

## Personnel Department 2022 Annual Report

### Narrative:

Daily activities in the Personnel Office primarily involve civil service administration, fringe benefits administration and labor relations matters. For 2022, much time has been devoted to recruitment, examination administration, reclassification requests, employee benefits consultations, contract negotiations, and new hire orientations due to the uptick in retirements and resignations. Unfortunately, for the first time in a long time, the office had a provisional rate higher than the State-wide average, of 13% vs 10%. The continuous turnover, and the NYS Civil Service Department delays in the testing system makes a lower provisional rate a challenge.

The Personnel Department is mandated to provide Civil Service administration to all County Departments as well as the Towns (9), Villages (6), Schools (5) and Special Districts (3) within Tioga County. This means in addition to all County employees, the hiring of Custodians, Bus Drivers, Food Service Helpers, Secretaries, etc. at the schools and Typists, Equipment Operators, Wastewater Treatment Plant Operators, etc. in the Towns and Villages, as well as EMTs in the Fire Districts and Soil & Water Conservation District employees are all overseen by this office. In all, 1400 classified civil service positions exist amongst all public entities in Tioga County, an increase of 27 from 2021.

### Highlights:

The Personnel Department has a lot of new faces in 2022! The Personnel Officer, and the Civil Service Administrator, both retired. The Benefit Manager also announced her retirement for 2023, which led to the hiring of a Benefit Manager Trainee. We promoted from within to fill a Civil Service Technician, which led to hiring a new Civil Service Assistant.

Our Civil Service Technician (Kelly Quick) graduated from the Civil Service Institute, and our Sr. Civil Service Technician (Nancy Henry) graduated from Leadership Tioga.

Throughout 2022, the office administered 137 different civil service examinations, and 216 candidates participated in those exams.

The Personnel Department administers the Tioga County Self-insured Workers' Compensation Plan, in which all Towns and Villages participate as well as the County; the annual budget for this program was \$1.16 million in 2022, appropriated between all the municipalities.

The collective bargaining agreement with the Tioga County Law Enforcement Association expired December 31, 2020, and the negotiations began in the Fall of 2021, for a successor agreement. To date, those negotiations are still in progress.

The collective bargaining agreement with the Tioga County Corrections Association expired on December 31, 2022, and negotiations began in the late Fall of 2022, for a successor agreement.

Throughout 2022, we had 15 retirements, 65 resignations, and 9 removals. As was true for all employers, recruiting still proves to be challenging throughout 2022 for all positions, with an average of

over 43 vacancies being carried at any time. Staffing shortages have resulted in several areas, compounded by COVID related absences.

Tioga County opted to participate in an RFP process initiated by the Broome County Purchasing Alliance for the group purchase of Medicare Advantage Plans for Medicare-eligible retirees. The end result was a change in coverage as of January 2022, that provided equal to or better than coverage and saved Tioga County \$803,049, in premiums in 2022.

In the late Spring of 2022, Tioga County initiated an RFP for a salary & benefit study, which set forth with an agreement with the Burke Group to conduct a salary & benefit study. By early Fall the results were presented to the Legislature.

The Institute for Advancement training program had a graduating class of 20. Some of the courses offered included a Real Colors/Real Solutions, County Government 101, Civil Service 101, Interdepartmental Collaborations, Communication & Conflict Resolution, and Workplace Ethics. The I4A program collaborated again with the Employee Recognition program to offer an Employee Recognition & Appreciation Week – September 19<sup>th</sup>-23<sup>rd</sup>, to thank employees for their dedication and service throughout the year. Pin ceremonies were held for all departments, and lunches were provided by Country Boys Kitchen.

The Employee Recognition Program held its annual recognition ceremonies and luncheon on September 28<sup>th</sup>, at Donoli's, which recognized 5 employees for their 25 years of service to Tioga County.