

HUMAN RESOURCES DEPARTMENTAL OVERVIEW

Mission

The Town of Normal's Human Resources Department strives to recruit and retain the finest talent by promoting a comprehensive and robust benefits program, competitive compensation, a safe and sustainable workplace, and a wellness-oriented mindset. HR staff output is employee-focused; advocating for employees is at the heart of the Department's mission.

The Department's long-term vision is to be a model for engaging employees with sensitivity, for embracing change and innovation while rethinking old habits and procedures, and for ensuring accuracy through thoughtful review and process revision.

Department Functions & Staff Overview

The Human Resources Department contributes to the success of the Town of Normal and its employees through the development, implementation, and maintenance of personnel programs, policies, services, and activities to attract and retain highly qualified staff.

Full-Time Employees				
2016	2017	2018	2019	2020
378	373	367	362	356
Regular Employees Hired				
2016	2017	2018	2019	2020
36	23	11	29	19

Human Resources supports Town employees throughout their employment; this support starts at the hiring process, continues throughout employment, and extends into retirement through the administration of benefits.

The Department currently consists of four staff members:

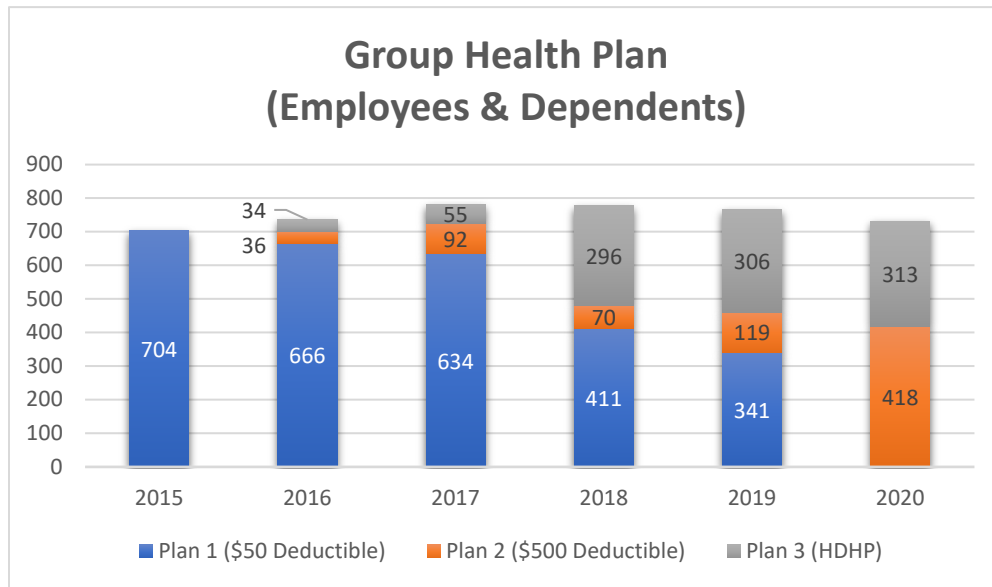
- Office Associate: Maintains department files and personnel records, performs skilled clerical work and provides clerical support to department staff, provides customer service to employees and citizens seeking assistance from the department.
- Safety & Wellness Coordinator: Coordinates, tracks, and manages safety training for Town employees and ensures compliance with all state and federal safety mandates, coordinates and manages wellness program for Town employees covered by the insurance program.
- Benefits Coordinator: Coordinates and manages the Town's group insurance program, manages state and federal compliance with employment regulations (including Family Medical Leave Act, Worker's Compensation, etc.), provides assistance and coordination of benefits to Town employees and retirees on claims resolution, network access, etc.
- Human Resources Director: Oversees all department operations and projects, coordinates and manages recruitment processes, provides personnel management assistance and ensures compliance with state and federal employment mandates and regulations, coordinates all employee Americans with Disabilities Act claims, supervises and performs investigations regarding employee complaints.

