

Human Resources 2014 Annual Report



Putting Employees First

Human Resources Team

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Employee Recognition

Payroll

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Safety and Compliance

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Tuition Reimbursement

Performance Management

Contract Administration

FMLA Administration

Applicant Testing

EEO Compliance

Labor Relations



Back Row (L to R):Taci Casey, Laura Mousseau, Marcie Ver Beek, Jennifer Orme
Front Row (L to R): Jocelyn Garris, Kelli Rantz, Andrea Dumbrell Not Pictured: Erin Rotman

Mission Statement

The Human Resources Department serves the County of Ottawa by focusing efforts on the county's most valuable asset, its employees.

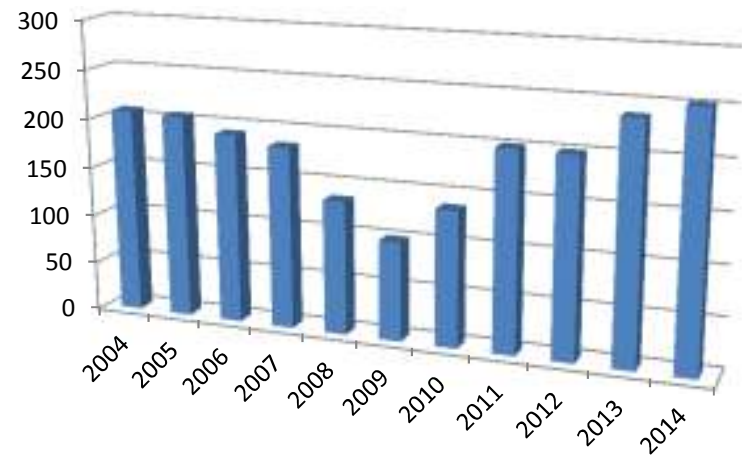
Human Resources does this through recruitment, hiring, and retention of a diverse, qualified workforce. The Human Resources Department provides human resource direction and technical assistance, training and development, payroll administration, equal employment opportunities, and employee/labor relation services to the county.

Recruitment

In **2014**, the county posted **125** positions and **3359** applications were received and screened. The department conducted **650** employment interviews resulting in the hiring of **252** employees. Of those hired, **65** were promotions or transfers of existing employees and **187** were new (external) hires. In comparison to **2013**, we posted more positions, conducted more interviews, hired more individuals, but did so with a smaller pool of applicants.



Positions Hired



Retention



Two Human Resources staff members completed a three-day certification training in Phoenix, Arizona to receive their license as a Kolbe Specialist. This allows the county to continue the work in-house that was started with a contractor, PSG. Our department also took over the Kolbe database of our employees and licensed the software. We are now able to administer all assessments, reports, and information going forward. We now have a great deal of flexibility and customization as we utilize the Kolbe tools for both hiring and development throughout the county for our employees.

Training & Development

In 2014, the Human Resources Department requested an extensive RFP for a new learning management system. Formal bids were received and evaluated from five companies. Nine programs were comprehensively reviewed and tested. The new learning management system will replace the current Lotus Notes training enrollment and tracking system, as well as provide a means for delivery of custom designed online learning modules. After thorough testing of demo sites, and collaboration with IT, the Topyx system was selected. Implementation of this new system will begin in early 2015.





2014 GOLD Standard Training Classes

- ✓ **122** Classes
- ✓ **144** New Employees in Orientation
- ✓ **549** Hours of Class Time
- ✓ **1,854** Trainees in Classes

Sample Classes:

- Effective Performance Evaluations
- Supervising Off-Site Employees
- Generational Diversity
- Verbal Defense
- Time Management
- Delegation
- Business Writing & Grammar
- Understanding Different Behavioral Styles – DiSC
- FMLA For Supervisors
- Presentation Skills
- Darkness To Light – Stewards of Children
- Word Forms
- Excel Functions & Formulas
- PowerPoint Animations

Employee Comments:

- Documentation & Discipline: “Andrea really has a lot of good information to share and did a great job of that.”
- Understanding Behavioral Styles – DiSC: “Great course! Great Instructors! One of the few courses I have taken where 4 hours seemed like 30 minutes. Great job to all.”
- Ottawa County Information: “I really liked the whole class. It was very interesting and I learned a lot about different departments that before I had no idea what they did.”

