

# OZAUKEE COUNTY HUMAN RESOURCES DEPARTMENT

## 2006 ANNUAL REPORT

### TO THE HONORABLE BOARD OF SUPERVISORS:

*It is the mission of the Ozaukee County Human Resources Department to provide the highest level of professional human resources services to its customers. We endeavor to offer the most relevant and timely guidance and assistance on all matters pertaining to staffing, equal employment opportunity, compensation and benefits, training and development, labor relations and employee safety. We seek to foster collaborative work relationships amongst employees and departments to ensure the continuous improvement of Ozaukee County services.*

Dear Ladies and Gentlemen,

2006 was an exciting year filled with many opportunities and challenges. With the reorganization of the Human Resources Department in October 2005, this was the first full year without a Human Resources Director. With the experience and knowledge of the existing personnel in HR, we were able to incorporate those duties and still manage the ever-increasing workload of human resources. In addition to addressing questions from approximately 750 employees, we also respond to and research inquiries received from the public. We pride ourselves in providing excellent customer service to everyone we come in contact with.

### Highlights of the past year:

#### Personnel Transactions:

<b>New Hires:</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
Lasata	77	61	58
All Other	130	132	120
Total New Hires	207	193	178

<b>Terms:</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
Lasata	91	65	58
All Other	122	134	129
Total Terms	213	199	187

The above hires and terminations include full-time, part-time, monthly and seasonal employees. As you review the chart, you can see that the number of employees hired has been declining. This is due to reorganizing efforts for increased efficiencies when an employee retires or resigns.

**Benefits:**

Ozaukee County continues to work with a health care consultant to review our current policies and contracts regarding health, dental, life and long-term disability insurances. The result has been cost effective for the County.

**Health Insurance:** There was no increase in health insurance premiums in 2006 due to the change in network providers from HCN to United Healthcare. The United Healthcare Network is broader and covers most of the providers that had been covered under the previous HCN network, and many more. Emails and memos were sent to the enrollees with provider information, instructions on how to get on their website, telephone numbers to call for medical issues, etc. The communication efforts were successful and the employees favorably received the network provider change.

There are 445 full time employees and 15 retired employees enrolled in the health insurance. The 15 retired employees are under the age of 65 and are directly billed by our insurance carrier. The OPEIU, Highway, and Sheriff's Dept. union employees pay 11% towards their monthly health insurance premiums, with Lasata union employees paying 12%. The remainder of the premium is paid for by the County.

**Dental Insurance:** The County remained with Met Life and there was no increase in the dental premiums for 2006. The monthly premium is paid in full by the employee. There are 191 employees enrolled in the dental plan.

**Annual Employee Benefit Statements:** Annual employee benefit statements were sent to the employees summarizing their prior year wages, longevity, WRS, Health, Life and LTD benefits. This snapshot tells the employee, in addition to their wages, the dollars paid by the County for their benefits. A statement was also sent to employees enrolled in the County's health insurance advising them of the dollars paid on their behalf by our health insurance carrier for their medical costs in the prior year.

**Flexible Spending:** The IRS Section 125 plan allows for health and dental insurance premiums paid by the employee, deducted from their paycheck, to be pre-taxed. The employee can also have dollars pre-taxed to cover their out-of-pocket medical, dental, vision, and even dependent care expenses. This is beneficial to the employee because they are not taxed federal, state or social security taxes for their earnings taken off for these expenses. The County also realizes a savings, as it does not pay social security on these same pre-taxed dollars.

The provider for flexible spending changed to Wage Works effective January 1, 2006. Wage Works offered a new "Credit Card" option to employees enrolled in flexible spending. The credit card can be presented at the doctor's office or to the pharmacy when picking up a prescription. This was a very convenient option for employees. It allows the employee this option rather than completing and mailing in the hard copy form. However, for those employees who prefer the paper method, this form can still be used. In 2006, 68 employees enrolled in the flexible spending benefit totaling \$188,670.04 in pre-taxed dollars. Flexible spending is a great benefit for both the employee and the County.

**Labor Negotiations:**

The County has four labor agreements, two of which expired at the end of 2006. The four labor unions are:

**Courthouse Union Employees**, represented by OPEIU (Office and Professional Employees International Union). This union includes the Courthouse professional and administrative employees, non-protective employees in the Sheriff's Dept. (dispatchers and clerical) and other employees located at the Justice Center. There are 202 employees in this union. This contract expired at the end of 2006. After three negotiations sessions and two mediation sessions, a tentative agreement was reached on January 17<sup>th</sup>, 2007. The County Board ratified the two-year agreement at their February 7<sup>th</sup> meeting. The negotiating team consisted of the Administrative Committee, Attorney John Prentice, Assistant Administrator and myself. The contract settlement included a 4% COL in 2007, 2% COL in 2008, and a reclassification of the PC Technicians. There were no other changes.

