

# Human Resources

## - Mission Statement -

The Human Resources Department is dedicated to providing superb customer care in the most efficient and cost-effective manner possible.

## - Department Function -

The Human Resources Department has two distinct divisions providing varied types of services: 1) the Personnel Division serves its internal and external customers by providing quality, efficient, and timely assistance in recruitment and selection, classification, compensation, collective bargaining, labor relations, organizational development, training, and ensures organizational compliance with the memorandums of understanding; and 2) the Risk Management Division provides quality, efficient, and timely assistance in health insurance, retirement benefits, employee benefits, workers' compensation, safety, loss prevention, loss control, and financing and recovery programs. Additionally, assistance is provided in the areas of insurance liability and litigation management. The Division's function involves the identification and evaluation of actual and potential risks, along with the avoidance, reduction, and/or transfer of risk.

## - Expenditure Summary -

<b>General Fund</b>			
Division / Program	2005-06 Actual	2006-07 Budget	2007-08 Adopted
Personnel Services	514,737	528,204	406,048

### **Self-Funded Insurance - General Fund <sup>(1)</sup>**

Division / Program	2005-06 Actual	2006-07 Budget	2007-08 Adopted
Workers' Comp	1,634,096	2,872,969	863,463
Liability	4,085,564	3,161,258	1,204,285
Unemployment	134,444	142,579	83,586
Charges to Other Depts	N/A	N/A	(2,151,334)
	5,854,104	6,176,806	-

(1) Beginning in FY 2007-08 the Self-Insurance Function has been moved to the General Fund.

## - Department Organizational Chart -



<b>Department:</b> Human Resources	<b>Division:</b> Personnel Services	<b>Fund:</b> General
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<b>Department #:</b> 0700	<b>Division #:</b> 0701	<b>Fund #:</b> 101
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**Division Description:**  
 The Personnel Division provides assistance to the citizenry, City Council, and City departments in the following areas: Personnel Rules and Regulations, labor relations, memoranda of understanding, recruitment and selection, classification and compensation, staff development, and equal employment opportunity.

**2007-08 Adopted Budget Numbers**

Fund	Expense	Revenue	Exp less Rev	Allocated Staff
General	833,421	20,000	813,421	4.00
Recovered Cost	(427,373)		(427,373)	
<b>Total</b>	<b>406,048</b>	<b>20,000</b>	<b>386,048</b>	<b>4.00</b>

**Supplemental Requests**

Item	Justification	Amount

**Service level changes based on proposed spending level:**

Service	Change
Outreach	Sponsorship donations will be generated from local businesses for their participation at the annual Career Connections Job Fair held annually organized by the City's Recruitment Committee and PUSD. This additional \$20,000 of revenue will be used for outreach services.

**Programs and Service Indicators**

Program	Indicator
Recruitment & Selection	3475 applications processed 151 recruitment's conducted 147 employees hired - casual/seasonal 71 employees hired - regular 3 job fair participation's
Labor Relations	2 grievance filed 0 arbitration - city prevailing 1 grievances resolved (prior to arbitration) 1 total arbitration hearings
Personnel Rules & Regulation / Memoranda of Understanding / classification and compensation administration	1,143 personnel action forms processed 53 employee promotions 229 employee separations
Staff Development	24 job specifications created / revised 18 city training classes conducted

Status of Department Goals		
Goal Year	Goal	Status
05-06	Develop a strategic, organizational, three-year training plan to address the City's training and staff development needs to ensure that employees work smarter.	Will be completed by January 2008.
05-06	Implement the Beneficial Suggestion Policy. <b>(Council goal 4-1)</b>	Completed
05-06	Assist the Police Department in modifying the Performance Evaluation system for sworn employees to ensure performance standards meet organizations needs.	Completed by June 2007
05-06	Work closely with the Police Department to expeditiously fill sworn vacancies that continue to be created as a result of the implementation of the 3% at 50 CalPERS retirement program. <b>(Council goal 5-22, 5-26)</b>	Open and continuous recruitment in progress.
06-07	Facilitate negotiations with the PPOA and PPMA.	Completed
06-07	Implement a Web-based Applicant Management System. <b>(Council goal 2-5, 6-9)</b>	Purchase completed. Training and implementation completed by July 2007.
06-07	Improve the City's ID Card Issuance Program by purchasing a computerized system. <b>(Council goal 2-4)</b>	Completed
07-08	Reduce applicant data entry done by staff by 25%.	Will be completed in June 2008.
07-08	Review and update the 2003 Personnel Rules & Regulations	Will be completed in June 2008.
07-08	Review and update the Administrative Policies & Procedures Manual	Will be completed in June 2008.
07-08	Coordinate with Information Technology the implementation of an employee Intranet site for improved employee communication.	Scheduled to be completed in August 2007.
07-08	Conduct mandated training in harassment, safety, supervision and leadership to affected employees.	On-going



