



# CITY OF MELROSE

## Human Resources Department

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### **Human Resources Department Fiscal Year 2016**

Marianne Long, Director  
Polina Latta, Manager

Fiscal Year 2016 proved to be a productive year for the Human Resources Department:

#### **The HR Department's areas of responsibility are:**

- We manage approximately \$12 million.
- We oversee and participate in the recruitment, screening, hiring and orientation for positions in the Police, Fire, Public Works, Library and City Hall departments ensuring compliance with policies, collective bargaining agreements, MA General Laws, Civil Service regulations, and Federal Laws.
- We consult with the Mayor and Department Heads on all employment matters; interpret and enforce personnel policies and procedures set forth in the City Charter, Employment Manual, Ordinances, collective bargaining agreements, Civil Service rules and MA General Laws.
- We administrate approximately 11 Benefit programs and their budgets, including Workers Comp and 111F administrations.
- We manage Human Resources Information System and ensure integrity of employment data including employee information, paid time off accruals, benefits deductions, compensation levels, and employment history for all employees except the school department.
- We interact in person, by phone, or electronically with 400 retirees and 350 employees (not including school department) and manage all information related to their employment/retirement.
- Lastly, we manage and advise on policies, performance management, terminations, & employee and retiree benefits.

## **Highlights from Fiscal Year 2016 include:**

### Affordable Care Act

The HR Department, in cooperation with the School Department and the City's Financial Systems Analyst, successfully met newly implemented requirements under the Affordable Care Act to report to employees and the IRS, their eligibility and enrollment in health insurance. In order to meet our Employer obligations, we invested a significant amount of time involving:

- Learning about the City's obligations under the law;
- Interpreting IRS codes and ensuring that our MUNIS software is in compliance;
- Changing hiring practices and policies to ensure compliance;
- Training Department Heads on above practices;
- Installing, and being trained on the new MUNIS software;
- Populating MUNIS software and correcting existing data so that we can correctly report to all employees and the IRS;
- Interfacing with IRS

Our efforts culminated in producing over 800 records which were then distributed to the City's benefit eligible employees. The next phase of the project was to ensure a successful transmission to the IRS. Melrose met both of these obligations in a timely manner.

### Trainings:

The HR Department hosted two trainings in fiscal year 2016; the first, entitled "Safety and Emergency Guidelines" was led by Police Chief Michael Lyle, Patrol Officers John Piasecki and Robert Mann and Fire Chief Chris Leary. They presented comprehensive information to employees through lectures, videos and a Reference Guide about best practices in the event of emergencies in municipal buildings.

The second training was led by Susan Naimark, a community development trainer/consultant; the purpose of the training was to provide concrete tools for Melrose employees to use as we serve an increasingly diverse population. The sessions focused on cultural proficiency and implicit bias; a way of interacting with people from diverse cultural backgrounds that respects and values differences and an introduction on developing awareness around biases we may have towards our customers.

## Recruitment

Our department, in cooperation with department managers, hired 29 employees (21 benefit eligible, 8 part time/non-benefit eligible)

Benefit eligible positions include:

- Superintendent of Pine Banks Park
- Building Systems Supervisor
- 1 Patrol Officer
- Equipment Operator
- 3 Custodians
- Accounting Clerk
- Skilled Laborer
- School Nurse
- Project Engineer
- 2 Laborers
- Senior Account Clerk
- Working Foreman, Forestry Division
- City Engineer
- Public Safety Finance Administrator
- Substance Abuse Prevention Coordinator
- Planning Coordinator
- Recycling Coordinator
- Cemetery Administrator

In addition to the above, the City promoted 3 employees into new roles given their qualifications and work ethic.

## Cost Containment Initiatives

1. Opt Out Incentive Program: The purpose of the program is to assist in balancing the budget, meeting fixed costs and retaining jobs and services by paying an incentive to employees to un-enroll from our health insurance plan. The incentive is designed to lower the City's enrollment numbers resulting in less annual expenses.

- In Fiscal Year 2014: 5 employees enrolled in Opt Out.
- In Fiscal Year 2015: 22 employees enrolled in Opt Out
- In Fiscal Year 2016: 36 employees enrolled in Opt Out

2. Open Enrollment: Given on-going benefit changes in health insurance, Polly Latta, HR Manager developed an aggressive marketing and communication campaign with the purpose of encouraging employees to evaluate the cost efficiency of their health insurance and consider lower cost options; saving money for employees and the City. These efforts resulted in nearly 200 employees and retirees choosing lower cost plans.

HR and Payroll Systems Modernization:

The HR department created and spearheaded a committee that includes the Finance Department, School Department, Financial Systems Analyst and HR Department, for the purpose of analyzing and improving payroll and HR systems and eliminating inefficient practices. The work of the committee will ensure compliance across departments and locations. We will streamline processes to become more time and cost efficient. The Committee focus would also result in accurate data and easily available data, which will make requests for information and mandated reporting less time consuming. The committee will create documentation for the purposes of training departments and future employees.

Financial Management: The Human Resources' FY 2016 budgets are as follows:

<b>Budget</b>	<b>Amount</b>
Human Resources Department	\$ 137,076
Worker's Compensation	\$ 340,000
Unemployment Compensation	\$ 140,000
Benefits	\$ 11,372,000