



HUMAN RESOURCES ANNUAL REPORT 2021



We are talent-seekers, advocates, coaches, resource experts, mediators, negotiators, out-of-the-box thinkers, strategists, risk managers, and thought leaders. Our department’s comprehensive programs and services support the professional growth and well-being of each employee. We are here for you.

Human Resources Mission:

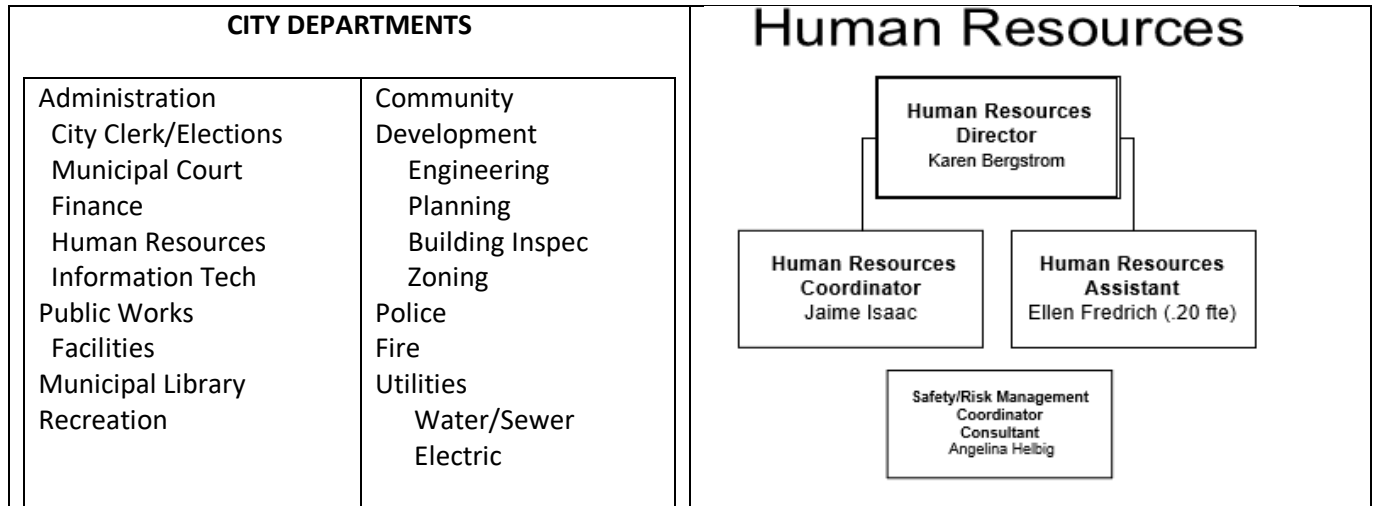
We support, attract, and retain high-performing employees who fit our positive, can-do culture, are committed to serving the community, and uphold our City’s mission and values. We do this by providing competitive, equitable benefits; resources for personal and professional development; and expectations for high ethical conduct so that employees can be successful in their work – and enjoy doing it.

Human Resources Vision:

The most well-run, respected city in western Wisconsin with employees from diverse backgrounds who utilize cutting edge tools and practices to lead and transform communities.

Welcome to our annual report; a snapshot of Human Resources' activities from calendar year 2021.

