

# Human Resources and City Information Department

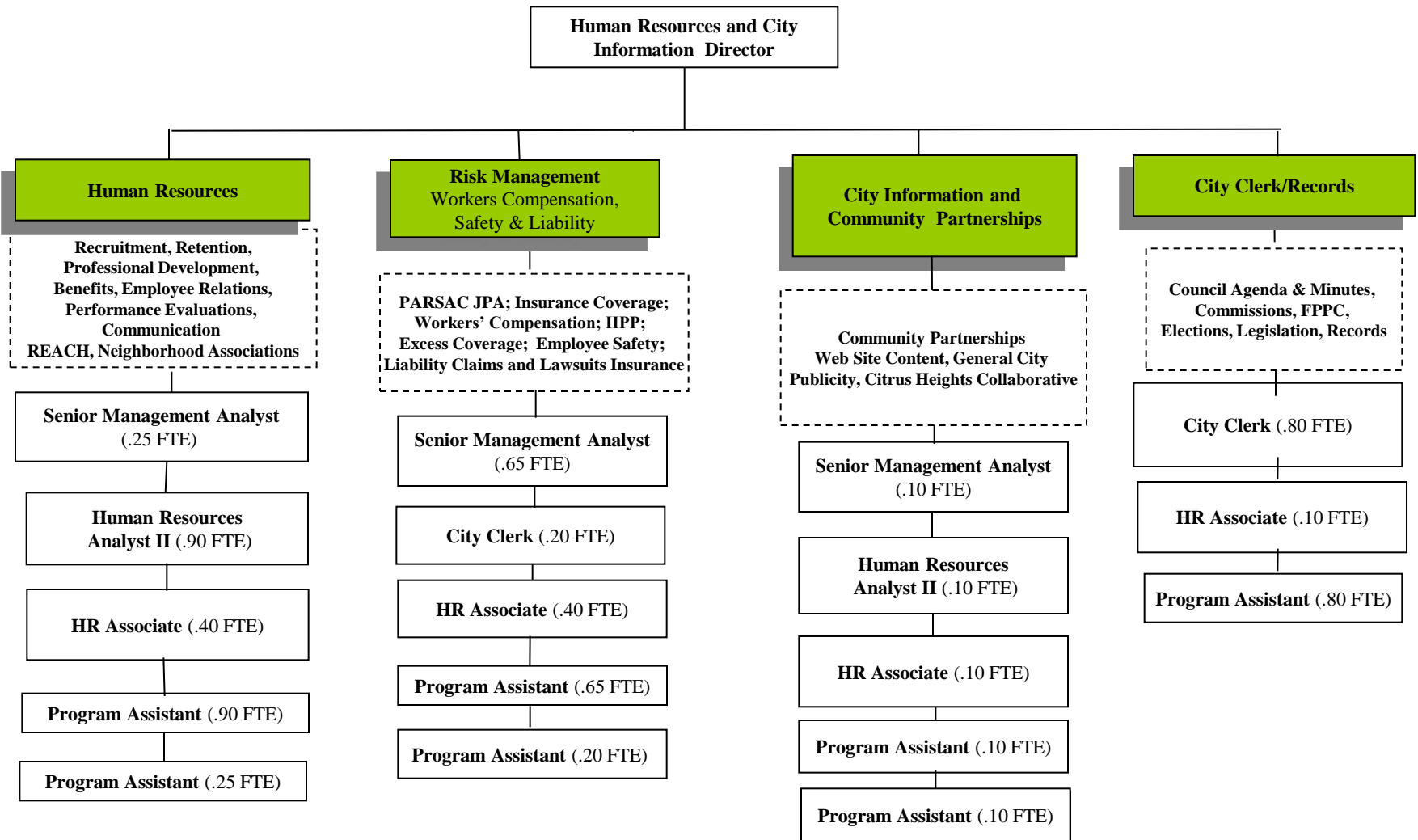


**Seated Left to Right:** Dena Burhans, *Human Resources Associate*; Aryel Sponseller, *Program Assistant*; Megan Schwall, *Program Assistant*; and Jennifer Tillery, *Office Assistant*.

**Standing Left to Right:** Ronda Rivera, *Human Resources and City Information Director*; Robin Moore, *Human Resources Analyst II*; Sharon Neilson, *Senior Management Analyst*; and Amy Van, *City Clerk*.