**City Council Strategic Goal**

Goal No:	Goal Description	Cost
2-4	Provide adequate operational equipment for staff to do their job.	-
2-5	Identify and assess all current programs for effectiveness. Modify the existing program as needed and develop new programs.	-
2-7	Survey residents at all public contact locations. Use mail surveys. Focus groups to assess responsiveness to needs and perception of services.	-
2-9	Train supervisors in skills needed to deal with problem employees.	-
2-11	Coordinate Community Continual Care Plan by networking our community partners into system by 7/2005. Emphasize families first.	-
2-12	Investigate private and city services to eliminate duplication. Identify potential services that may be contracted.	-
2-16	Use "secret shopper" concept to improve city services and responsiveness.	-
2-17	Provide adequate staffing, planning & schooling of staff.	-
3-3	Research moves and business plans of our local businesses. Prepare yearly recap report of businesses gained and lost, square footage, jobs, and revenue generation. Report presented to Council yearly.	-
3-8	Investigate money making opportunities relating to existing city services, i.e. Library, Police, Parks	-
3-9	Identify labor force needs and develop opportunities and connect with potential strategic partners.	-
4-1	Promote staff participation in maintaining positive city appearance, stressing personal accountability.	-
4-19	Promote our vision of "clean, safe, family neighborhoods."	-
5-3	Conduct more traffic patrols targeting mechanical defects, tail lights, bumpers, no car seat, no helmet, etc. Increase motor officer complement to deal with citywide traffic efforts.	-
5-22	Increase the number of sworn officers to 200 by 2010.	-
5-26	Increase the number of bilingual staff in Police Department.	-
6-2	Establish consistent communication through personal contact.	-
6-9	Work with businesses that set up intern training programs. Establish Regional Occupational Centers with city business development departments to identify training sites and opportunities for high school youth. Focus on youth w/o other resources and work with the Youth Advisory Committee.	-

<b>Department:</b> Human Resources	<b>Division:</b> Ins Svcs - Workers Comp	<b>Fund:</b> General
<b>Department #:</b> 0700	<b>Division #:</b> 1351	<b>Fund #:</b> 101

**Division Description:**

The Workers' Compensation/Safety Program is responsible for the administration and management of costs related to employee injuries, illnesses, and safety programs. These costs include temporary and permanent disability payments, medical and legal costs, vocational rehabilitation, and claims handling. Additionally, the Program is responsible for the City's Safety Program including training and equipment, self-insurance fees, and excess workers' compensation insurance.

**2007-08 Adopted Budget Numbers**

Fund	Expense	Revenue	Exp less Rev	Allocated Staff
General	863,463	-	863,463	3.85
Recovered Cost	(863,463)	-		
<b>Total</b>	-	-	863,463	3.85

**Supplemental Requests**

Item	Justification	Amount

**Service level changes based on proposed spending level:**

Service	Change
Recovered Cost	This self insurance department is now budgeted in the City's General fund. The administrative expenditures are recovered from all departments receiving this insurance service while claims will be directly charged to departments as expenses are incurred.

**Programs and Service Indicators**

Program	Indicator
Workers' Compensation Claims Processing	None
Disability Management	None
Safety/Loss Control/Training	None

<b>Status of Department Goals</b>
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Goal Year	Goal	Status
05-06	Administer a Workers' Compensation and Safety Program focused on providing superb customer care. <b>(Council goal 4-1)</b>	On-going
05-06	Reduce expenses and exposures by administering a program focused on reducing Workers' Comp claims and costs.	On-going
05-06	In an effort to reduce costs in both Workers' Comp and Liability, implement a Vehicle Accident Reduction Program.	70 % completed
05-06	Implement a Contractor Safety program to ensure that the City's exposure to third party liability is managed properly.	50 % completed. Re-evaluating if policy will be implemented.
07-08	Conduct workers' compensation training for supervisors.	Completed

