbitrations filed
- **25** changes to the Personnel Ordinance Handbook

GOALS FOR 2010

1. Stay informed and involved in the Strategic Planning for the County. The mission and vision set in the Strategic Planning process will direct our department in future goals and objectives. Knowing how to change internal resources and policies will help facilitate the County's objectives overall.
2. Assist employees at Countryside Home with the transition from a County-owned nursing home to a privately-owned nursing home. There will be many issues that need to be addressed for personnel regarding choices of employment, compensation and benefits. The Human Resources department will assist with providing resources for employees, including a Rapid Response Team meeting to address Unemployment and Health insurance questions and an Employee Trust Fund meeting to addresses retirement and health insurance questions.
3. Improve efficiency of KRONOS time-keeping system by empowering managers and employees to be responsible for timeliness and accuracy of time entries. As one of the goals outlined in the operational study conducted in 2008, the HR department has started, and will continue to move forward with the objective to streamline and automate employee time-keeping processes. One specific goal is to have "exception notices" go "live" or on-line, rather than manual entering.
4. Continue additional training opportunities for staff (minimum of five topics annually). In addition to continuing to provide training opportunities, there is a need to encourage, motivate or convince different levels of supervisors to attend and promote these training sessions.
5. Revision of Personnel Policies. In addition to policy changes needed to conform to current practice or County procedural changes, updates will be needed as mandated by changes in employment law regulations.
6. Assume the role of HIPAA Security Officer. With the retirement of the current Security Officer, the Benefits Administrator in the HR Department will assume the role of HIPAA Privacy Officer. Major responsibilities that will need to be learned quickly is mandatory training of new and current Jefferson County employees, responding to any security concerns regarding Personal Health Identification, and maintaining knowledge of ever-changing regulations and ensuring the County's policies and procedures are updated accordingly.
7. Continue to monitor and address proposed and passed legislation. Changes in the area of employment law do not appear to be slowing down in 2010. Due to the economic times and the change with the Obama Administration, there are many amendments to current laws. Probably the most significant to watch is The Patient Protection and Affordable Care Act ("PPACA"), as signed by President Obama on March 23, 2010, and the Health Care and Education Reconciliation Act of 2010