



**LANSING'S
TIME IS NOW**

DEPARTMENT OF HUMAN RESOURCES

FY'20 Budget Presentation

April 15, 2019

LINDA SANCHEZ-GAZELLA, DIRECTOR



DEPARTMENT SUMMARY

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Recruitment, Selection and Retention -Responsible for recruitment, selection and hiring of City of Lansing employees. This includes working with employees at all levels; compensation and pay, developing trust between employees and senior management, fostering job security, and providing opportunities for employees to use skills and abilities at work. Facilitates the reclassification system from employees to Hiring Managers, Labor organizations, and Administration.

Payroll and Benefits – Provides services to our employees from point of hire orientations through retirement as it relates to compensation and the many benefit programs available to City of Lansing employees and retirees. This includes consultation regarding 457 Deferred Compensation, healthcare options and eligibility, dental plan information, vision options, life insurance, longevity pay, boot allowance, Food and Clothing allowances, LPD Gun allowance, sick leave reimbursement programs, Opt Out program, L-Hope program, vacation, sick, personal, banked holiday, and compensatory time accruals. Facilitates tax changes, direct deposit, address changes, dependent and spouse changes, merit increases, union increases, education and training reimbursements, leaves of absence, military leaves, garnishments, tax levies, Friend of the Court changes, AFLAC plans and claims, ensures enrollment in proper retirement plan, manages the Sick Leave donation program, provides Medicare reimbursements, and proper buyout compensation.



DEPARTMENT SUMMARY

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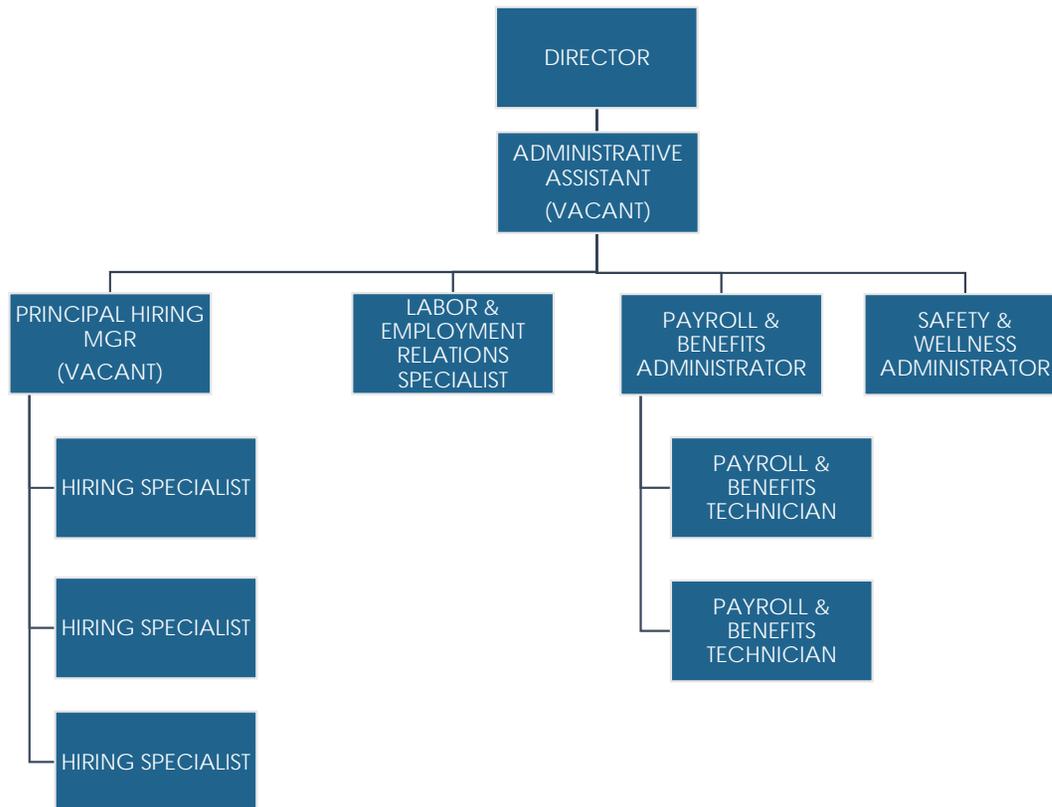
Labor Relations – This division is responsible for negotiating collective bargaining agreements with the Unions. Manages grievance procedures to handle complaints from union employees. The Division assists with handling of matters related to Federal, State, and City regulations/compliance. Labor Relations also responds to all complaints filed by employees or regulatory agencies (EEOC) and responds to unemployment claims. This division is also responsible for developing labor policies.

Health and Wellness - Responsible for the administration of the City's Workers Compensation program, Family Medical Leave Act, American with Disabilities Act, Dept. of Transportation drug and alcohol testing and safety tracking programs. In addition, administers and directs supervisory referrals to the City's Employee Assistance Program and administers the Short-Term disability benefit program provided to City UAW employees.