**Citizens of River Falls
Mayor/Council
City Administrator**

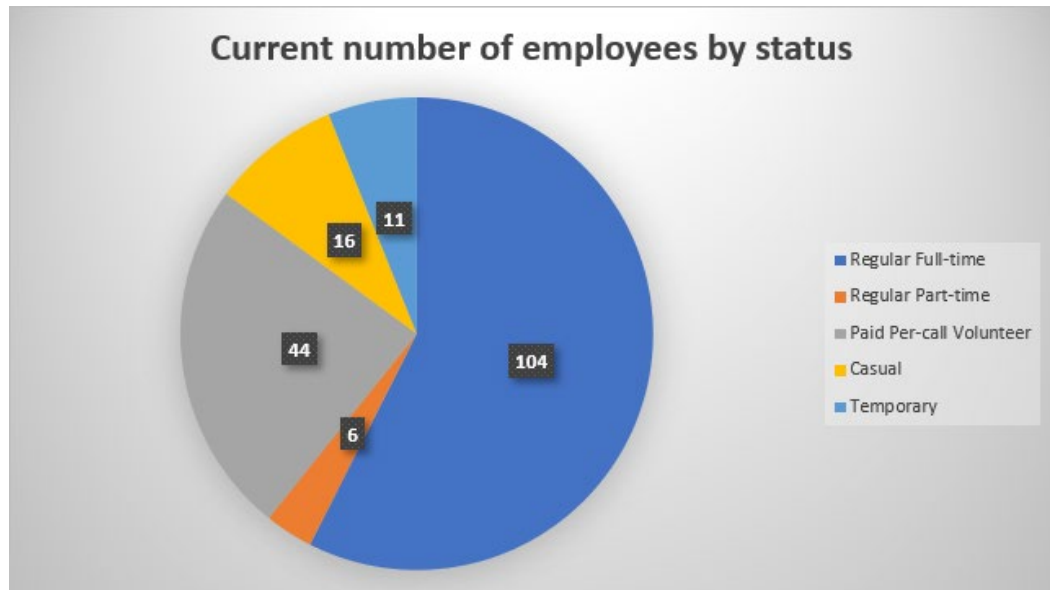


Functional areas of the Human Resources department are staffing and workforce planning, compensation, benefit administration, diversity, equity and inclusion, labor relations, policy development, succession planning, training and development, HR system administration, compliance reporting, safety/risk management and personnel management.



City Workforce

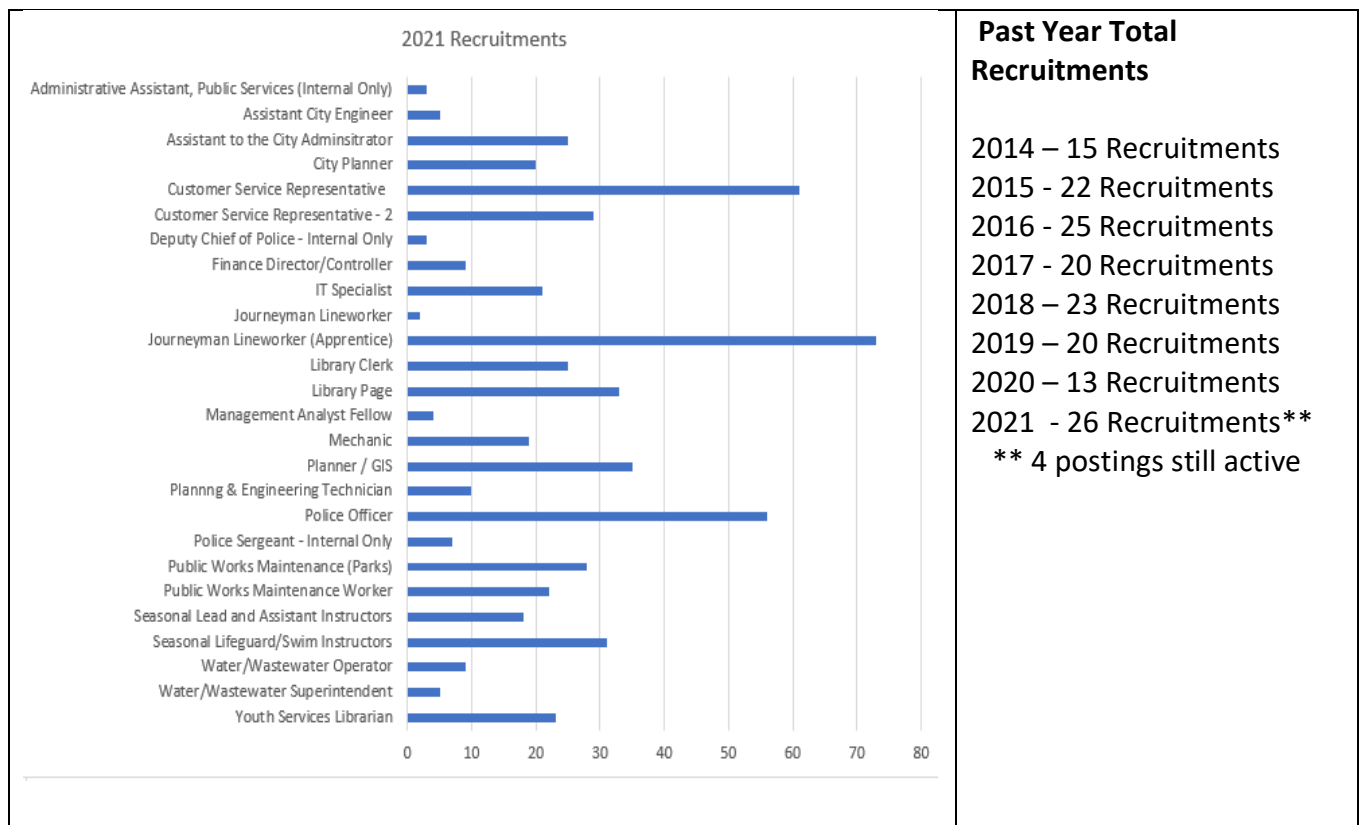
The workforce includes both represented and non-represented employees in full-time and part-time capacities. In addition, we have temporary and casual employees and paid-on call volunteers. These employees fill technical/skilled, administrative, safety and managerial roles. We work in a dynamic environment where, as the City of River Falls continues to change and grow, our workforce must evolve. Our employees come from a variety of backgrounds, training, and experience to represent our city.



