



# City of Seat Pleasant

Office of the Human Resources

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## A CITY OF EXCELLENCE SMART CITY

**“Seat Pleasant offers Smart City Services that is better, faster and personalized making it a City for Me using information and communication technology, with the internet of things”**

**Department Name: Human Resources**

**Date of Report: December 2018**

**Reporting Period December 1<sup>st</sup>, 2018 – November 31<sup>st</sup>, 2018**

**Summarize significant department progress for the reporting period that is indicative of providing services that are better, faster and personalized:**

- Unemployment Cases (1)
- EEOC Claims (1)
- Worker’s Compensation Cases (3)
  - (2) Police Department
  - (1) Department of Public Works
- Worker’s Compensation Meeting (1)
- Review and update employee files (50)
- New Hires (2)
  - Police Officer
  - Marketing & Communications Coordinator
- Interviews (2)
  - Environmental Services Engineer position
    - Candidates Interviewed (5)
  - Neighborhood & Commercial Compliance (NCC) position
    - Candidates Interviewed (4)
- Process new employee benefits (2)
- Create new employee packets (2)
- Terminations/Resignation/Exit Interviews (2)
- Disciplinary Action Reports Received (1)
- Merit Increases & Retro Pay Submissions (3)
- Performance Improvement Plans (0)
- Mutual America 457b Contribution Updates (37)
  - December 14<sup>th</sup> & 28<sup>th</sup> Pay Dates
- Mutual America 457b/401a Contribution Requests (2)
- Military Leave Requests (0)

- Leave Donation Requests (0)
- Verification of Employment (4)
- Salary Verifications & Adjustments (4)
- Personnel Meetings (25)
- Review/Approve PTO Requests (18)
- Compensatory Time Updates (41)
- Payroll Processing (2)
  - December 14<sup>th</sup> & 28<sup>th</sup> (includes Council Monthly Stipend)
- Distribute Payroll Checks (16)
- Process Payroll Garnishments (1)
- Process Andrews Federal Credit Union Applications (0)
- Time & Attendance Updates/Research (61)
- Business License Payments (2)
- Direct Deposit Set-Up & Updates (3)
- Health Insurance Policy Updates/Requests (3)
- Health Insurance Deductions (2)
- New Hire Reference & Background Check Requests/Submissions (2)
- TASC Updates (2)
  - Replacement of TASC benefit card
- ADP Employee Access Request (5)
- Personnel Manual Requests (1)
- Notice of Wage Response (0)
- Monthly Reports (1)
  - November 2018
- Public Information Act Request (0)
- Mileage Reimbursement Submissions (0)
- Annual Leave Payout Request (1)
- AFLAC Enrollments and Updates (1)
- Employee Evaluation Requests (2)
- Employee Roster Requests (1)
  - Total count of all employees – including name, title, and contact information

**Analyze department improvements that are needed and/or achieved based on the Smart City model.**

- Automation of Benefit Enrollment**
  - Departmental Need. The current benefit enrollment process for dental, health, and vision is in the form of paper (including benefit enrollment packages and pamphlets) and not automated. At the time of onboarding, new hires receive enrollment forms to take home, review, and submit back to HR within 30days of employment. HR then scans enrollment forms to Insurance Broker (Insuraty) to process enrollment. Insuraty follows up with HR to confirm effective start date of insurance including bi-weekly payroll deductions. Last step, HR notifies employee of payroll Benefit deductions.

- Departmental Improvement. Over the next month, I will schedule a meeting with the City's Insurance Broker (Insuraty) to go over automating benefit enrollment for new hires. This will reduce the amount of time HR takes to process benefit enrollment for new hires by 50%.

□ **Human Resource Management System (HRMS)**

- Departmental Need. Currently, there is no database or system that is being used within the HR Department. I've researched and analyzed several HRMS systems (Namely, ADP Resource, etc.) to help with the ongoing efforts of fully automating the HR Department. After thorough consideration, I have agreed to upgrade the current ADP payroll system (RUN) to ADP RESOURCE.
- Departmental Improvement. Upgrade and Implementation of ADP RESOURCE.
  - The ADP RESOURCE HRMS system will allow the City to combine several systems and processes to ensure the easy management of human resources, business processes and data. ADP RESOURCE implementation process will take up to (3) months is set to be begin effectively January 2019. More information regarding the upgrade will be reported as the implementation process continues.

□ **Employee Assistance Program**

- Departmental Need. Currently, the City does not offer any Employee Assistance Programs (EAP) to City employees.
- Department Improvement. An Employee Assistance Program (EAP) is a voluntary, work-based program that offers free and confidential assessments, short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems. EAPs address a broad and complex body of issues affecting mental and emotional well-being, such as alcohol and other substance abuse, stress, grief, family problems, and psychological disorders. EAP counselors also work in a consultative role with managers and supervisors to address employee and organizational challenges and needs. Many EAPs are active in helping organizations prevent and cope with workplace violence, trauma, and other emergency response situations.
  - I am currently looking to implement an EAP for City employees to address the needs affecting mental and emotional well-being within the workplace and/or personally. This will go hand-in-hand with the SMART CITY model by providing services that are *"better, faster, and personalized."*

**Indicate problems identified, barriers encountered and solutions reached.**

□ **Employee Engagement/Appreciation**

- Created a "Secret Santa" gift drawing for employees to participate and engage at the "Ugly Christmas Sweater" Holiday Party 2018 @ Old Town Inn (OTI) – Largo, MD. Employees were able to draw names from and purchase a gift in the amount of \$20 maximum (may exceed at their own discretion).
- Engagement: Encouraged employees to participate in the "Ugly Christmas Sweater" competition. Employees were able to receive gifts cards for 'most creative' and 'ugliest' sweater.
- Purchased holiday party desserts/decorations/ and gift-cards (for employees). Collected Secret-Santa gifts from employees prior to Holiday Party (this was done to ensure accuracy of gifts). Set-up holiday party at OTI.