ACCOMPLISHMENTS

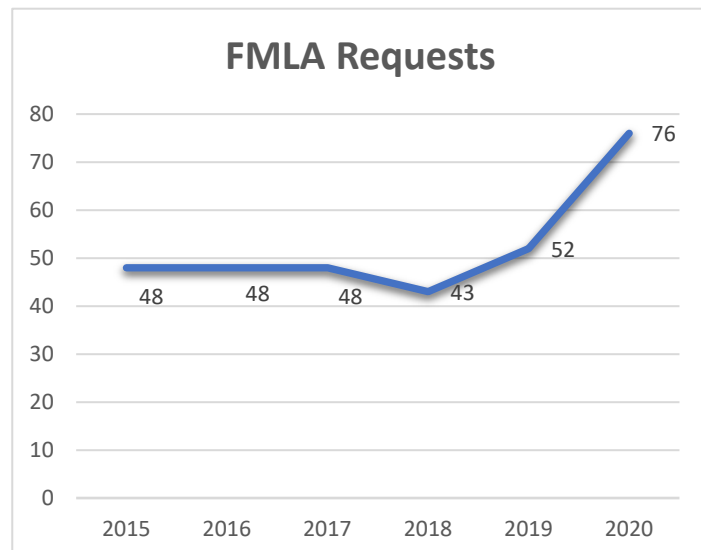
Benefits

A competitive benefits package remains a key element of the Town’s strategy to retain top talent. Staff have been busy this year providing employee education and support in resolving claims issues, in addition to administering FMLA.

Staff administer an employee orientation program that focuses on interaction and team-building during the employee’s first months on the job. The process has been well received by employees and supported by supervisory staff.



The COVID-19 pandemic had significant effects on the Human Resources Department’s workflow this year. HR staff collected data, responded to supervisor and employee questions, performed contact tracing, and administered Families First Coronavirus Response Act (FFCRA) leave for all Town employees. As such, there was a major increase in the amount of FMLA requests that were completed this year.



Recruitment & Selection

HR is committed to attracting and retaining a talented and diverse workforce. Though COVID-19 introduced significant challenges to traditional recruitment processes, pandemic constraints led staff to innovate and think differently, to utilize technology and embrace flexibility; this ultimately led to the hiring of several well-qualified candidates. HR coordinates all full-time recruitment processes and assists with select part-time recruitments.

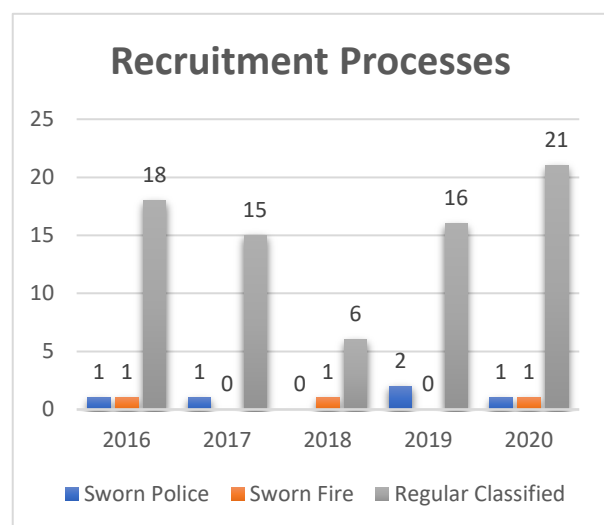
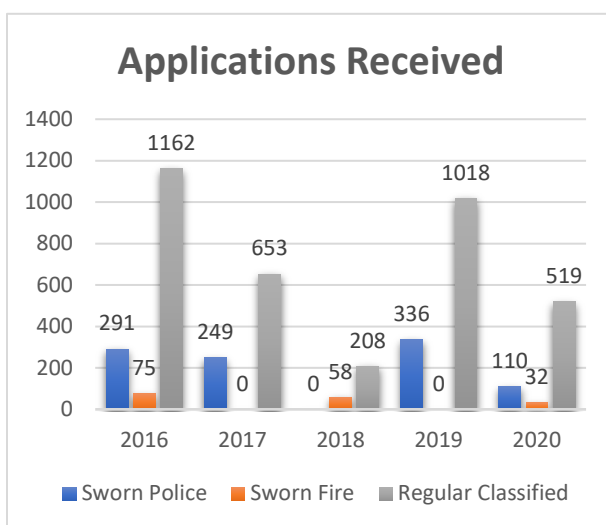
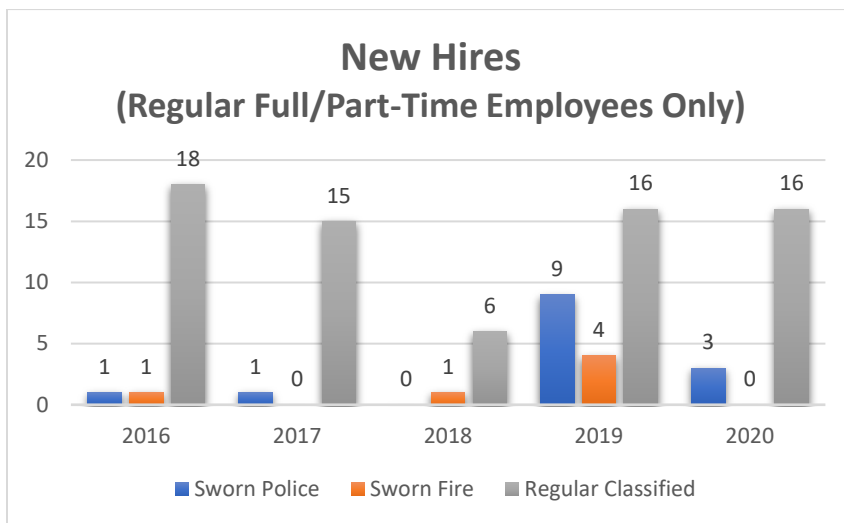
Full-Time Positions Filled in 2020	
Custodian	Data Specialist
Director of Communications	IT Support Technician
Museum Development Coordinator	Network Administrator
Office Associate (5)	Police Officer (3)
Project & Resource Manager	Recreation Supervisor
Utility Worker I	Waste Carrier I

