



HUMAN RESOURCES DIVISION 2024 ANNUAL REPORT

COUNTY OF SULLIVAN



RISK MANAGEMENT TEAM

RISK MANAGEMENT

- Human Resources Benefits Coordinator
- Employee Benefits Administrator
- Risk Management and Insurance Program Coordinator
- Manager of Risk Management and Insurance



BENEFITS ACCOMPLISHMENTS

- Spring of 2024, advised by NYSHIP of the discontinuation of the Excelsior Plan and through RFP secured **7** proposals. Reviewed presentations of top 3 carriers, ultimately selecting Brown and Brown, where decision was made to transition to Anthem (equivalent coverage).
- Coordinated and provided **11** Open Enrollment sessions for the new Anthem Plan across four locations.
- At the close of 2024, provided benefit overview in **24** orientations for **113 eligible** new hires, of which **58** enrolled in benefits.
- Processed a total of **188** COBRA Notifications – **58** of these to Dependents that aged out of coverage.
- Updated **47** employees dental/vision contributions in accordance with contract language requirements (36 month mark).
- In line with Division Goal of digitization, began scanning changes into the Laserfiche system including **74** active files and **39** terminated files.
- Reconciliations – **902** employees Empire, **336** Excelsior, **19** NYSNA, **697** Delta Dental and **666** Davis Vision

RETIREMENT PROCESSING ACCOMPLISHMENTS

- Processed and researched **38** Retiree Health Benefits Eligibility Requests, which consisted of verifying dates of hire, calculating any unpaid time and years of service with County in line with contract requirements.
- Met with **23** potential retirees to review the benefits they would be entitled to in retirement based on their respective contract language
- Processed **355** annual Medicare Part B premium reimbursements for the 2023 plan year (paid in 2024) ensuring all qualifications are met.
- Notified **200** retirees of new premium amounts in line with insurance changes.



WORKER'S COMPENSATION SUMMARY

2024 Worker's Compensation Claims

146 Entered Into Database

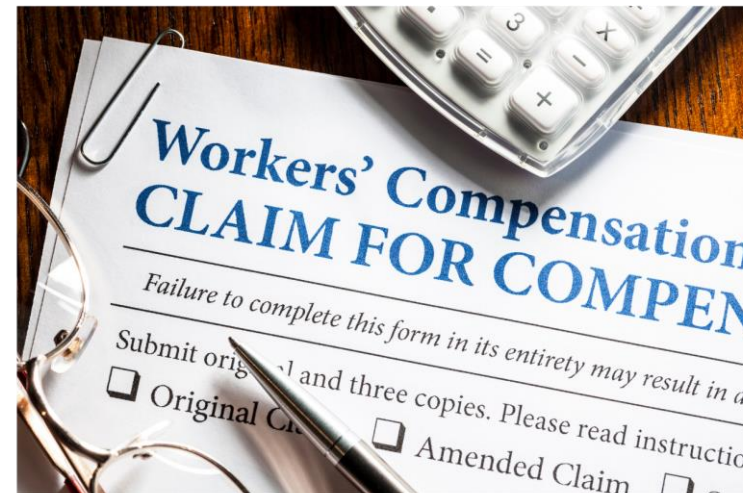
7 Incident Only Claims

115 Medical Claims

24 207c Claims

1 207c Hearing – Reviewed files in preparation and corresponded with Roemer, Wallens & Mineaux

Continued investigating several older claims for closure.



- Prepared and transmitted **26** DOSH logs to NYS DOL and posted notices at **26** locations
- Requested and prepared **NYS-45 forms** for **15** Towns, **5** Villages, **2** Sullivan County, and **1** SCCC NYS-45 forms and sent **Quarterly** assessments-NYS GA forms to the Workers Compensation Board Finance Office
- Requested Payroll Information from **15** Towns and **5** Villages for the Apportionment for the Self Insured entities
- Processed **58** Certificates of Insurance
- Received and processed **26** Law Enforcement Physicals/Substance Testing as required by contracts
- Conducted extensive research to transition to Workers Compensation through PERMA effective 1/1/25. This included several preliminary meetings, Town Supervisor and County Attorney meetings in addition to the required contract review and updated changes.
- Coordinated with **15** Towns and **5** Villages to secure a safety contact for their jurisdiction as required by PERMA.

