



# **Human Resources Department Update**

## **Financial & Administrative Committee**

**May 8, 2025**

# Human Resources Annual Update

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- **Management Team Introduction**
- **FY25 Budget and Organization Chart/Team overview**
- **ERP**
- **New Role FY2025-Organizational Development and Compensation Manager**
- **General accomplishments**
- **Labor, Payroll, Risk updates**
- **Ongoing and Upcoming**

# Meet the Management Team

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- **Caitlin Everett-Deputy HR Director**
- **Erika Osinski-Risk Manager**
- **Ashley Jones-Payroll Manager**
- **Corina Miranda-HR Manager**
- **Kristal Adams-Organizational Development & Compensation Manager**
- **Pamela Quevedo-HR Manager Labor & Employee Relations**

# HR & Risk Department

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## Human Resources

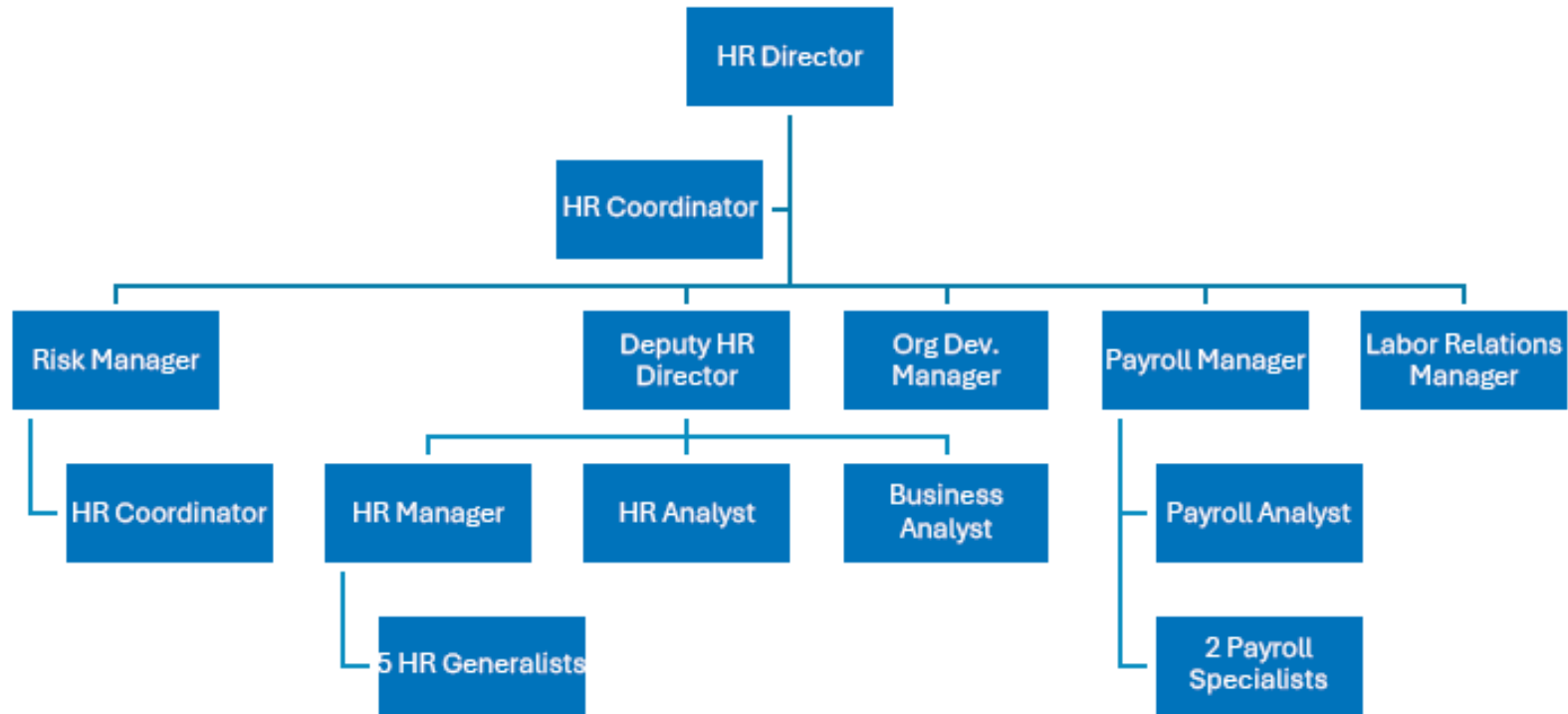
- 17 FT positions approved in FY25 Budget \*
  - 1 vacant: result of an internal promotion
- FY24 Annual Budget = \$2,510,890