Staffing and Workforce Planning

61 new hires and 55 separations (resignations/retirements/completion of assignments) were processed in 2021. These numbers include seasonal, temporary, and paid on-call volunteers in addition to regular full-time and part-time employees.

Recruitments: Calendar year comparison for total job postings and number of applicants per posting.



Federal/State Reporting Requirements

The Equal Employment Opportunity Commission (EEOC) requires biannual reports which indicate the composition of the work force by sex and race/ethnic category. In State and Local Government this report is referred to as the **EEO-4**. The EEO-4 survey is conducted biannually in every odd-numbered year. Human Resources filed the EEO-4 report in September 2021.

The statistics below comply with State and Federal reporting requirements and are a voluntary option for employees to disclose and therefore may not accurately reflect the makeup of the workforce (protected classes).

Job categories reported on; officials/administration, professionals, technicians, protected services workers, paraprofessionals, administration support, skilled craft workers and service maintenance.

Protected Class	(# as reported of total workforce)
Asian	0
Black/African American	1
Native Hawaiian/Other Pacific Islander	0
American Indian/Alaskan Native	2
Two or more races	0
Hispanic/Latino	0
White	297

ACA and OSHA are additional compliance requirements Human Resources is responsible for each year.

Training and Development

The City is committed to a program of staff development based on a goal of creating a climate of and opportunities for employee growth which will benefit the City and the individual.

Human Resources oversees various compliance and best practice training for all employees. Our safety consultant manages safety/risk management compliance and best practice training. Specific departments such as Police, Fire, Utilities, and Public Works manage other compliance and license required trainings within their respective departments.

Passport Program -Employee Onboarding Welcome

At the City of River Falls, we believe it's important for new staff to get out and about, not only to meet staff from various departments, but to learn what they do – and have fun doing it.

The City's Passport Program launched in 2016. Since then, new, and long-time employees have been invited to visit/tour various departments throughout the city over a five to eight-week period.

Participants learn how different departments interact and are dependent on each other, which promotes cohesiveness. Employees get the chance to experience new things such as: getting their fingerprints taken at the PD, playing Pickleball, riding in a plow truck, and seeing how the hydroelectric dams work. After all tours are complete, participants enjoy lunch with the city administrator.

