

NOTICE OF MEETING AND BOARD OF ALDERMEN AGENDA



CITY OF OSAGE BEACH BOARD OF ALDERMEN MEETING

1000 City Parkway
Osage Beach, MO 65065
573.302.2000
www.osagebeach.org

TENTATIVE AGENDA

SPECIAL MEETING

June 10, 2021 - 3:00 PM
CITY HALL

**** Note:** All cell phones should be turned off or on a silent tone only. Agendas are available in the Council Chamber; however, complete meeting packets are available on the City's website at www.osagebeach.org.

CALL TO ORDER

PLEDGE OF ALLEGIANCE

ROLL CALL

UNFINISHED BUSINESS

NEW BUSINESS

Management Team Update:

City Clerk
City Treasurer
City Planner
Building Official
IT Manager
Airport Manager
Parks Manager
PW Operations Manager
Asst. City Administrator
Police Chief
HR Generalist (enclosure included)
City Attorney/City Prosecutor
City Administrator

ADJOURN

Remote viewing is available on Facebook at *City of Osage Beach, Missouri* and on YouTube at *City of Osage Beach*.

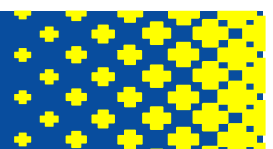
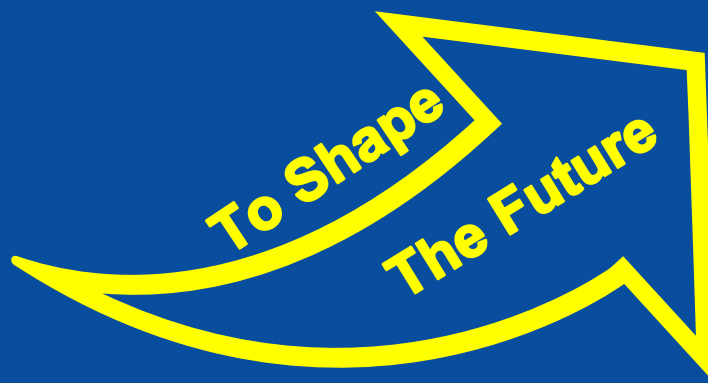
Representatives of the news media may obtain copies of this notice by contacting the following:

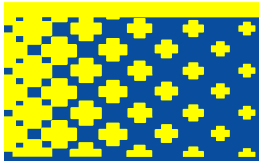
Tara Berreth, City Clerk
1000 City Parkway
Osage Beach, MO 65065
573.302.2000 x 1020

If any member of the public requires a specific accommodation as addressed by the Americans with Disabilities Act, please contact the City Clerk's Office forty-eight (48) hours in advance of the meeting at the above telephone number.



Human Resources 2021 Report





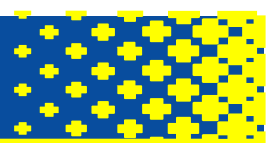
Human Resources Overview

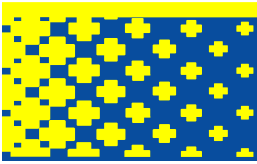
The Human Resources (HR) department is a strategic partner to the management of the City and the employee advocate for the City. HR supports 19 departments and a workforce of approximately 120 employees.

HR strives to create and improve employment programs that are designed to assist employees to reach their fullest potential with the City, to promote individual health, and ensure a workplace free from harassment and discrimination while maintaining a careful balance between the best interests of the City and its employees.

HR programs, services, and responsibilities include:

- ❖ Recruitment and Hiring
- ❖ Employee Retention
- ❖ Pay and Compensation Administration
- ❖ Employee Development and Training
- ❖ Benefits Administration
- ❖ Employment Law
- ❖ Labor Relations
- ❖ Employee Relations – Performance, Discipline, Incentive Programs
- ❖ Risk Management – Safety and Wellness, Workers' Compensation, Property and Liability
- ❖ Chapter 125 Personnel Rules and Regulations





Recruitment, Hiring, and Retention

The most valuable asset the City has is its employees. The success of the City’s Mission Statement

The mission of the City of Osage Beach is to provide superior municipal services and conduct all City business with openness and integrity, and to be recognized as a safe and appealing place to live; a supportive environment to conduct business; and a premier visitor destination.