**\*1 New position added this year**

## Liability Insurance/Risk Management

- 2 FT positions approved in FY24 Budget
- FY24 Annual Budget = \$9,463,451

# Human Resources Org Chart



# Superior County Operations and Services

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- Customer Service
- Recruitment
- Bi-weekly payroll- including the processing of payroll changes
- State, federal, tax and law compliance
- New hire orientations/offboarding
- Employee training and development
- Employee recognition and years of service celebration
- Benefits administration
- Vendor management-Benefits
- Leave of absence and FMLA
- 457 and IMRF pension administration
- Retirement planning and consulting
- Unemployment claim management
- Retiree insurance continuation
- Employee relations
- Labor Negotiations
- Worker's compensation, claims management and safety programs
- Partner with IT on BOSS related issues, upgrades, updates
- Partner with Finance on position control
- Merit Commission



## Project OneLake-Simplify, Standardize, Streamline

- 6 Leads
  - Corina Miranda-HCM and Benefits
  - Caitlin Everett- Reporting and Integrations
  - Rose Miller-Payroll and Scheduling
  - Kristal Adams-Talent, Perform, Recruitment, People Experience
  - Brandon Kowalke- Compensation and Time tracking
  - Ewelina Filipiec-Absence
- SMEs
  - Kayla Bonn, Marina Zdravkovic, Jesse Turcios, Ashley Jones, Steffanie Valencia, Erika Osinski, Corina Miranda, Caitlin Everett, Brandon Kowalke, Jennifer Dobbs
- Training, workshops, weekly meetings, CCS, Data validation, Departmental collaboration.
- Up next : unit testing, continued design

# Organizational Development Manager-NEW ROLE

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## Current:

- Customer Service Departments Survey
- Creation of Employee Exit Survey
- ERP Implementation & System Design:
  - **Recruiting:** Reviewing and revising County-wide processes including standardizing the system being used, standardizing templates and offer letters, moving pre-hire assessment tracking into the ERP system, and role-based access that will provide visibility and access to data
  - **Talent:** Moving PIPs and Discipline into ERP to provide seamless process, improved visibility, and reporting; creating individual development plan templates to allow employees and managers to collaborate on goals; revising the annual appraisal template to improve the overall experience for managers and employees; development talent assessment and succession management processes to help support the county long term and quickly identify high performers county-wide
  - **Learn:** Exploring options to close the content gap for the County including content subscriptions and creating our own content. With the combination of training plans and connection to talent, we will be able to drive a robust learning experience.
  - **PEX (People Experience):** Moving HR resources from ESP into Workday to allow for seamless integration into processes and improve employee access; building case management / ticketing system for HR requests - improving employee experience, providing data, and allowing for regular employee feedback on experience; creating journeys to support employees through various activities including Workday orientation, open enrollment, etc.



## Looking Ahead:

- ERP Training Support- Go Live and after
- Proactive and targeted recruitment strategies
- County Wide Employee Engagement Survey
- Enhanced visibility and reporting on PIPs, Discipline, Succession Management and HR Cases / Requests available post ERP to help determine strengths, areas of opportunity, and project needs
- Performance Management System (multi-year project)
  - Work with individual departments to better understand the competencies and skills needed within each role
- Leveraging resources to create and expand programs
  - Improve culture and productivity at a team level through encouraging manager and employee one on ones
  - Expand resources available to managers and employees for leadership and professional development
  - Create mentorship program to assist with onboarding, knowledge transfer, and overall employee professional development
  - Leverage ERP tools (training programs, journeys, cases, etc.) to guide employees throughout their employment lifecycle on appropriate resources, opportunities, and processes.
    - Examples include onboarding, offboarding, job change, FMLA, new leadership position, etc.
- DATA, DATA, and more DATA!

# General accomplishments

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- **Benefits fair: Brought back the very popular event!**
  - IPBC, BCBS, Delta, VSP, IMRF, Mission Square, Securian, Aflac
  - 3 events, tons of participation!
- **Empower: 2<sup>nd</sup> year with this biometric screening partner**
- **Compensation study: completed in July 2024**
  - 80% of our non-union positions were compared to the market, approximately 1600 employees
  - New, consolidated pay plan developed-25 grades
  - 712 positions were classified to a new grade-based on job responsibility and internal/external market
  - Evaluated and analyzed policies, benefits, equity, job titles, etc.
- **Employee recognition events-donuts: 8 events!**
- **Dependent audit: 97% participation; 45 voluntary removals, 28 passive removals**
- **Years of service: Great event in October 2024, in partnership with CAO, new and improved!**
- **Implemented new Life insurance plan design changes and system configuration; effect 1/1, standardized and improved offerings.**



May 8, 2025



# DONUT YOU!

KNOW WHAT WE'D DO WITHOUT

HAPPY PUBLIC SERVICE RECOGNITION WEEK!

