

HUMAN RESOURCES DEPARTMENT

Amy Foley, Human Resources Director

The Human Resources (HR) Department continued to provide services to approximately 600 regular, limited, and temporary employees on issues relating to: administering the Personnel Bylaw, policies, and procedures; maintaining employee classification and compensation plans; monitoring personnel actions of all Town departments to ensure legal and policy compliance; managing employee recruitment and selection; coordinating orientation, training, and employee recognition activities; providing workers' compensation case management and administrative services; and designing and administering employee benefits programs. HR advised the Personnel Board and Town Manager on related issues; advised department managers, supervisors, and employees on personnel matters; and assisted in labor negotiations and contract administration.

The HR Director assisted the Town Manager and Senior Management Team in implementing a new annual forum for employees where information is shared and questions are addressed. A leadership and teambuilding workshop was also developed and attended by 39 senior managers and division leaders. HR staff processed 670 applications for employment, managed 33 recruitments and new appointments, managed 31 leaves of absence in accordance with the Family and Medical Leave Act and/or medical leave policies, managed 47 work-related

injury cases, verified and processed more than 800 personnel action forms, made arrangements for an employee appreciation picnic attended by 203 employees and for an ice cream truck visit enjoyed by approximately 300 employees, coordinated 60 random DOT required drug and alcohol tests, made provisions for harassment prevention training for 21 new employees, communicated conflict of interest law training requirements and coordinated compliance documentation for more than 550 employees, oversaw the restructuring and classification review of 7 positions, and provided guidance and administrative oversight for several performance improvement plans, disciplinary actions, and terminations.

As part of its benefit administration activities, HR staff processed 19 coverage changes during open enrollment, notified 37 employees of their eligibility for pre-tax insurance premiums via Commonwealth Connector insurance, collected approximately 118 State-mandated health insurance waiver forms, and processed 189 individual rate adjustments for long-term disability subscribers. In addition, a benefits fair was coordinated and offered to employees; approximately 150 people took advantage of this opportunity to meet with 12 different vendors/advisors and learn more about the benefits offered by the Town. As part of a mitigation plan developed in response to health care reform requirements, HR staff also assisted in the implementation of Health Reimbursement Accounts for the 182 employees enrolled in a health plan through the Town.

WORKFORCE ANALYSIS BY ETHNICITY

Data are from December 31 of each year and represent regular-status employees only

Year	White		Black		Hispanic		Asian		Native American		Total
	#	%	#	%	#	%	#	%	#	%	
2012	250	95.8%	3	1.1%	2	0.8%	4	1.5%	2	0.8%	261
2011	244	94.9%	4	1.6%	2	0.8%	5	2.0%	2	0.8%	257
2010	247	96.5%	3	1.2%	0	0.0%	4	1.7%	2	0.8%	256
2009	251	96.9%	2	0.8%	0	0.0%	4	1.5%	2	0.8%	259
2008	255	96.6%	3	1.1%	0	0.0%	4	1.5%	2	0.8%	264
2007	242	96.8%	2	0.8%	0	0.0%	4	1.6%	2	0.8%	250
2006	236	96.7%	2	0.8%	0	0.0%	4	1.6%	2	0.8%	244
2005	232	95.9%	2	0.8%	1	0.4%	5	2.1%	2	0.8%	242
2004	231	95.9%	2	0.8%	1	0.4%	5	2.1%	2	0.8%	241
2003	228	95.4%	4	1.7%	1	0.4%	5	2.1%	1	0.4%	239

Work force Analysis by Gender

Year	Male	Female
2012	62.5%	37.5%
2011	62.3%	37.7%
2010	62.1%	37.9%
2009	62.9%	37.1%
2008	63.6%	36.4%
2007	63.1%	36.9%
2006	63.1%	36.9%
2005	62.4%	37.6%
2004	61.8%	38.2%
2003	62.4%	37.6%