Benefit Management

- FMLA
 - a. Processed 16 Non-Covid related leaves
- Workers Compensation
 - a. Processed 8 workers compensation claims, 1 with lost time

The City health insurance carrier was HealthPartners for 8 years (2014 through 2021). In 2022, the City changed carriers to Medica for Health. Calendar year renewal rate changes noted in the table below.

	2017 Total Premium % Change	2018 Total Premium % Change	2019 Total Premium % Change	2020 Total Premium % Change	2021 Total Premium % Change	2022 Total Premium % Change
Health	0%	2.5%	6.5%	2.6%	12.9%	4.92%
Dental	7%	0%	4.0%	0%	0%	-5.0%

Safety and Risk Management

The City has a contract relationship for Safety and Risk Management services. We strive and work to assure a safe and healthy work environment for all employees. We continue to develop and implement programs, policies and procedures for the recognition and identification of hazards and to ensure compliance with applicable state and federal health, safety, and environmental regulations. Below are highlights from 2021.

Occupational Safety and Industrial Hygiene

- Conducted annual Tornado and Fire Drills. Updated Emergency Action Plan policies for various departments.
- Completed environmental, health and safety compliance audits of existing buildings and construction sites and made necessary corrections.
- Conducted noise surveys of Utility vehicles and Police Department squad vehicles.
- Completed crane/hoist inspections (removed damaged ones and ordered replacements), inspected ladders (replaced damaged parts), and fire extinguisher and eye wash station inspections.
- Completed MEUW and APPA safety award application.
- Continued with arc flash assessments of new and existing buildings.
- Continued to update SDS online inventory of chemicals.
- Conducted required and periodic trainings for staff.
- Worked with contractors to ensure safety and compliance while working on our job sites.

Occupational Medicine

- Maintained files for OSHA medical respirator clearances and conducted fit tests for all staff wearing respirators.
- Maintained files to ensure Hepatitis B vaccination records are on file for new and existing employees.
- Completed annual audiometric testing for employees through the UW-RF Audiology Department, Sonus and Hudson Occupational Clinic.
- Added new Zoll AEDs in vehicles and updated 1st Aid kits buildings and vehicles.

Ergonomics

- Conducted ergonomic workstation assessments for employees.

Environmental

- Assisted staff with proper PPE needs/requirements/protocols/concerns/building equipment.
- Prepared the Emergency Response Plan and updated the Emergency Chlorination Plan for the Water Department.

EHS Training

Safety Compliance Training	Number of Employees Trained 2021	Required Frequency
Confined Space Entry – Rescue/Refresher	33	Annual
Diggers Hotline, Trenching and Excavation Refresher Safety Training	20	Annual
Audiograms/Hearing Conservation Training	54	Annual
Flagger Training	4	Every Three Years
Unruly Patron/Active Shooter – Library	13	Periodic
1 st Aid/CPR/AED/BBP/Hazcom	69	Every other year
Mobile Elevated Work Platforms	9	Every Three Years
Fork Truck/Heavy Equipment Task Training	8	Every Three Years
Fire Extinguisher Training	62	Annual
Chainsaw Refresher Training	22	Periodic
Respirator Training and Fit Testing	20	Annual
JTS - Electrical Pole Top Rescue, and Underground and Tool Safety	15	Periodic
New Employees Safety Orientation Training	16	Upon Hire
Seasonal Employee Safety Orientation Training	29	Seasonal

Challenges

In 2021, Covid-19 pandemic continued to bring about several challenges.

- Daily interactions/communication/administration for Covid related questions.
- A decision was made to extend Covid-19 leave policies and practices through Dec 31, 2021. Administration of leave program had 44 employees with missed time related to COVID.
- Assistance with monitoring and administration around masking requirements. Flow chart preparation and changes.
- Employees returned to in office work in June of 2021 with hybrid remote work options. This arrangement has had some team dynamic and cultural challenges.

Top accomplishments

- In January 2021, HR was able to help coordinate and facilitate the city's new Diversity, Equity, and Inclusion Team.
- Managed 26 recruitments after lifting the hiring freeze that was in place in 2020.
- Conducted a salary survey which resulted in a 5% pay plan movement with some market and equity adjustments.