



2013 CONCORD ANNUAL TOWN REPORT

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Human Resources Department

Amy Foley, Human Resources Director

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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.

Early in the year, the HR Director assisted the Town Manager and Senior Management Team in planning the second annual forum for employees where information is shared and questions are addressed. Training regarding employee performance evaluations was arranged for 95 supervisors in May and provisions were made for 22 new employees to attend harassment prevention training in December. HR staff also notified employees of Massachusetts conflict of interest law training requirements, distributed summaries of the law to all employees, and coordinated compliance documentation.

With knowledge that the human resources software utilized by the Town for more than twenty years will soon be unsupported in 2014, HR staff partnered with Finance and IT to begin the process of evaluating human resource

information systems, payroll, and timekeeping software needs. The team identified and met with potential vendors to learn about the systems available and consider selection and implementation plans.

HR staff processed 1,279 applications for employment, managed 39 recruitments and new appointments, managed 15 leaves of absence in accordance with the Family and Medical Leave Act and/or medical leave policies, managed 46 work-related injury cases, verified and processed more than 830 personnel action forms, made arrangements for an employee appreciation picnic attended by 206 employees and for an ice cream truck visit enjoyed by approximately 200 employees, coordinated 48 random DOT required drug and alcohol tests, oversaw the restructuring and classification review of 9 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 developed and distributed communications to employees throughout the year, including notices regarding Affordable Care Act provisions, HIPAA requirements, the impact of DOMA on benefit plans, health reimbursement account provisions, new flexible spending account carry-over rules, and annual enrollment opportunities for health plans, flexible spending accounts, and the pre-tax premium only plan. Staff also followed up with individual employees after a required dependent eligibility audit to address enrollment issues. 14 coverage changes were processed during open enrollment and 188 individual long-term disability rate adjustments were determined and communicated to each subscriber. In addition, a benefits fair was coordinated and offered to employees; approximately 150 people took advantage of this opportunity to meet with representatives regarding the various benefits offered by the Town.

**Work force Analysis
by Gender**

| Year | Male | Female |
|-------------|--------------|---------------|
| 2013 | 62.4% | 37.6% |
| 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% |

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 |
|-------------|--------------|----------|--------------|----------|-----------------|----------|--------------|----------|------------------------|----------|--------------|
| | # | % | # | % | # | % | # | % | # | % | |
| 2013 | 247 | 95.7% | 2 | 0.8% | 3 | 1.2% | 4 | 1.6% | 2 | 0.8% | 258 |
| 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 |