2031
Personnel Action
Forms Processed

268
Criminal
Background Checks

Turnover Rate

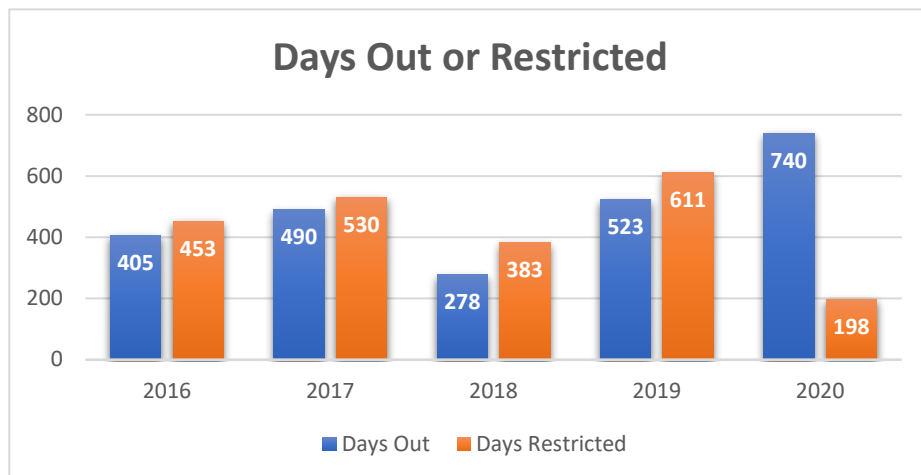
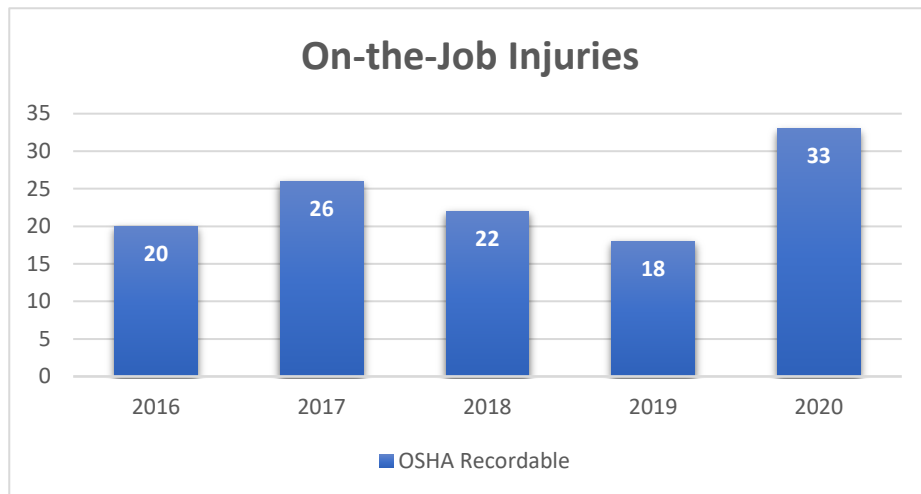
2016	2017	2018	2019	2020
7%	8%	5%	9%	6%



Safety & Wellness

Technology continues to play an important role in the support and improvement of the Safety and Wellness programs at the Town. By utilizing online training via a new platform, Safety Skills, and the online platform from Healthcare Interactive, engagement remains high. Once again, an outstanding 99% of eligible employees and spouses participated in the Wellness Program.

