

Human Resources

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The Human Resources Department's staff and Safety Coordinator provide personnel services to all Mishawaka Civil City and Utility departments. Services provided include recruiting and hiring, staff development, benefits management and education, policy development, and safety education and training.

Workforce

In 2020, Human Resources received 567 applications for employment and hired 9, bringing the total workforce to 491. Seasonal employment increased the total by 80 in our Parks and Central Services departments. The workforce was reduced by 27 separations, including 20 retirements. Several key positions were filled through promotions and new hires.

Activate Health Clinic

In 2020, the City of Mishawaka Activate Health Clinic saw tremendous participation from City employees and their spouses. Among the clinic's 6,119 appointments, 89% of employees and 84% of insured employee spouses visited the clinic at least once in 2020. 9,619 prescriptions were filled on-site at no charge to employees. The clinic has added new procedures which are improving efficiency, the health of our workforce and helping maintain the City's health insurance costs at reasonable levels.

COVID Response

HR and Safety along with the COVID Taskforce helped lead the City's 2020 COVID response. We held meetings and established consistent communication with each department to discuss CDC guidelines, sick leave policy and quarantine safety. We coordinated COVID signage in all departments to insure consistent messaging. We consulted with all departments to help with shift changes, work from home policies and overall department density issues. We worked with the City of Mishawaka Health Clinic to establish drive-thru COVID testing. With COVID relief funds, the city purchased a COVID rapid testing machine which gives results within 1 hour. The clinic preformed 545 COVID tests on city employees.

Safety Department

Over the years, employee safety has become an increasingly important priority for the City of Mishawaka. Through continued awareness and education, we have strived to maintain a safe working environment free of recognized occupational hazards. 2020 was a good year for safety despite the difficult circumstances. The workers' compensation loss ratio of 26.2% was the third lowest on record. Outside of the COVID work-related illnesses, there were only 15 work-related injuries. It has been more than 11 years since anyone at City Hall has missed any time due to a work-related injury. Additionally, the MU Business Office eclipsed the 6-year mark, while the Wastewater Department surpassed 4 straight years. For the second straight year, both the Electric and Sewer Departments recorded zero injuries. The Police Department also achieved significant

improvement throughout the course of the year. The City Safety Committee, consisting of departmental representatives, will begin its 14th consecutive year of meeting to discuss safety enhancement and saw particularly positive trending in 2020 with various implementation procedures. The increasingly proactive approach to safety by our employees has been evident, and we will continue to be innovative when it comes to the overall safety of the employees of the City of Mishawaka.