relies heavily on its workforce, therefore, it is imperative that the recruitment, hiring, and retention policies and practices of the City attract the best applicants. Over the past few years several processes and benefits have been put in place to increase the applicant pools for the City’s vacant positions:

- ❖ In 2018 the City began the process of moving to an electronic employment application process with NeoGov. On July 1, 2018, we began taking employment applications electronically.
- ❖ In January 2019 the NeoGov’s electronic payroll onboarding process was implemented.
- ❖ Hiring incentive of \$1,500 for hard to fill positions.
- ❖ Shift differential of \$1.50 an hour to employees that work between the hours of 7:00 PM to 7:00 AM (excludes ambulance personnel).
- ❖ Employee referral program.
- ❖ Implemented a Police Officer Recruit program.
- ❖ Added police academy completion to the tuition reimbursement program.
- ❖ Changed pre-employment skills testing.

Things currently being considered:

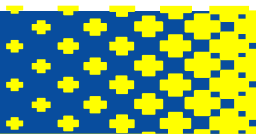
- ❖ Open interviews for select positions.
- ❖ A certification program for 911 Communication Officers through State Fair and/or Camdenton School District’s LCTC.
- ❖ Post offer employment testing

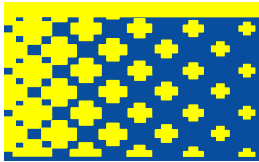
Another important element of staffing is retention. Some of the above-mentioned items will hopefully help with retaining current staff. Below is the turnover rate for the past three years:

Terminations Processed	
2020	33
2019	29
2018	26

New Hires Processed	
2020	30
2019	30
2018	31
*2020 includes 11 umpires	

Turnover Rate	
2018	30.1%
2019	23.3%
*2020	18.2%
Full Time Positions Only - 2020 does not include the 4 RIF positions	





Pay and Compensation Administration

Section 125.050 establishes the process for the City's pay and compensation programs. In 2002 the implemented a new Classification and Compensation system that establishes wage and salary ranges that are competitive with the labor market. To maintain the pay plan structure over the years the City uses CBIZ to review the pay plan structure annually. CBIZ will make a recommendation if an adjustment to the structure is needed. The City's practice has been to make the recommended adjustment every few years. The pay plan structure was adjusted 8% effective January 1, 2021.

CBIZ also reviews selected positions each year to determine the placement in the pay plan structure. Each position is reviewed once every five years. Department Managers may request a review of a position when duties of the position have changed.

Merit increases are based on an employee's performance evaluation and the pay plan level quartile. The current merit increase structure is:

Performance	Quartile in Range			
	1	2	3	4
4 (3.6 to 4.0)	5.00%	4.00%	3.50%	3.00%
3 (2.6 to 3.5)	4.00%	3.25%	2.75%	2.50%
2 (1.6 to 2.5)	3.00%	2.50%	2.25%	2.00%
1 (0-1.5)	0.00%	0.00%	0.00%	0.00%

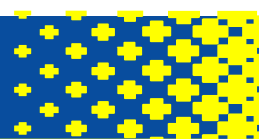
Average City-Wide Merit Increase

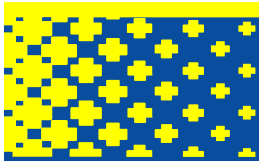
2021 - 3.5%
2020 - 2.9%
2019 - 3.3%

Average Performance Rating in 2020

2.7%

To ensure a timelier performance evaluation completion process in 2020 the City changed from an anniversary model to a focal point (common date) model. The evaluation period for all employees is now January 1st to December 31st. Merit increases are on the first check in the following March for non-supervisory employees. Supervisors and Managers receive merit increases on the second check in March. This change was successfully implemented with all but two supervisors/managers receiving their merit increases in March.





Benefits Administration

Medical, Dental, and Vision Coverage

The City offers medical, dental, and vision to employees and their dependents. This coverage is provided through Midwest Public Risk (MPR). MPR is a not-for-profit, public entity risk pool representing the interests of public entities across Missouri and Kansas. Member entities rely on MPR to be a trusted advisor, advocate and resource for their risk management and health benefits needs. MPR is a member-driven organization offering a unique blend of services specifically tailored to meet the needs of local governments and school districts. MPR is not an insurance company, rather the self-funded administrator of the pool's coverage programs. Members of the MPR pool along with MPR staff select benefit providers through the pool's bidding process. MPR has three programs: benefits, workers' compensation, and property and liability. The City has been a member of MPR's benefit program since 2002. The City has bid health, dental, and vision several times throughout the years as recently as 2020.