HR staff worked diligently to stay abreast of operational best practices and safety measures to limit the threat of COVID-19 to the Town workforce. Town staff provided PPE, encouraged socially distanced interactions by limiting face-to-face meetings and modifying workspaces, and provided education supported by the CDC to keep workers safe. The HR Department responded to requests for contact tracing from all Town departments and followed up securely and confidentially, further limiting workplace COVID-19 exposures.



Positive COVID-19 infections for certain classes of employees, including Police and Fire, are included in the Town's OSHA Recordable illness and injury log. This led to a rise in the Town's total recordable cases for 2020 compared to previous years.

130+
COVID-19
Contact Tracing Cases

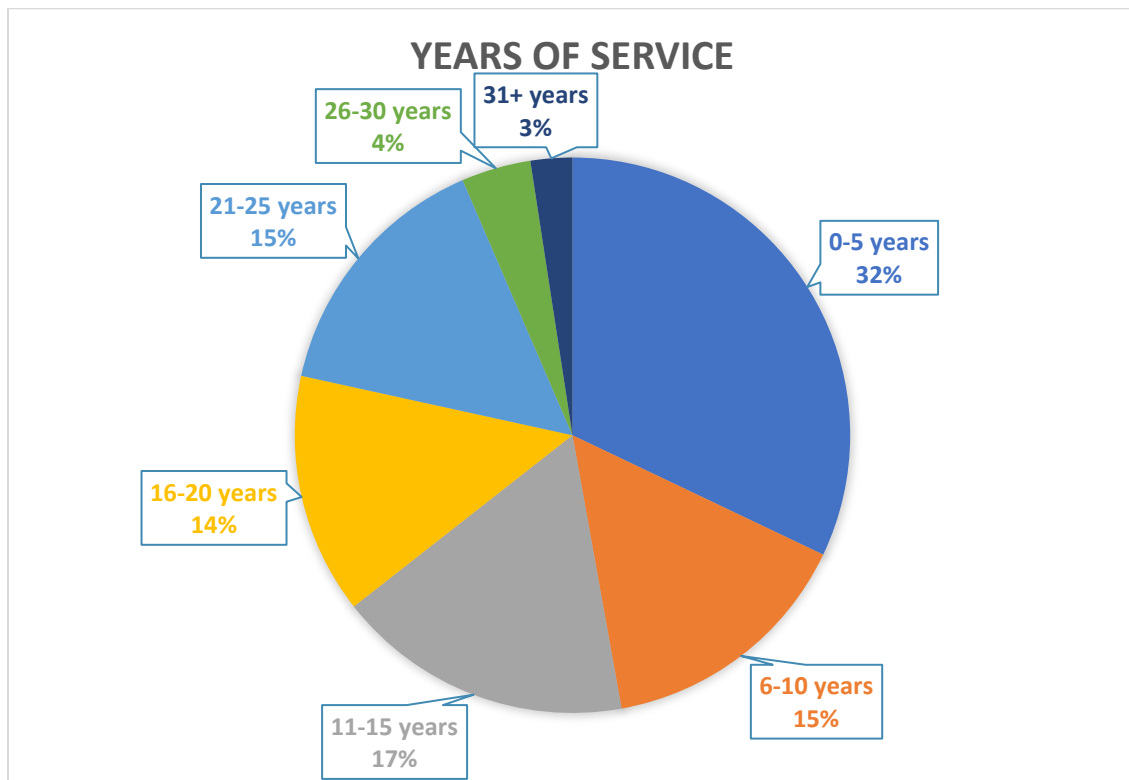
SUMMARY

Town Values at Work

HR's core values reflect the values of the Town of Normal workforce: namely, enacting productivity, responsibility, integrity, dedication, and empathy in all that we do. We believe that the Department values reflect the nature of a high-functioning, employee-centric Human Resources team.

Look to the Future

The Human Resources Department works to provide employees with all the tools and resources needed for success, and we strive to recruit and keep the best and brightest talent available in the community. "Years of Service" is a metric that highlights some exciting components of the Town workforce: the long commitment to public service by many Town employees and the potential for innovation and advancement with a growing number of newer staff members:



As the Human Resources Department attempts to prepare for a "new normal" in a post-pandemic world, we feel fortunate for the opportunity to continue to enact customer service excellence in partnership with Town staff and the citizens of Normal.