**Lasata Care Center Union Employees**, represented by LAW (Labor Association of Wisconsin). The union membership totals 110, which includes the majority of the employees at Lasata, with the exception of approximately 40 management personnel. This contract also expired on 12/31/06. After two negotiation sessions, the union cancelled the third planned session and filed for arbitration, stating that we were getting nowhere. As of the time of this writing, no date has been scheduled to resume negotiations.

**Law Enforcement Employees**, (those classified as Protective Status) are represented by LAW (Labor Association of Wisconsin). Union membership totals 69 employees - Jailers, Patrol Officers, Sergeants, Process Servers, and Detectives. The contract will expire at the end of 2007.

**Highway Department Employees**, except supervisory and clerical, represented by OPEIU. Membership totals 43 employees. Contract expires at the end of 2007.

#### **Training:**

A training program was coordinated with UWM and MATC. Two sessions were held this past year. On June 13 and 14, a workshop was presented on "Supervision Practices". Twenty-five non-represented management employees attended. In November, a two-day workshop was presented on "Personnel Management". Twenty employees attended. This is a wonderful opportunity for education and growth for the management team. The program has the potential to award participants with a certificate in Public Administration, which will provide the county with a more professional supervisory staff.

#### **Miscellaneous:**

The County has an "Employee Recognition Program" for employees here a minimum of 5 years. Pins are given to employees with longevity of 5 years; employees here 20+ years are also awarded a gift certificate. The County recognized 113 employees in 2006, breakdown was: 5 years – 55 employees; 10 years – 12 employees; 15 years – 25 employees; 20 years – 10 employees; 25 years – 8 employees; 30 years – 2 employees; 40 years – 1 employee. Ozaukee County is fortunate to have the knowledge, experience and dedication of so many good employees.

A Benefits Fair was held on November 8<sup>th</sup> and 9<sup>th</sup> at all four County locations. The intent was to provide one stop shopping to employees for planning of their 2007 benefits needs. Vendors included Met Life (dental open enrollment); Wage Works, Section 125 enrollment, (medical, dental and dependent care reimbursement), Deferred

Compensation (Great West and North Shore), three Credit Unions (Glacier Hills, Allco, Kohler); Wisconsin Retirement System (WRS); BC Ziegler (financial wellness and planning); Ozaukee Insurance Services (Short and long term care) and A.N. Ansay (property and car insurance). The last four vendors were new this year. The representative from WRS was here to answer questions from employees who were considering retirement in the next couple of years. The turnout at the Benefits Fair was good. The Benefits Fair saves the employees time because representatives were available at different times to answer questions and assist employees in completing the forms.

Worker's Compensation continues to be a challenging area, with claim costs increasing annually. Some of the increased costs are due to employees who have had a claim in prior years and may need additional therapy, surgery or even training, depending on the severity of their work injury; others are for accidents, trips, or falls that occurred. The number of worker's compensation claims for the past three years are:

	<b>2004</b>	<b>2005</b>	<b>2006</b>
Lasata	117	102	143
Other	36	55	31
Total	153	157	174

We are working with Debra DeWitt, a Senior Risk Management Consultant with Wisconsin County Mutual. In March 2006 she conducted a walk through at Lasata Care Center to observe employees as they work. She also did some work assessments in many of the departments at the Administration Center regarding ergonomics needs. After discussion with Ms. DeWitt, she recommended we hire an Intern to assist us in this area. Long term, she felt it would save the County money. We worked with a professor from UWM who recommended a doctoral student in this area. A student started on February 6, 2007 and we are encouraged that this effort will assist us in reducing worker's compensation costs for 2007.

Our two major goals in 2007 are: 1. Implementation of a Health Reimbursement Account (HRA) for the coming year. This would be a major step to help reduce health insurance costs. An HRA puts the employee in the driver's seat for controlling the dollars spent on their own health care. Education efforts will be necessary so employees and management have an understanding of the benefits and savings of a Health Reimbursement Account. 2. Focus on reduction in Worker's Compensation claims and costs. Identify problem areas and target resolution for improvement. Develop a return to work/light duty policy.

As 2007 has already begun, I look forward to continued progress and enhancements in the Human Resources Department.

Respectfully submitted,  
*Betty Klumb*

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