

HUMAN RESOURCES

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The Human Resource (HR) Department serves all city and utility departments in the City of Mishawaka. Our three dedicated HR staff members and safety coordinator serve the employees and maintain world-class customer service for all departments.

The Human Resources Department focused on several large projects this year. One of the most significant accomplishments has been the continued development of our employees and managers. Training series were conducted each quarter with the management and supervisors in

addition to the administrative clerical group. Furthermore, HR, payroll, and the city departments began the implementation of the “B4 Time” attendance and time software program. This included installing new biometric hand punch clocks in various locations and assessing the needs of each department. All current collective bargaining agreements expired at the conclusion of 2010, which led to much research and cooperation. All new contracts were ratified and we continue to build positive relations between management and the bargaining unit employees. In addition, Human Resources administered the change in our health insurance from Allied, a Third Party Administrator, to the IACT Medical Trust.

IACT Medical Trust

The IACT (Indiana Association of Cities and Towns) Medical Trust was established in January 2010. Originally, the charter group was made up of 4 Cities and Towns—Mishawaka being one of the four cities in the original trust group. The goal was to offer affordable healthcare to member cities and spread the risk among a larger pool. As of January 1, 2011, The Medical Trust has now grown from 4 cities and towns to 11, and from 1,389 subscriber (employee) members to 2,452 subscriber members. The City of Mishawaka maintained 621 of those subscriber members for 2010. Although the city saw a slight cost increase of an average of 1.7% for our plan, the increase was far less than the national average of 10-11% for 2010. Human Resource partnered with United Health Care to offer a benefit fair in October for employees where free flu shots and biometric screenings were given. With over 79 attendees and 16 vendors, this was a positive movement to wellness for the employee group. We hope to continue this movement to wellness and will continue working on creative ways to combat the rising cost of healthcare.



At your service the Human Resource Department stands ready to serve

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Workforce

In 2010, Human Resources received 415 applications for employment, a slight increase from the 410 applications in 2009. The City and Utility hired 15 new employees this year; one of which was in Mishawaka Utilities. In 2009, the City and Utility were forced to make some difficult decisions regarding staffing and had to reduce our workforce by 25 employees. The City happily reports that in 2010, we did not have any additional reductions, and we hired back 4 employees who were on “layoff” status. We are pleased to have them back with us in full-time capacities. All 503 full time positions, with the exception of one, were replacements of vacant positions. One added position was a temporary, one-year assignment that was funded with federal dollars in the Community Development Department. The city continued to use 76 seasonal employees to work during the summer and winter in our Parks and Central Services Departments; this was a slight increase from the 60 employees in 2009.

The City and Utility had a total of 8 terminations/resignations for 2010, a slight decrease from the 31 terminations/resignations in 2009. In addition, there were a total of 10 employees who retired from the City and Utility at a loss of 295 years of experience and great service to our city. We thank them for their dedication to the citizens of Mishawaka in each of their important roles.

The Police and Fire Departments maintained staffing for a majority of the year in 2010. We did not offer a written exam for the Fire Department in 2010, due to written testing that was completed in late 2009. The Fire Department had 56 applicants who tested for the CPAT (Candidate Physical Ability Test), and 37 who passed testing to move on to the interview process. In 2010, we did not swear in any additional firefighters, but that is already subject to change in 2011. The Police Department conducted written testing in 2009 in which they received 85 applications, 48 who tested, and 31 applicants who passed. The agility portion of testing had 24 applicants, with 21 passing and moving on to the interview process. Out of that process, we hired two new police officers who were sent to the Academy in December 2010 / January 2011 to begin their training.

Safety Coordinator

The Human Resources Department continues to communicate the importance of a safe work environment through education and awareness. Our safety coordinator conducts several training sessions for employees on anything from traffic control, OSHA requirements, safety around gas lines, general emergency actions plans, and safety orientations for new and seasonal employees to name a few. The hard work of our employees is paying



off in that we had 38 recordable events in 2010, down significantly from 67 in 2009. We continue to try to improve and give employees and department managers tools to hold each other accountable with regards to safety. In 2010, Human Resources implemented a city and utility-wide policy to get our injured employees back to work safely within physician restrictions with a

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Return to Work Policy. We also continued to improve the safety of those who maintain Commercial Drivers Licenses in putting together a policy that gives them guidance on requirements. Looking forward to 2011, Safety would like to recognize our departments who have taken significant steps in maintaining high safety

standards. Those groups with significant days without a lost-time work injury are the Mishawaka Water department with over 950 days, City Hall with over 850 days, Central Motor Pool with over 750 days and Wastewater Division with over 750 days as well. The employees have done a great job in making safety a priority at the city of Mishawaka and continue to do so.

The City of Mishawaka's Human Resource Department will continue its goal of supporting the City and Utility employees and maintaining world-class customer service. We believe a happy employee is a more productive and efficient one, so we will continue to communicate and appreciate each of them with the services that we provide.