ORGANIZATION CHART

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ACCOMPLISHMENTS

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Hiring

- Hired 235 new employees – this reflects an 4% increase for the same time period last year. In addition promoted 67 current employees, 17 lateral transfers, and 20 reclasses.
- Collaborated with EMPCO and LFD Administration to develop testing for Fire Fighter positions, Battalion Chief and Suppression Captain exams to create supplemental lists of eligible candidates for future promotions and hires.
- Assisted LFD Administration with the reorganization of Code Enforcement Office transitioning to Economic Neighborhood Development & Planning from Lansing Fire Department Administration.
- Assessed current hiring software and began reviewing different possible software products to enhance and create efficiencies. This search has been narrowed down to 2 products being analyzed.



ACCOMPLISHMENTS

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Hiring – Cont.

- Increasing recruiting outreach – which included attending training and community functions including the Housing Summit and Neighborhood & Citizens Engagement event, the STEM Academy and Blessfest event, InvestVets event, the 2018 SHRM Diversity & Inclusion seminar, and the MSU Diversity Fair.
- Implemented change to UAW hiring process for internal candidates that streamlined the process and placed an emphasis on internal promotions.
- Hiring Specialists received continued training to increase their knowledge in hiring practices related to recruitment efforts with Americans with disabilities, veterans, and returning citizens, as well as retention, hiring



ACCOMPLISHMENTS

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Health and Safety

- RFP proposals have been submitted, reviewed, and awarded a new contract to assist with the administration of our Workers Comp claims, this had not been done since 2008.
- Successfully implemented our new Employee Assistance Program. This has been a great improvement in the prior program that now includes providing specialized assistance to our Police and Fire Fighters called Backing the Badge. We now have a wealth of information available to all employees that includes pod casts, videos, and articles that they can access from their home. All of this came at a \$6000 annual savings to the City from the prior year.
- Managed 115 pre-employment physicals, 124 DOT physicals, 121 Respirator FIT tests, and 168 random alcohol and drug tests.



ACCOMPLISHMENTS

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Health and Safety – Cont.

- Managed multiple Safety Audits and have reviewed and updated 19 Health and Wellness safety policies and procedures related to Standards and Regulation changes.
- Conducted a review of 60 vehicle accidents for proactive prevention, and updated the Vehicle Accident form and policy.



ACCOMPLISHMENTS

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Labor and Employee Relations

- Reinstated joint labor/management meetings.
- Assisted in coordinating Sexual Harassment, Diversity in the Workplace and Introduction to Mental Wellness training for LFD and Public Service.
- Conducted Labor Relations 101 training for Cabinet level staff, Sexual Harassment and Non-Discrimination Training for City Council, and numerous Management consults regarding employee issues.
- Revised the pre-determination hearing process to ensure due process rights are protected.
- Began discussions and negotiations for expired bargaining agreements.
- Developed a contract with local Lansing Davenport University to further our employees and their families by offering degree programs and classes at a lower cost.



ACCOMPLISHMENTS

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Payroll and Benefits

- Completed the implementation of the One Solution payroll system upgrade. We are now moving into Phase 2 to implement new efficiencies and upgrades to our current processes.
- Conducted and created City-wide training sessions for Timecard Online and Employee Online. Created training materials for the new One Solution system that are available to all employees and managers, currently posted on The Hub.
- Implemented health care change that will add new benefits and potential cost savings to the City and its employees. Arranged informational sessions, organized enrollment, and assisted employees throughout the transition.
- Implemented the L-Hope program to now include part-time bargaining unit employees.



ACCOMPLISHMENTS

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Payroll and Benefits

- Created a web page on The Hub dedicated to employee benefits and payroll information.
- Reorganized the functions within the payroll/benefits division in an effort to create efficiencies.
- Expanded on "On Site" Open Enrollment program by creating more HR visits to off site locations to provide one-on-one advice and assistance.
- Conducted 115 new hire orientations, successfully completed 125 payroll runs, completed 127 employment verifications, and moved 98 current retirees into the Medicare Wrap plan.



NEW INITIATIVES

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Contract Employees– HR is reviewing all union vacancies currently being held by contract employees and are working with Hiring Managers to determine the timeline for posting and recruitment. For example, for hard to fill positions, we piloted a new concept that brings on individuals that are close to meeting the qualifications of the position, providing training opportunities prior to posting.

Workers Compensation – We are in the process of transferring, from Micro Niche, both the tracking and reporting of Workers Comp to the upgraded One Solution. This project will allow us to now be able to run our Workers Comp annual reports and eliminate the cost of an inefficient second system.



NEW INITIATIVES

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Applicant Online – We hope to implement a new Applicant Online system that would result in creating efficiencies that would streamline the hiring process and create more collaboration with Hiring Managers. It is HR's intent to incorporate a system that includes both On and Off boarding features.

Safety - In the Safety arena we have reinstated our Fire Station Safety Inspections. We will also be holding certification and recertification for CPR and First Aid training to City employee's that are required to maintain this certificate.

Human Resource System – HR will focus this year on expanding Employee Online functions. Future plans include displaying current benefit information, printable W-2s, education and training information. This feature will save employee and staff time by providing valued information to current and past employees, online. We will also be evaluating the ability to eliminate our current Family Medical Leave software system by using One Solution. This would save the City in maintenance and upgrade costs of the current system.



QUESTIONS

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