The current medical insurance provider is Cigna. CVS/Caremark is the pharmacy provider, Delta Dental of Missouri is the dental insurance provider, and VSP is the vision insurance provider.

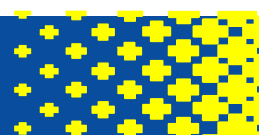
The City offers two medical plans:

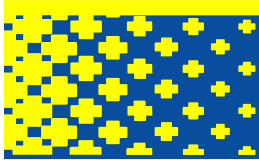
- 1) Choice Fund Option 1 – a Consumer Directed Health Plan (CDHP) with a Health Savings Plan (HSA)
- 2) Open Access Plan 750 Plan B PPO.

The City contributes 100% to employee only coverage for the Choice Fund plan. The City contributes 85% to the family tiers after the employee only amount is deducted. The City also contributes to the health savings accounts: \$900 to employee only and \$1,800 to family tiers annually (contributed monthly - \$75/\$150). Employees have the option to opt-out of health insurance if they are covered under a plan somewhere else. The majority that participates in this plan are covered through the military, spouse's employer, or parent's insurance. Participants in the opt-out program receive 40% of the employee rate paid bi-weekly.

The City contributes the same amount to the Open Access Plan 750. Below is the rate structure effective July 1, 2021:

CHOICE FUND 2000 W/HSA	Employee Only	Employee w/Spouse	Employee w/Child(ren)	Family
Choice Fund CDHP (Monthly Cost)	\$546.00	\$1,300.00	\$1,300.00	\$1,532.00
Monthly HSA Contribution	\$75.00	\$150.00	\$150.00	\$150.00
Employee Semi-Monthly Contribution	0.00	\$56.55	\$56.55	\$73.95
City's Semi-Monthly Contribution	\$310.50	\$668.45	\$668.45	\$767.05
Health Op-Out	\$114.65			





Benefits Administration Continued

OAP 750	Employee Only	Employee w/Spouse	Employee w/Child(ren)	Family
OAP 750 (Monthly Cost)	\$878.00	\$2,022.00	\$2,022.00	\$2,374.00
Employee Semi-Monthly Contribution	\$166.00	\$417.55	\$417.55	\$494.95
City's Semi-Monthly Contribution	\$310.50	\$668.45	\$668.45	\$767.05

The City contributes 50% to the dental and vision plans:

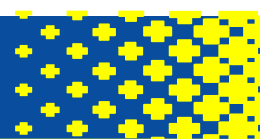
DENTAL	Employee Only	Employee w/Spouse	Employee w/Child(ren)	Family
Dental (Monthly Cost)	\$36.00	\$88.00	\$88.00	\$88.00
Employee Semi-Monthly Contribution	\$9.00	\$22.00	\$22.00	\$22.00
City's Semi-Monthly Contribution	\$9.00	\$22.00	\$22.00	\$22.00

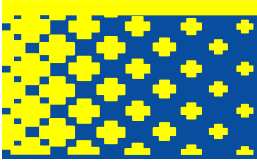
VISION	Employee Only	Employee w/Spouse	Employee w/Child(ren)	Family
Vision (Monthly Cost)	\$8.00	\$16.00	\$16.00	\$22.00
Employee Semi-Monthly Contribution	\$2.00	\$4.00	\$4.00	\$5.50
City's Semi-Monthly Contribution	\$2.00	\$4.00	\$4.00	\$5.50

The health insurance rates increased 1.38% effective July 1, 2021. The average health insurance rate increase over the past seven years is 5.88%. The dental and vision rates have not increased since 2017.

Current participation in the medical, dental, and vision plans:

	Choice Fund	OAP 750	Dental	Vision
Employee Only	18	1	16	18
Employee with child(ren)	8	0	8	7
Employee with spouse	16	0	18	19
Family	22	0	25	23
Health Opt-out	9			
	73	1	67	67





Benefits Administration Continued

Group Life Insurance and AD&D

The City's group life insurance policy provides employees with \$40,000 or one (1) times annual salary, whichever is greater. In addition, the policy provides life insurance coverage of \$20,000 for spouses and \$10,000 for dependents 6 months to age 19. \$500 for children 14 days to 6 months.