□ **Year End Processing**

- Reviewed W2 information for all employees. Ensuring all salary updates and information was captured for calendar year 2018. Reviewed and updated employees current address for mailing purposes. Create a W2 distribution sign sheet for employees to sign-off on after receiving hard copy of W2.
  - Notified employees of potential Earned Income Tax Credit (EITC) eligibility (require by law). Employees may be entitled to claim an EITC on their 2018 federal and Maryland resident income tax returns if both their federal adjusted gross income and their earned income is less than the following: \$49,194 (\$54,884 married filing jointly) with three or more qualifying children; \$45,802 (\$51,492 married filing jointly) with two qualifying children; \$40,320 (\$46,010 married filing jointly) with one qualifying child; or \$15,270 (\$20,950 married filing jointly) with no qualifying children).
- **City 401(a) and 457(b) Retirement Plans Upgrades**
- Met with Brad Warner from CBIZ InR to review City retirement plan specifics; employee enrollment, cancellation letter (provide to Mutual of America – current retirement company), retirement plan set-up, administrator access, and retirement plan proposals.
  - Met with the City’s Financial Advisor – Bob Ashton to review and analyze CBIZ InR Financial Statements to ensure the company’s credibility in the stock market and returns on employee contribution investments.
  - More information on retirement plan upgrades will be reported in the following months.

**Identify goals for the next reporting period.**

Goal **40%** - finalize all PTO balances and updates for the start of the New Year; transfer balances from ADP RUN to ADP RESOURCE.

Goal **20%** - time & attendance updates from ADP RUN TO ADP RESOURCE

Goal **20%** - prepare and plan for Benefits Fair 2019

Goal **20%** - prepare and plan for Employee Staff Retreat/Training 2019

## Summary of Major Expenditures

### All Departments - Budget vs. Actual

FINANCIAL ROW	AMOUNT	BUDGET AMOUNT	AMOUNT OVER BUDGET	% OF BUDGET
<b>Ordinary Income/Expense</b>				
<b>Gross Profit</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>0.00%</b>
<b>Expense</b>				
5100 - Salaries	\$28,452.16	\$56,650.00	(\$28,197.84)	50.22%
5140 - FICA	\$2,108.94	\$4,334.00	(\$2,225.06)	48.66%
5150 - Employee Appreciation	\$711.53	\$5,000.00	(\$4,288.47)	14.23%
5160 - MD Unemployment	\$6,042.29	\$25,000.00	(\$18,957.71)	24.17%
5161 - Federal Unemployment	\$763.68	\$3,500.00	(\$2,736.32)	21.82%
5170 - Workers Compensation	\$144,872.00	\$160,000.00	(\$15,128.00)	90.55%
5190 - Dues & Memberships	\$0.00	\$500.00	(\$500.00)	0.00%
5200 - Office Supplies	\$251.02	\$500.00	(\$248.98)	50.20%
5220 - Training	\$419.36	\$2,800.00	(\$2,380.64)	14.98%
5260 - Contractual Services	\$3,711.83	\$7,000.00	(\$3,288.17)	53.03%
5277 - Executive Team Retreat	\$0.00	\$15,000.00	(\$15,000.00)	0.00%
5470 - Recruiting/Drug Testing	\$0.00	\$3,500.00	(\$3,500.00)	0.00%
5480 - Retirement	\$0.00	\$100,000.00	(\$100,000.00)	0.00%
5490 - Health/Dental/Vision	\$145,395.31	\$255,000.00	(\$109,604.69)	57.02%
5500 - IT Support	\$35,412.00	\$70,000.00	(\$34,588.00)	50.59%
<b>Total - Expense</b>	<b>\$368,140.12</b>	<b>\$708,784.00</b>	<b>(\$340,643.88)</b>	<b>51.94%</b>
<b>Net Ordinary Income</b>	<b>(\$368,140.12)</b>	<b>(\$708,784.00)</b>	<b>\$340,643.88</b>	<b>51.94%</b>
<b>Net Income</b>	<b>(\$368,140.12)</b>	<b>(\$708,784.00)</b>	<b>\$340,643.88</b>	<b>51.94%</b>

**5100 – Salaries = Payroll Deductions \$5,000**

**5140 – FICA = Payroll Deductions \$376.04**

**5150 – Employee Appreciation =**

Holiday Party Supplies/Desserts/Gift Cards **\$608.26**

**5160 – MD Unemployment = Payroll Deductions \$935.76**

**5161 – Federal Unemployment = Payroll Deductions \$109.18**

**5170 – Workers Compensation = Chesapeake Employers Insurance \$14,414**

**5200 – Office Supplies = Desk Organizer & Printer Ink \$146.27**

**5260 – Contractual Services =**

Returned Wolter’s Kluwer Payroll Law Books Fee **\$10.96**

**5490 – Health/Dental/Vision = TASC Monthly Payment \$40,418.05**

**5500 – IT Support = Peake Technologies Monthly Payment \$5,817.98**

**TOTAL EXPENSES FOR DECEMBER 18 = \$67,836.50**

Source: NetSuite