# HUMAN RESOURCES & CITY INFORMATION DEPARTMENT

## Organization Chart



### Full-Time Equivalent (FTE):

8.00 Number of Current Employees

0.00 Proposed PT Employees in 17-18 FY

0.00 Number of Contract Staff

**8.00 Total FTE**

## Human Resources/City Information

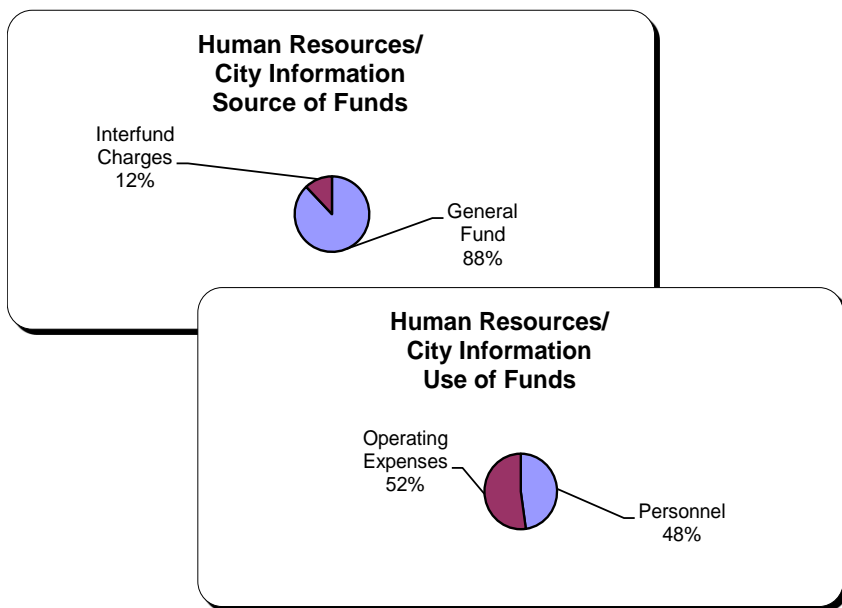
### Department Description

The Human Resources and City Information Department serves internal and external customers and provides information to the public.

- **Human Resources Division** is responsible for implementing the City's mission, vision, and core values. This division administers all of the City's health benefits, and leave and compensation programs. In addition, the division is responsible for researching and implementing a wide range of non-health related benefits. The division works closely with supervisors and managers on employee or organizational issues. Human Resources is responsible for monitoring and implementing policies and procedures affecting personnel. The division manages all recruitment, hiring and appropriate training functions in order to support and maintain a talented workforce.
- **Risk Management Division** is responsible for minimizing risk exposure. The Risk Management Division seeks to maintain a safe and fair environment for employees and the community and to ensure that City assets are protected from loss, theft, and misuse. This division provides safety trainings and coordinates treatment for employee injuries, providing support to the employee with the mission of assisting with a healthy recovery. This division also manages all liability claims, property claims, insurance for special events and contract management for the City.
- **City Clerk's Office** responsibilities include records management, legislative administration, public notices, elections management, and codification of City ordinances, receipt of claims, and the administration of the City's Conflict of Interest Code. The City Clerk is the City's Election Official, Records Manager, and the Filing Officer/Official for Statements of Economic Interest. As part of the legislative process, the City Clerk's Office prepares the City Council agendas, minutes, and public hearing notices; maintains records of City Council business and actions as well as provides comprehensive information to the community and to the internal organization. The City Clerk also assists the Risk Management Division by assisting with the management of general liability claims and contract administration for the City.
- **City Information & Community Partnerships** is charged with building community through a variety of means. The division provides information to the community through various methods including press releases, the website and the City newsletters. The division is charged with overseeing the City's marketing materials and branding concepts in order to ensure consistency. The public information function serves as a "go-between" with the media and local area reporters in order to respond to requests and ensure the City is represented in an accurate manner. The division serves as a liaison to Residents' Empowerment Association of Citrus Heights (REACH) and the neighborhood area associations and provides support to the Citrus Heights Collaborative.

### Source and Use of Funds

HUMAN RESOURCES/CITY INFORMATION DEPARTMENT			
	2017-2018 Proposed	2016-2017 Budgeted	2015-2016 Actual
<b>Source of Funds</b>			
General Fund	1,775,846	1,687,422	1,713,610
Interfund Charges	245,103	230,558	283,308
<b>Total Source of Funds</b>	<b>2,020,949</b>	<b>1,917,980</b>	<b>1,996,918</b>
<b>Use of Funds</b>			
Personnel	968,472	916,030	788,659
Operating Expenses	1,052,477	1,001,950	1,208,259
<b>Total Use of Funds</b>	<b>2,020,949</b>	<b>1,917,980</b>	<b>1,996,918</b>



### Accomplishments FY 2016-2017

#### Human Resources

- Facilitated eleven recruitments resulting in eighteen new employees to full-time, part-time and temporary positions.
- Continue to explore additional cost-effective measures to provide City benefits.
- Continued to monitor legislative actions with impacts to labor, risk management and benefits.
- Continued to monitor and implement provisions of the Affordable Care Act.
- Explored information on implementing a 401(a) plan benefit.