<b>City Council Strategic Goal</b>
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Goal No:	Goal Description	Cost
2-4	Provide adequate operational equipment for staff to do their job.	-
2-5	Identify and assess all current programs for effectiveness. Modify the existing programs as needed and develop new programs.	-
2-12	Investigate private and city services to eliminate duplication. Identify potential services that may be contracted.	-
2-17	Provide adequate staffing, planning and scheduling of staff.	-
4-1	Promote staff participation in maintaining positive city appearance, stressing personal accountability.	-
4-19	Promote our vision of "clean, safe, family neighborhoods."	-
6-2	Establish consistent communication through personal contact.	-

<b>Department:</b> Human Resources	<b>Division:</b> Ins Svcs - Liability	<b>Fund:</b> General
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<b>Department #:</b> 0700	<b>Division #:</b> 1352	<b>Fund #:</b> 101
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**Division Description:**  
 The Liability Program provides for the administration and management of the liability section of the Risk Management Division. This Program area encompasses the processing of all liability claims and lawsuits. Additionally, this Program is responsible for the acquisition of commercial insurance for excess liability, property, automobile physical damage, aircraft and premises, special events, and uninsured losses.

**2007-08 Adopted Budget Numbers**

Fund	Expense	Revenue	Exp less Rev	Allocated Staff
General	1,204,285	-	1,204,285	2.35
Recovered Cost	(1,204,285)	-		
Total	-	-	1,204,285	2.35

**Supplemental Requests**

Item	Justification	Amount
None		

**Service level changes based on proposed spending level:**

Service	Change
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<u>Recovered Cost</u>	<u>This self insurance department is now budgeted in the City's General fund. The administrative expenditures are recovered from all departments receiving this insurance service while claims will be directly charged to departments as expenses are incurred.</u>
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**Programs and Service Indicators**

Program	Indicator
Liability Claims Processing	None
Litigation Management	None
Property Damage Recovery	None
Uninsured Losses	None
Insurance Procurement	None
Special Events and Contract Insurance	None

**Status of Department Goals**

Goal Year	Goal	Status
<u>05-06</u>	<u>Administer a Liability Program focused on providing superb customer care. (Council goal 4-1)</u>	<u>On-going</u>
<u>05-06</u>	<u>Reduce frequency and severity associated with liability claims and lawsuits. (Council goal 2-5)</u>	<u>On-going</u>



05-06	Create a Risk Management Section in the Human Resources Department Policies and Procedures Manual. Provide training as appropriate.	Completed
05-06	Develop a program to standardize the review and approval of certificates of insurance City-wide.	Completed
05-06	Implement a Liability Claims Handling Policy.	Completed
06-07	Develop quarterly claim report to be provided to Department Directors on all outstanding litigation.	Completed
07-08	Conduct Liability and insurance training for Supervisors	Completed

**City Council Strategic Goal**

<b>Goal No:</b>	<b>Goal Description</b>	<b>Cost</b>
2-4	Provide adequate operational equipment for staff to do their job.	-
2-5	Identify and assess all current programs for effectiveness. Modify existing programs as needed and develop new programs.	0
2-12	Investigate private and city services to eliminate duplication. Identify potential services that may be contracted.	0
2-17	Provide adequate staffing, planning and scheduling of staff.	0
4-1	Promote staff participation in maintaining positive city appearance, stressing personal accountability.	0
4-19	Promote our vision of "clean, safe, family neighborhoods."	0
6-2	Establish consistent communication through personal contact.	0

<b>Department:</b> Human Resources	<b>Division:</b> Ins Svcs - Unemployment	<b>Fund:</b> General
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<b>Department #:</b> 0700	<b>Division #:</b> 1353	<b>Fund #:</b> 101
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**Division Description:**  
 The Unemployment/Benefits Program is used to administer and manage the Unemployment Reimbursement Account and the City's Benefits Program. This Program reimburses the State of California Employment Development Department (EDD) for unemployment benefits expended to former City employees who qualify to receive such benefits.