## We Are Hiring!



Lateral  
Corrections  
Officer

Lateral  
Deputy  
Sheriff

Nurse  
Manager (RN) -  
Women's  
Health

Interested? Visit our site for  
more details!

LakeCountyIL.gov/Jobs



## HR Announcement: Empower Health



### What is Empower Health?

The County's vendor for our wellness program.

### Eligibility

Employees and spouses enrolled in PPO and HMO plans may complete a biometric screening.

### Incentive

Employees who complete a biometric screening can earn a \$50 gift card.

Information on redeeming gift cards will be released after all screenings have been completed.

### How can I complete my biometric screening?

- Onsite event
- Offsite

Sign up today, using the link below.



To sign up today, visit <https://empower.health/lakecountyEHS>



## LAKE COUNTY Benefits Fair

**Monday, October 7, 2024**

**Central Permit Facility - Large Conf Room 2220**  
500 W. Winchester Road  
8:00am - 10:00am

**County Administration Building - 10th Floor**  
18 N. County Street  
1:00pm - 4:00pm

**Friday, October 11, 2024**

**Health Department - 1st Floor Grand Room**  
3010 Grand Avenue  
8:00am - 10:00am

Representatives from the following organizations will be available to answer questions about benefits and services offered:

- IPBC
- BCBSIL
- Delta Dental
- VSP
- IMRF
- Mission Square
- Securian
- Aflac

# Labor Relations



## **Labor Contracts ratified 2024-Present:**

- **February 2024: Court Security and Teamsters 12/1/2022-11/30/2026**
- **April 2024: Law Enforcement Deputies/Dispatch and FOPLC 12/1/2023-11/30/2026**
- **August 2024: Correctional Officers/Jail Reception and PBPA 12/1/2023-11/30/2026**
- **November 2024: Law Enforcement Sergeants and MAP 12/1/2024-11/30/2027**
- **January 2025: PW, FAC and DOT and Local 150- new master agreement 12/1/2022-11/30/2026**
- **February 2025: HD Facilities and Local 150- 12/1/2022-11/30/2026**
- **April 2025: Law Enforcement Lieutenants and MAP 12/1/2024-11/30/2027**

**ALL CBA's, which HR is included in collective bargaining, will be current for the first time in who knows how long!**

**Coming up this year: 3 contracts expiring 11/30/2025- Coroner's Office, Health Department- Animal Care and Control, and the Correctional Sergeants.**

## **Completed projects list:**

- **Retro Calcs: Court security, Law Enforcement Deputies/dispatch, LE sergeants, LE lieutenants, Correctional officers/jail reception, States Attorney, Local 150 (DOT, HD, PW, FAC)**
- **August 2024: Issued retiree premium pay**

## **Ongoing projects:**

- **ERP setup- ensuring set up is correct in new system, in a streamlined, standardized manner, to avoid penalties, errors, and duplicate efforts**
- **BOSS cleanup projects: Partnered with IT to gain efficiencies in payroll processing, ensuring that BOSS is correct for data conversion into WorkDay**

- **ADA transition plan, in partnership with CAO**
  - **New ADA webpage is live on the Lake County website**
  - **Public notice has been posted with a request for comments and input on specific barriers**
  - **ADA grievance process has been posted**
  - **Departments have completed questionnaires to identify barriers within their programs/services**
  - **Continued self-evaluations for Facilities and Public Rights of Way begins April 28<sup>th</sup>**
- **Building new incident reporting module in ERP**
- **Updating emergency management plan, in partnership with CAO**
  - **Workplace violence training video**
  - **Resume and update floor captain program**
  - **New AEDs distributed and synced with new monitoring portal**
    - **Portal alerts Risk of malfunctions, expirations, and movement from designated locations.**

# Ongoing and upcoming

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- 5K-coming in June 2025
- ERP- Simplify, Standardize, Streamline
- BOSS clean up
- IL County HR Professional Group
- 7/1 open enrollment-HMO Illinois participants only
- HR “News you can use”-important HR news, resources, and learning opportunities
- HR Quick Tips
- Linked-in: Recruitment presence



# Reminders

❖ Starting to plan 1/1/2026 open enrollment. More info coming soon!

❖ Sign up for the 5K!



**FREE T-SHIRT** FOR THE FIRST 150 EMPLOYEES  
WHO REGISTER BEFORE MAY 14!

## LAKE COUNTY 5K EMPLOYEE RUN & WALK



**INDEPENDENCE GROVE, LIBERTYVILLE**

**JUNE 14, 2025** 8:30 A.M. - RUNNERS  
8:40 A.M. - WALKERS

To register, scan the QR code or visit  
[bit.ly/2025healthworks5k](https://bit.ly/2025healthworks5k)

If you have any problems with registration, please contact  
Jamie Kaszuba at [JKaszuba@lakecountyil.gov](mailto:JKaszuba@lakecountyil.gov).





**Questions**