***Risk Management***

- Managed approximately fifty open and closed liability claims and eighty open and closed workers' compensation claims working with the City Clerk, the City's third-party administrators and legal counsel.
- Provided continuing training to staff on occupational safety topics both in person and via the online occupational safety training program including annual Bloodborne Pathogen training and bi-annual CPR/AED training.
- Hosted labor and employment training through Gold Country Employee Relations Consortium.
- Monitored ongoing Wellness Program to help reduce sworn personnel work-related injuries.
- Continued monitoring of employee injuries to return employees to work as soon as possible in a healthy and efficient manner.
- Provided AB1825 Training for mandated city staff.

***City Clerk***

- Administered the November 2016 General Municipal Election.
- Held an Ethics Training and mandated harassment training for City Council and Board/Commission Members.
- Continued to oversee and maintain the Records Retention Program and the City's Municipal Code.
- Presented updates to the City Council Procedures Manual.
- Continued work to complete back scanning of all closed/permanent City contracts and service agreements.
- Served as the filing official for all Fair Political Practice filings.
- Successfully recruited applications for the City's board/commissions.
- Held Social Media Moderator training for designated staff.

***City Information & Community Partnerships***

- Published two issues of *Connections* (September and May) utilizing a recycled paper component (at least 30%) when the issues were printed.
- Published a 20<sup>th</sup> Anniversary Edition of *Connections*.
- Supported REACH through efforts in managing their web postings, on-line meeting announcements, and REACH Board Meeting Agendas.
- Effectively facilitated the Citrus Heights Collaborative meetings and workshops on various subjects to all members. Welcomed eleven new members and two new agencies and continued to work towards increasing program awareness and memberships.
- Participated in the Continuum of Care Advisory Board and the Housing and Emergency Shelter Committee.

## Human Resources/City Information

### *Division of Human Resources*

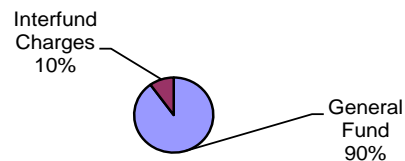
#### **Division Description**

The primary mission of the Human Resources Division is to develop a staff and workforce philosophy that embodies the City Council's mission, vision, and core values in daily decision making. The Human Resources Division is charged with recruiting, hiring, and retaining talented and qualified employees to help departments serve their customers. It is also the division's responsibility to implement Council's compensation philosophy, both benefits and salary, to ensure performance is appropriately rewarded. The division is also responsible for monitoring and implementing Federal and State laws that apply to the City's workforce and to develop and implement appropriate policies and procedures.

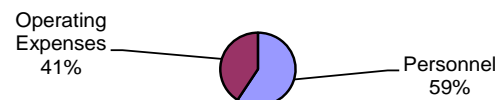
#### **Source and Use of Funds**

<b>HUMAN RESOURCES</b>	<b>2017-2018 Proposed</b>	<b>2016-2017 Budgeted</b>	<b>2015-2016 Actual</b>
<b>Source of Funds</b>			
General Fund	<b>546,162</b>	502,410	473,395
Interfund Charges	<b>60,712</b>	56,891	63,825
<b>Total Source of Funds</b>	<b>606,874</b>	559,301	537,220
<b>Use of Funds</b>			
Personnel	<b>358,814</b>	333,341	333,087
Operating Expenses	<b>248,060</b>	225,960	204,133
<b>Total Use of Funds</b>	<b>606,874</b>	559,301	537,220

#### **Human Resources Source of Funds**



#### **Human Resources Use of Funds**



## Human Resources/City Information

### *Division of Risk Management*

#### ***Division Description***

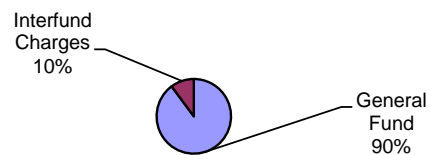
The City's Risk Management Division seeks to establish and maintain internal fiscal and policy controls to avert risk to the organization and employees, including ensuring City assets are protected from loss, theft, and misuse, as well as protecting employees from injury and mistreatment. The mission includes the desire to reduce City losses from liability claims, lawsuits, and property damage. The division is also responsible with reviewing submitted claims against the City to determine any liability and the appropriate actions.

Through the development and implementation of sound risk management programs, the Risk Management Division seeks to foster a safe and ergonomically sound workplace environment and minimize injuries to employees resulting in workers' compensation costs and lost time. Employee injuries are closely monitored with the goal of ensuring that the employees receive sound medical treatment that returns them to work in a healthy and prompt manner. Through a proactive employer relations program, the City seeks to ensure that employees are adequately trained on workplace policies and procedures, the appropriate means for reporting an incident, and the consequences of violation. The goal is to maintain an environment that is free of workplace wrongdoing. The division is also charged with establishing and monitoring contract procedures and insurance requirements to ensure that the City's interests are protected, while retaining the ability to conduct business in a prompt and reasonable manner.