**2007-08 Adopted Budget Numbers**

Fund	Expense	Revenue	Exp less Rev	Allocated Staff
General	83,586	-	83,586	0.80
Recovered Cost	(83,586)	-	(83,586)	
<b>Total</b>	-	-	-	0.80

**Supplemental Requests**

Item	Justification	Amount
None		

**Service level changes based on proposed spending level:**

Service	Change
Recovered Cost	This self insurance department is now budgeted in the City's General fund. The administrative expenditures are recovered from all departments receiving this insurance service while claims will be directly charged to departments as expenses are incurred.

**Programs and Service Indicators**

Program	Indicator
Unemployment Claims Processing	None
Benefits Management	None
Retiree Counseling	None
Wellness	None

**Status of Department Goals**

Goal Year	Goal	Status
05-06	Administer an Unemployment/Benefits Program focused on providing superb customer care. <b>(Council goal 4-1)</b>	On-going
05-06	Fund and process unemployment payments for eligible recipients.	On-going
05-06	Implement a Wellness Program with a website. <b>(Council goal 2-5)</b>	Completed
05-06	Re-establish annual Benefit Statements for City employees.	Completed
05-06	Develop a comprehensive Disability Information Packet for City Employees.	Completed
06-07	Create a Benefits and Wellness Website to be added to the City's website.	Completed
07-08	Audit covered dependants to ensure they meet the requirements under each plan.	To be completed by November 2007

**City Council Strategic Goal**

Goal No:	Goal Description	Cost
2-4	Provide adequate operational equipment for Staff to do their job.	0
2-5	Identify and assess all current programs for effectiveness. Modify existing programs as needed and develop new programs.	0
2-12	Investigate private and city services to eliminate duplication.	0
2-17	Identify potential services that may be contracted.	0
	Provide adequate staffing, planning and scheduling of Staff.	0
4-1	Promote staff participation in maintaining positive City appearance, stressing personal accountability.	0
4-19	Promote our vision of "clean, safe, family neighborhoods."	0
6-2	Establish consistent communication through personal contact.	0

## Adopted Expenditures for Fiscal Year Ending 06/30/2008

## FUND 101 General Fund

	2005-2006 YEAR-END ACTUALS	2006-2007 ADOPTED BUDGET	2006-2007 YEAR-END ESTIMATE	% BUD VS EST	2007-2008 ADOPTED BUDGET	% BUDGET CHANGE
DEPT 0700 All Human Resources						
101-0700-51001 Salaries-Mgmt/Confidential	260,288.66	284,475	289,180	102%	820,692	188%
101-0700-51037 Overtime - Hourly	56.25	0	0	N/A	0	N/A
101-0700-51038 Overtime-Mgmt/Conf	77.25	0	0	N/A	0	N/A
101-0700-51040 Hourly	33,887.15	38,300	33,000	86%	56,464	47%
101-0700-51042 Holiday	149.42	0	0	N/A	0	N/A
101-0700-51057 Interns	20,151.50	15,200	20,000	132%	20,000	32%
101-0700-51059 Retirement/Termination Payout	30,024.88	42,512	64,487	152%	0	100-%
101-0700-51060 Bilingual Pay	905.50	500	210	42%	200	60-%
101-0700-51075 Sick Leave/Vac Buyback	3,423.03	8,961	8,961	100%	2,500	72-%
101-0700-51076 Comp Time/Exec Leave Buyback	0.00	0	2,519	N/A	0	N/A
101-0700-51800 Benefits-Non Sworn	97,046.15	106,553	100,000	94%	304,712	186%
101-0700-51860 Benefits-Hourly	784.38	0	508	N/A	0	N/A
101-0700-52315 Employee Assistance Program	0.00	0	0	N/A	17,244	N/A
101-0700-52461 Tuition Reimbursement	0.00	500	500	100%	3,500	600%
Total Personnel	446,794.17	497,001	519,365	104%	1,225,312	147%
101-0700-52060 Office Supplies	6,108.71	6,407	6,407	100%	11,700	83%
101-0700-52063 Postage	3,079.85	3,000	3,000	100%	5,000	67%
101-0700-52064 Printing & Copying	24,406.38	12,200	14,200	116%	15,900	30%
101-0700-52090 Mileage Reimbursement	0.00	100	100	100%	200	100%
101-0700-52130 Prof Development - Training	655.34	1,480	3,500	236%	9,150	518%
101-0700-52140 Dues & Subscriptions	909.52	800	800	100%	4,500	463%
101-0700-52162 Advertising - Personnel	48,181.38	45,000	45,000	100%	45,000	0%
101-0700-52285 Controllable Contract Services	44,631.17	80,150	77,650	97%	91,840	15%
101-0700-52287 Labor Relations	131,296.24	88,536	90,000	102%	65,000	27-%
101-0700-52291 Meritorius Service Awards	12,270.84	19,950	19,300	97%	30,000	50%
101-0700-52306 PACT Committee	2,239.28	2,000	2,500	125%	2,500	25%
101-0700-52307 Outreach/Other Expense	16,239.63	20,250	34,100	168%	40,000	98%
101-0700-52402 Small Tools & Equipment	447.45	4,561	2,961	65%	2,000	56-%
101-0700-52403 Computer Related Acquisitions	3,657.10	16,196	1,290	8%	1,425	91-%
101-0700-52460 In-Service Training	31,223.44	21,000	21,000	100%	21,000	0%
101-0700-52466 Fitness For Duty	0.00	0	0	N/A	2,000	N/A
101-0700-52540 Fingerprint Expense	5,891.00	7,000	5,890	84%	5,500	21-%
101-0700-52541 Physical/Mental Exams	21,673.46	38,000	38,000	100%	35,000	8-%
101-0700-52545 Recruitment Testing	10,555.24	9,600	11,000	115%	11,000	15%
101-0700-52581 Office Equip Maint/Repair	896.90	1,200	1,000	83%	1,800	50%
101-0700-52620 Activity Program Supplies	811.71	800	742	93%	800	0%
101-0700-52902 Safety Training & Equip	0.00	0	0	N/A	8,000	N/A
Total Controllable Exp	365,174.64	378,230	378,440	100%	409,315	8%
101-0700-52081 Off-Site Storage	0.00	0	0	N/A	6,000	N/A
101-0700-52250 Insurance Premiums	0.00	0	0	N/A	1,239,563	N/A
101-0700-52260 Self Insurance Fees	0.00	0	0	N/A	40,000	N/A
101-0700-52360 Medical Services	0.00	0	0	N/A	810	N/A