RISK MANAGEMENT CLAIMS SUMMARY

Accidents with County Vehicles:

- 33 Damaged Vehicles
- 7 Subrogated


Liability Claims:

- 20 New Claims
- 15 Notice of Claims
- 4 Responsibility of outside entity
- 26 Vouchers sent to Gallagher Bassett for Payment Authorization

Other County Insurance:

- Coordinated with various County Department to verify **353** vehicles, **26** Nurses (RN), Law Enforcement Excess Liability, and Law Enforcement Package Coverage – CHARGEBACK
- Renewed the Jail Policy, which included an onsite inspection with carrier
- Renewed the Excess Employers Liability
- Renewed the policy for the Care Center at Sunset Lake Insurance, which requires various inspections
- Renewed the Cyber Insurance
- Processed the **17** Chargebacks for the Departments based on Insurance Cost
- Processed **30** Disability Claims – reviewed/confirmed FICA reporting of checks and sent to payroll **bi-weekly**.
- Received and verified in accordance with contract language **69 2023** Health Insurance Buyouts, paid in 2024.
- Reviewed and processed **185** LENS Reports, totaling **419** employees, and notified respective Department of any applicable driving restriction.





HUMAN RESOURCES TEAM

HUMAN RESOURCES

- Commissioner of Human Resources/Personnel Officer
- Deputy Director of Human Resources
- Principal Project Coordinator
- Confidential Secretary
- Human Resources Recruitment and Training Coordinator
- Personnel Assistant
- Personnel Assistant
- Human Resources Clerk



RECRUITMENT EVENTS

Career Fairs/Informational Sessions for Applying

22 On-Site

9 Virtual

- 2 Help Wanted, Newspaper Advertising
- 4 Help Wanted, River Reporter
- 1 Public Hearing Sullivan County Democrat
- Minorities for Success - 8 resumes reviewed
- 883 Resumes reviewed from Indeed Submissions
- Other Postings include Colleges, libraries, school districts, the Center for Workforce Development, and Professional Associations.



EXAMS

Decentralized Applicant Attendance

Total Decentralized Exams Scheduled - 396

Total Decentralized Exams Administered:367

Total Failed to Appear: 29

APPLICATION STATISTICS

Total applications - 2,703

Approved applications - 1,883

Disapproved applications - 680

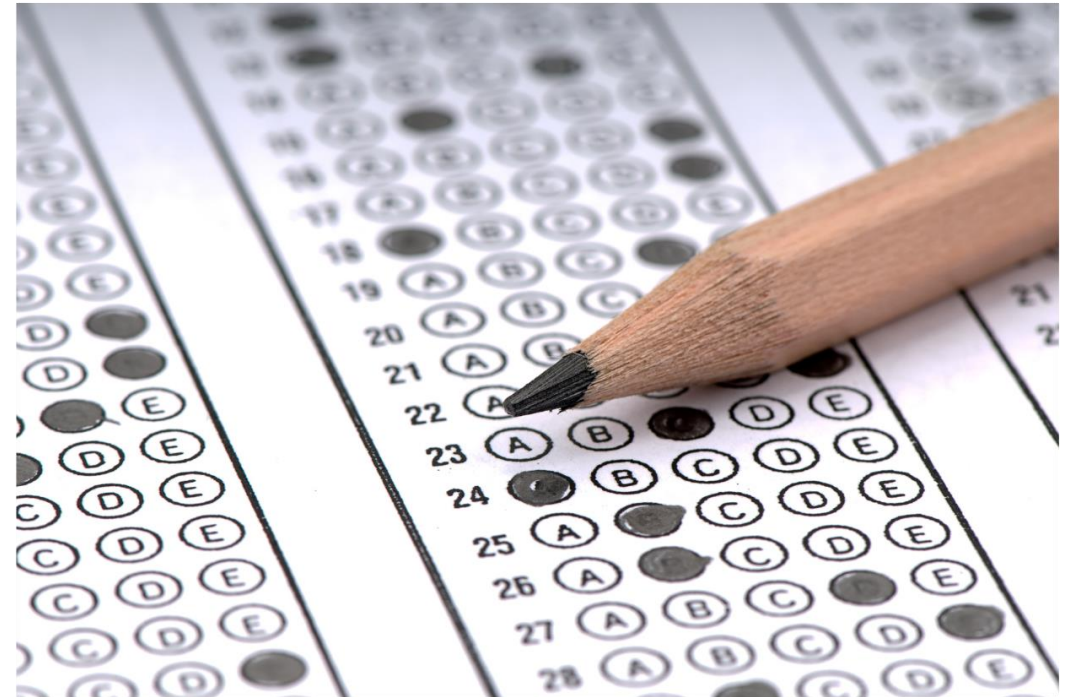
Total Centralized Exams -132

Applicants passed exam - 887

Applicants failed exam - 50

Failed to Appear for scheduled exam - 63

Applicants withdrew - 7



EXAMS CONTINUED

Language Proficiency Exams

Vietnamese: **1** Verbal

Portuguese: **2** Verbal

Yiddish: **1** Verbal, **1** Written

Spanish: **5** Verbal, **4** Written

County Employees Who Provide Interpretation Services And Receive a Stipend:

Arabic: **1**

Spanish: **36**

Haitian/Creole: **1**

Tagalog: **3**

Korean: **1**

Russian: **1**

Polish: **1**

Vietnamese: **1**

Portuguese: **1**

Yiddish: **1**

Slovak & Czech: **1**

INVESTIGATIONS

- 27 Investigations
 - 21 Completed
 - 6 Outstanding
 - 14 Unconfirmed Violation of Policy
 - 7 Confirmed Violation of Policy
- **Investigations by Policy Consideration:**
 - Code of Conduct: **5** Cases
 - Discrimination: **14** Cases
 - Workplace Violence: **1** Case
 - Sexual Harassment: **5** Cases
 - NYSDOH State Incident Reporting: **1** Case

TRAINING

Specialized Department Trainings

- Sexual Harassment
- Supervision/1-1 Reviews
- Managing Difficult Employees
- Supervisors Training
- Professional Boundaries
- Building Bridges
- Code of Conduct
- Teamwork

EDUCATION

SCCC Tuition Assistance Waiver Program

- 14 2024 Spring Courses
- 2 2024 Summer Courses
- 6 2024 Fall Courses
- 1 2024 Winter Courses

Tuition Reimbursement Program

0 for 2024

Education & Certification Program

7 2024 Spring Courses
4 2024 Summer Courses
8 2024 Fall Courses

20 Public Student Loan Forgiveness Requests

38 Student Interns Applications

Colleges include:

Northeastern University

SUNY Oswego

SUNY Albany

SUNY Sullivan

Texas Tech University

Fordham University

Clarkson University-Potsdam

POLICY UPDATES

- PARS
- PERelations Board
- Nursing Mothers
- Affirmative Action
- Criminal Background Implementation

MISCELLANEOUS HR RELATED

- 12 Accommodation Requests - Americans with Disabilities Act
- 3 Notice of Intent to Disqualify – Corrections/Police Officers
- 6 Grievances
- 28 New County positions created
- 44 Classifications/Reclassifications created
- 10 Section 71, 72 and other Civil Service hearing related matters
- 9 Meetings with Union Representatives
- 2 Meetings with Neogov and IT to upgrade the recruitment system
- 32 Jurisdictional Meetings
- 5 Policy Updates/re-developments
- 17 in person Exit Interviews

CRIMINAL BACKGROUND CHECKS

- County received approval from the Division of Criminal Justice Services in May 2024.
- There was an extensive training required for gaining access to the federal system which was taken by two staff with an exam at the conclusion.
- Background checks began effective 7/1/24
- **49** Background checks have been administered by Human Resources since the start
- Additionally, the office began running K-Check exclusion screening in March of 2024 , which is required by Medicare and Medicaid concerning sanctions and exclusions. Healthcare organizations, government agencies and other entities are required them to screen their employees, contractors, medical staff, returning physicians and affiliates against various exclusion lists maintained by government agencies such as the office of inspector General. **1307 SCREENS CONDUCTED YTD**
- E-verify –verification of employment eligibility in line with the Department of Homeland Security (DHS) and U.S. Citizenship and Immigration Services (USCIS), allowing them to verify an employee's eligibility against government records through an online platform.



UNEMPLOYMENT

2024 Claims:

- 27 Unemployment Claims Received
- 18 Claims Unprotested
- 9 Claims Protested
 - 2 Awarded & Refunded
 - 5 Benefits Denied
- 2 Determination Pending
 - 1 Benefits Denied but Paid Prior to Determination, Requested Refund

2023 Carryovers:

- 2 Benefits Denied
 - 1 Benefits Denied but Paid Prior to Determination, Requested Refund
- 9 Requests for Designation as Field Employee

COMPLAINTS

The office received 22 complaints YTD 2024

11 HOUSING

2 LABOR

2 RACIAL

2 ADA

1 ENVIRONMENTAL

1 NOISE

1-EDUCATION

1-SERVICE DOG

1-MISC

Not all complaints received warranted a referral to the NYDOH for investigation. That number is 16.

HUMAN RIGHTS



SCANNING PROJECT

The Division sorted through various County files, maintaining adherence to Documentation Retention schedule.

Of the 194 boxes picked up for scanning:

HR Department

Organized and sorted alphabetically by year **232,223** pages, equating to **124** boxes

Risk Department

Reviewed and prepared **740** active employee files **546** terminated files for scanning equating to **118,261.24** pages, or **60** boxes