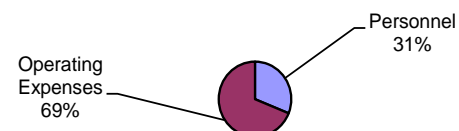
### Source and Use of Funds

<b>RISK MANAGEMENT</b>			
	<b>2017-2018 Proposed</b>	<b>2016-2017 Budgeted</b>	<b>2015-2016 Actual</b>
<b>Source of Funds</b>			
General Fund	<b>941,294</b>	861,291	991,895
Interfund Charges	<b>104,635</b>	97,530	140,517
<b>Total Source of Funds</b>	<b>1,045,929</b>	958,821	1,132,412
<b>Use of Funds</b>			
Personnel	<b>324,142</b>	298,411	218,846
Operating Expenses	<b>721,787</b>	660,410	913,566
<b>Total Use of Funds</b>	<b>1,045,929</b>	958,821	1,132,412

#### Risk Management Source of Funds



#### Risk Management Use of Funds





## Human Resources/City Information

### *Division of City Clerk*

#### ***Division Description***

As the manager of the Council's business records and actions, the City Clerk's Office is uniquely positioned to provide comprehensive information to the community and the internal organization in addition to the traditional responsibilities of overseeing the Council's business records.

The City Clerk's Office manages the agenda process and public notification requirements for the City Council's business meetings, prepares minutes of the Council meetings, and provides public access to the minutes and agendas. The City Clerk's Office also prepares legislation, proclamations, notices, and other official documents, and coordinates recruitment and membership on City commissions and task forces. The City Clerk's Office is the filing office for Statement of Economic Interest forms and updates the City's Conflict of Interest Code.

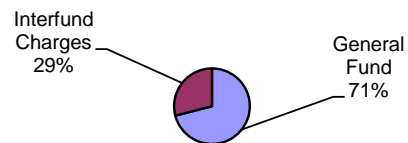
The City Clerk's Office manages the election process for the City Council and coordinates activities and requirements with the county election staff, including notifying candidates, City staff, and other officials of their financial and campaign disclosure statement filing requirements.

The City Clerk's Office oversees the records management system for the City as well as develops and implements a City-wide records retention schedule.

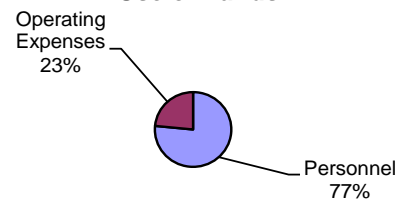
### Source and Use of Funds

CITY CLERK		2016-2017 Budgeted	2015-2016 Actual
	2017-2018 Proposed		
<b>Source of Funds</b>			
General Fund	195,265	226,403	163,944
Interfund Charges	79,756	76,137	78,966
<b>Total Source of Funds</b>	<b>275,021</b>	<b>302,540</b>	<b>242,910</b>
<b>Use of Funds</b>			
Personnel	210,481	215,550	176,939
Operating Expenses	64,540	86,990	65,971
<b>Total Use of Funds</b>	<b>275,021</b>	<b>302,540</b>	<b>242,910</b>

**City Clerk  
Source of Funds**



**City Clerk  
Use of Funds**



## Human Resources/City Information

### *Division of City Information and Community Partnerships*

#### **Division Description**

The City Information/Community Partnerships Division is charged with providing a wide variety of information to the community, creating community partnerships, and participating in relevant interagency and community meetings. Specifically, the division drafts and develops the City's "Connections" newsletter, creates and distributes the City's electronic newsletter "REACH Out", oversees the content of the City's website, and develops informational brochures and pamphlets in coordination with City departments. This division writes and disseminates press releases in order to promote City programs and services, while ensuring the City is represented in an accurate manner within the media.

#### **Source and Use of Funds**

<b>COMMUNITY PARTNERSHIPS</b>			
	<b>2017-2018 Proposed</b>	<b>2016-2017 Budgeted</b>	<b>2015-2016 Actual</b>
<b>Source of Funds</b>			
General Fund	<u>93,125</u>	<u>97,318</u>	<u>84,376</u>
<b>Total Source of Funds</b>	<b>93,125</b>	<b>97,318</b>	<b>84,376</b>
<b>Use of Funds</b>			
Personnel	<b>75,035</b>	68,728	59,787
Operating Expenses	<u>18,090</u>	<u>28,590</u>	<u>24,589</u>
<b>Total Use of Funds</b>	<b>93,125</b>	<b>97,318</b>	<b>84,376</b>

#### **Community Partnerships Source of Funds**

General Fund  
100%



#### **Community Partnerships Use of Funds**

Operating Expenses  
19%



Personnel  
81%



Dedication Ceremony, August 25, 2016.