## Adopted Expenditures for Fiscal Year Ending 06/30/2008

## FUND 101 General Fund

	2005-2006 YEAR-END ACTUALS	2006-2007 ADOPTED BUDGET	2006-2007 YEAR-END ESTIMATE	% BUD VS EST	2007-2008 ADOPTED BUDGET	% BUDGET CHANGE
101-0700-52572 Contracts-Lease Equip	0.00	0	0	N/A	3,141	N/A
101-0700-52588 Automation-Maintenance	2,132.53	2,134	2,134	100%	7,820	266%
Total Required Exp	2,132.53	2,134	2,134	100%	1,297,334	607%
101-0700-52121 Telephone Service Expense	5,360.39	5,631	5,448	97%	3,730	34-%
101-0700-52126 Tel Moves/Changes/Equip	219.47	0	0	N/A	0	N/A
101-0700-52128 Cellular/Pagers	148.74	285	1,100	386%	2,380	735%
Total Utilities	5,728.60	5,916	6,548	111%	6,110	3%
101-0700-52185 Info Systems Allocation	12,873.85	13,075	13,075	100%	27,100	107%
101-0700-52236 Claims Exp - Unemployment	0.00	0	0	N/A	4,400	N/A
101-0700-52237 Claims Exp - WC	0.00	0	0	N/A	686	N/A
101-0700-52245 Ins - Liability	2,215.00	2,549	2,549	100%	7,420	191%
101-0700-52246 Ins - Unemployment	13,422.00	282	282	100%	771	173%
101-0700-52247 Ins - Workers' Compensation	1,353.00	1,533	1,533	100%	6,307	311%
Total Alloc Costs & Self Ins	29,863.85	17,439	17,439	100%	46,684	168%
101-0700-59950 Recovered Costs	0.00	0	0	N/A	(2,151,334)	N/A
101-0700-59970 Recovered Costs-Admin Svc Chg	(334,956.72)	(372,516)	(364,723)	98%	(427,373)	15%
Total Recovered Cost	(334,956.72)	(372,516)	(364,723)	98%	(2,578,707)	592%
<b>TOTAL All Human Resources</b>	<b>514,737.07</b>	<b>528,204</b>	<b>559,203</b>	<b>106%</b>	<b>406,048</b>	<b>23-%</b>