2014 Compliance Training

850 employees completed Blood Borne Pathogen Training

Blood Borne Pathogen Training



231 employees completed Harassment Training

Harassment Training



171 employees completed PCI (Payment Card Industry) Data Security Training

PCI Data Security Training



92 employees completed HIPAA Training

HIPAA Training



Community Collaboration



GRAND HAVEN CHARTER TOWNSHIP

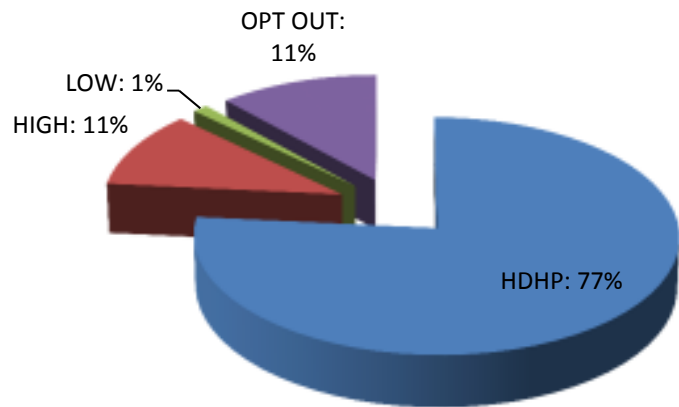


Holland Charter Township



A Healthier Workforce

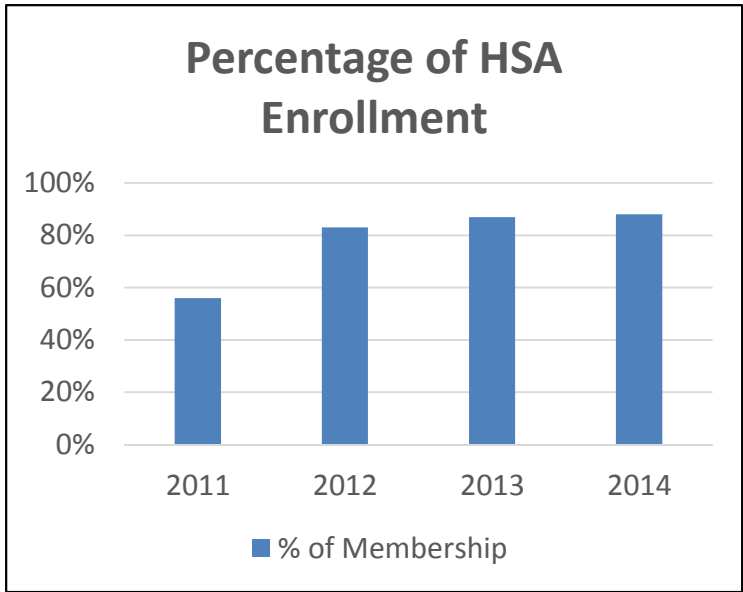
2014 Insurance Enrollment



Per Member Per Month Medical and Pharmacy Expense



Percentage of HSA Enrollment



Health Management

Hold it for the Holidays


72 participants
75 pounds lost

Tuition Reimbursement

Quick Facts

- ✓ **52** employees received tuition reimbursement
- ✓ **154** classes were approved and completed
- ✓ **\$ 191,775** was paid to employees

Ottawa County saw an increase in employees and classes reimbursed in 2014, but the county paid out less due to the \$5,250 cap for 2014.



To celebrate your years of service with Ottawa County, the Ottawa County Board of Commissioners cordially invites you and a guest to attend the **19th Annual Service Awards Banquet**.

When: Thursday, October 23, 2014
6:00pm Social Hour
7:00pm Dinner

Where: Pinnacle Center
3330 Highland Drive, Hudsonville, MI 49426

Please RSVP to: Emily, October 6, 2014, by email to: kelli.kanno@ottawacounty.org or call the Human Resources Department at 734-489-4400. Please include the first and last name of your guest.

Board of Commissioners
Shi Veen
Alan Diermeier
Dennis Van Der
Berg
Greg DeBore
Matthew Fricke
Joseph Bateman
Robert Haggren
Loren Hobbins
Philip Rogers
James H. Kahaner
David H. Hookey



Employee Recognition

The 2014 Service Awards Banquet was held on October 23, 2014, at the Pinnacle Center in Hudsonville.

Employees were honored for their milestone years of service from five to forty years. Nineteen retirees were also recognized for their loyal dedication to Ottawa County.



Labor Relations

Wage & Classification Study

In **2014**, Human Resources worked closely with county departments, elected offices, and court supervisors on a county wide Wage & Classification Study.