The life insurance benefit reduces to 50% at age 70 for employees and terminates at age 70 for spouses.

The City's group life insurance policy includes an accidental death and dismemberment (AD&D) benefit for the employee equal to the life insurance benefit. The AD&D insurance provides specified benefits for a covered accidental bodily injury that directly causes dismemberment (e.g., the loss of a hand, foot, or eye). In the event that death occurs from a covered accident, both the life and the AD&D benefit would be payable.

The City's group life insurance policy terminates when employee separates service or at retirement.

Short-Term Disability (STD)

The City's group short term disability policy provides eligible employees with 13 weeks of disability coverage. The weekly disability amount is 66 2/3% of weekly earnings up to a maximum of \$400 per week at no cost to the employee.

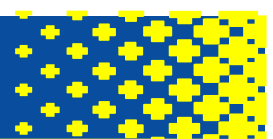
125 Reimbursement Accounts

American Fidelity is the administrator of the City's Section 125. Section 125 is a provision of the Internal Revenue Code that allows employees to pay their share of the cost of insurance contributions and unreimbursed medical expenses and dependent care expenses with pre-tax dollars. Under this provision, your paycheck is reduced by the amount you elect for each plan year. This results in lower taxable income. You then reimburse yourself tax-free for eligible medical and/or dependent care expenses as they occur or as often as you wish to file a claim.

The City offers you two 125 reimbursement accounts to help reduce the amount of taxes deducted from your paycheck: Flexible Spending (FSA) and/or Dependent Care Accounts. If you participate in the CDHP/HSA you and /or your spouse may have a limited FSA.

Supplemental Insurance

American Fidelity offers a wide variety of supplemental insurance policies. These voluntary benefits are a way to enhance your family's financial protection and can help pay for out-of-pocket expenses that may not be covered by your health plan or other insurance. Payments for these policies may be made through payroll deduction. Some policies available are Cancer, Disability, Accident, Life, and Critical Illness.



Benefits Administration Continued

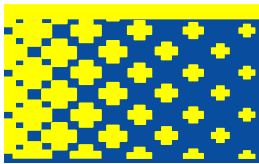
Retirement

The City offers a defined contribution retirement plan. The City contributes to employees’ accounts each year based on a set formula; the current contribution is 6% of employee gross salary without a matching contribution. In 2019 the City began offering an additional 1% contribution with a matching 1% employee contribution to a 457-deferred compensation plan.

Employees took advantage of the additional 1% contribution:

457 Participation
2018 - 34
2019 - 76
2020 - 63

The City offers employees the option of contributing to a Roth IRA individual retirement account through payroll deduction. Roth IRA contributions are after-tax allowing future withdrawals that follow Roth IRA regulations to be tax-free.



Risk Management

As the City's Risk Manager, it is my responsibility to create a risk organization and culture with the assistance of all Managers and Supervisors by:

- ❖ Identifying and analyzing potential loss exposure.
- ❖ Examining and analyzing the identified risk to the extent of potential loss to the City.
- ❖ Examining practical ways to reduce/eliminate the potential risk.
- ❖ Selecting the practice/resources to use to reduce/eliminate the risk.
- ❖ Document the process through policies and procedures to ensure consistent practice City-wide
- ❖ Effectively implement the process.
- ❖ Review, on a regular basis, the process to ensure its effectiveness.

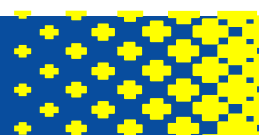
The Risk Management duties for the City of Osage Beach encompass:

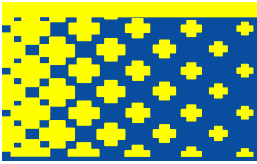
- ❖ Workplace Safety
- ❖ Workers' Compensation
- ❖ Property Claims
- ❖ Liability Claims
- ❖ Internal Investigations

The City strives to provide the tools, resources, and training needed for a safe workplace for all its employees. This effort is reflected in the City's workers' compensation experience modification. The experience mod provides a method to reflect the claims experience of an employer in relation to other employers within the same industry, based on a three-year, rolling claim history. The average experience mod is 1.00. When an experience mod exceeds 1.00 rates are adjusted by that percentage. When an experience mod is below 1.00 rates are credited by that percentage. Following is the City's experience mod history:

Experience Mod	
2021	0.72
2020	0.77
2019	0.76
2018	0.96
2017	0.96

The experience mod will increase and decrease throughout the years and staff will continue to focus on safety. However, maintaining a risk management culture is also focusing on the following areas:





Risk Management Continued

- ❖ employment liability
- ❖ pre-employment testing and backgrounds
- ❖ law enforcement liability
- ❖ ethics
- ❖ property liability
- ❖ cyber-security
- ❖ healthy organization
- ❖ proper maintenance of the City’s infrastructure
- ❖ compliance with laws and regulations

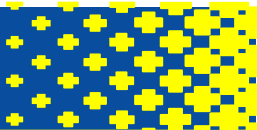
Risk Management and Human Resources require constant diligence in keeping current with the changing external and internal environments.

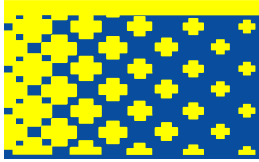
MPR is a valuable resource in assisting the City with its Risk Management initiatives. The City uses MPR’s expertise and resources on a regular basis in areas such as harassment, Lexipol, cybersecurity training, employment attorney resources, and WeTIP.

Following is the City’s claims history:

Workers' Compensation		
		# Open
2017-2018	9	0
2018-2019	5	0
2019-2020	7	0
2020-2021	4	1

Property and Liability Claims		
filed with insurance		
		# Open
2017-2018	12	0
2018-2019	10	0
2019-2020	14	1
2020-2021	9	3





2021 HR Goals

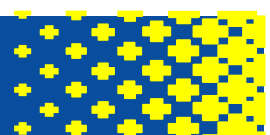
Following are the goals for HR this year:

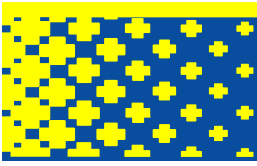
1. Employee Development Program: I will design an employee development program that will boost employee satisfaction, performance, and retention by identifying ways to broaden employees' skills as a person over an extended timeframe focusing on the overall growth of the employee. I will work with managers and supervisors to identify what is needed to prepare their employees for future challenges and opportunities. This process will include the following:
 - a. New hire onboarding process during six-month probation.
 - b. Mid-year evaluation check-in by managers.
 - c. Mid-year peer evaluations.
 - d. Utilizing NeoGov Learn on-line training.
 - e. Utilizing NeoGov Learn Plans.
 - f. Employee Survey to assist in identifying employee's career goals.

2. Employee Recognition Program - I will design an employee recognition program that will recognize, validate, and value outstanding work. The recognition program will:
 - a. Increase employee morale.
 - b. Attract and retain employees.
 - c. Elevate productivity.
 - d. Increase engagement.
 - e. Improve work quality, safety, and customer service.

I will work with the managers, supervisors, and the Employee Betterment Committee and use HR resources to identify various ways to recognize employees. The recognition program will be in-line with current best practices and the Board's strategic initiatives. Upon approval of the City Administrator and Board of Aldermen the new program will be communicated to employees.

3. Review the current employee handbook and work with the Assistant City Administrator and City Attorney to ensure recommended changes follow employment laws and industry best practices. Present recommended changes to the City Administrator and take recommended changes to the Board of Aldermen for approval. Hold handbook review meetings to employees and release changes through the NeoGov E-Forms module for acknowledgements.
4. Implement NeoGov E-Forms - an online resource for employees to complete all human resource forms electronically, by holding the necessary training sessions, with necessary documentation needed, with the management team, supervisors, and/or employees to ensure the E-Forms module is explained and used to its potential.





On the Horizon

It is important to be aware of the ever-changing human resource and risk management fields. Below is a list of topics that staff will be discussing and/or addressing in the next year.

- ❖ Medical marijuana in the workplace and its impact on pre-employment drug screening.
- ❖ City-wide Onboarding
- ❖ Leave Policy
- ❖ Workplace flexibility
- ❖ Public Works Integration
- ❖ Exit interview policy and/or process
- ❖ Retirement Provider Review
- ❖ Supplemental Benefit Provider Review