Summary of Wage & Classification Study				
Employee Group	Total Number of Classifications	No Change in Grade	Increase in Grade	Decrease in Grade
Court Unclassified	30	18	12	0
District Court	12	8	3	1
Friend of the Court	9	3	6	0
Juvenile	12	2	10	0
Group N	2	1	1	0
Group T	126	114	11	1
Unclassified	124	107	17	0
TOTAL NUMBER OF CLASSIFICATIONS	315	253	60	2



Contract Negotiations

We successfully negotiated all **7** collective bargaining agreements, which expired at the end of **2014**. All negotiations were completed prior to the end of **2014**, and were bargained for two years.



Payroll



Quick Facts

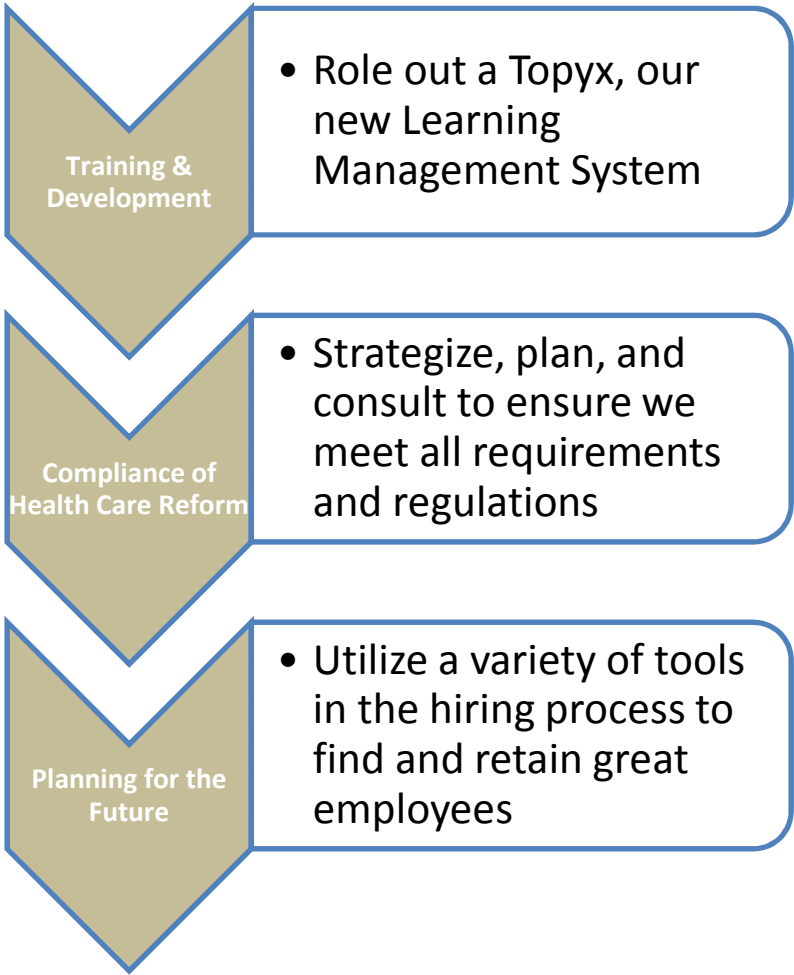
In **2014**, the average number of employees paid each pay period was **1090**. The total payroll and payroll invoice amounts for 2014 were **\$71,836,938**, for an average of **\$2,762,959** each payroll. This is a **1%** increase from **2013**.



In late 2014, Human Resources conducted its first Payroll-in-Charge meeting with representatives from all departments and divisions of the county. This is the first of an ongoing series of meetings designed to improve communication between the Payroll team and department heads and representatives. A variety of information was distributed on the payroll process and the connections between MICA and Munis. Questions were addressed and feedback was received from the group on possible improvements and changes for the future.



In the upcoming year, our priorities and major initiatives include:





Human Resources 2014 Annual Report Putting Employees First

The activities and programs of the Human Resources Department are brought to you by the members of the Ottawa County Board of Commissioners

Commissioner Joseph Baumann, Chairperson, District 2

Commissioner Greg DeJong, Vice-Chair, District 8

Commissioner Stu Visser, District 1

Commissioner Allen Dannenberg, District 4

Commissioner Dennis Van Dam, District 6

Commissioner Donald Disselkoen, District 3

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Commissioner Philip Kuyers, District 9

Commissioner Roger Bergman, District 10

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