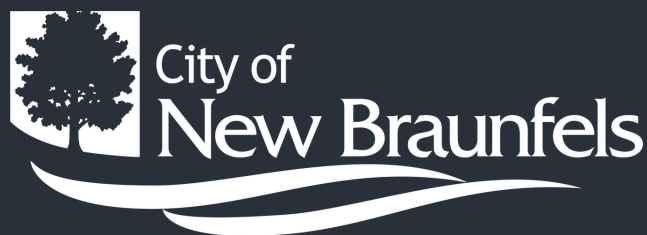


FY24 Annual People Report



Prepared by:
Human Resources



Fiscal Year 2024 *at a glance:*

13.3%

Full-Time
Turnover Rate

94

Total Full-Time
Separations

127

Total
Promotions

116

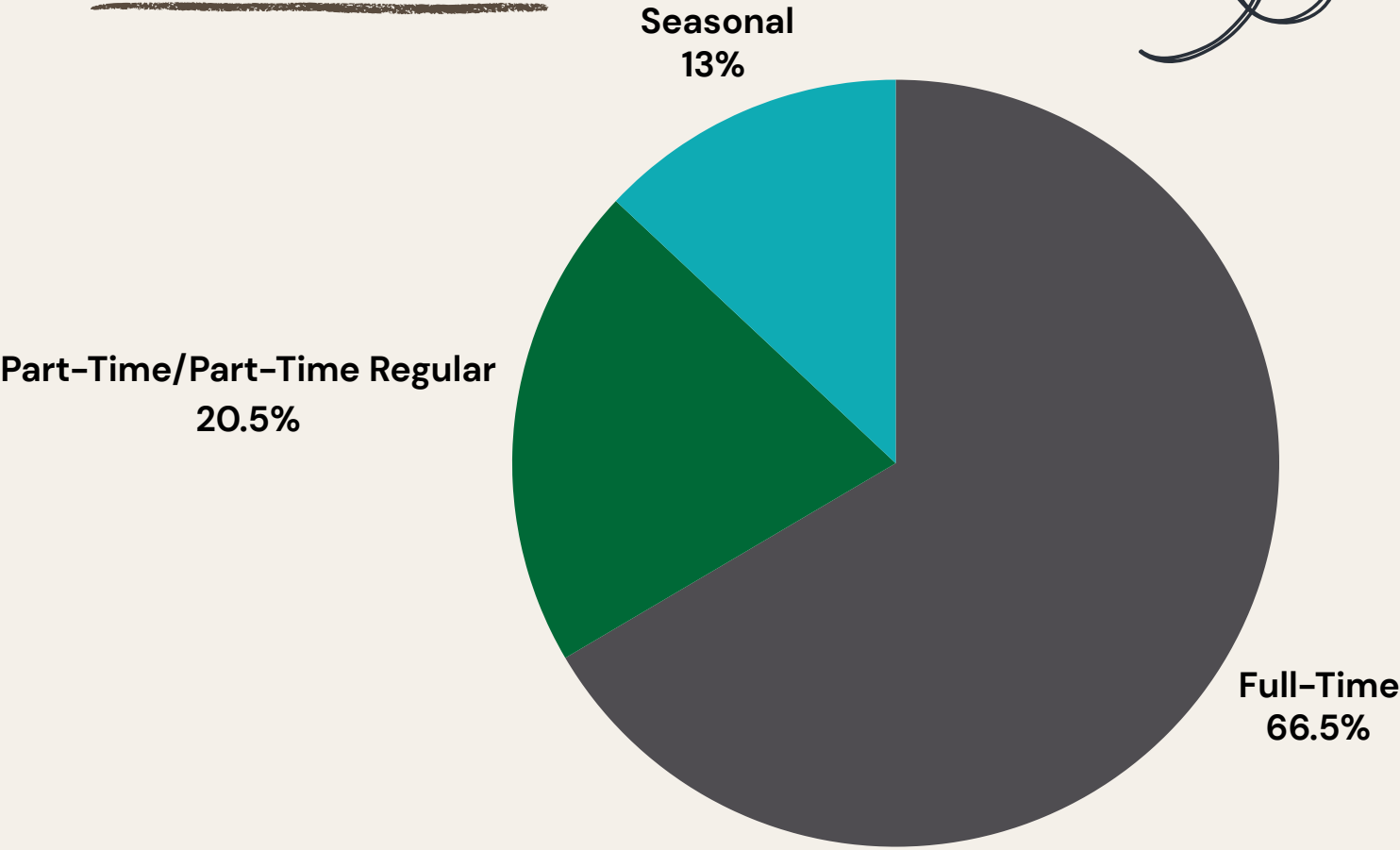
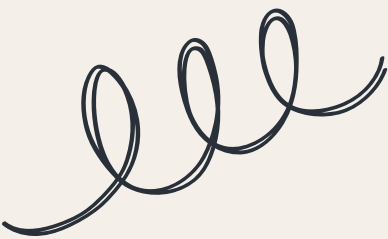
Total Full-Time
New Hires

707

Average Full-Time
Team Members



Our Team!



Tenure

The average tenure of a full-time team member is 6.45 years. This is a significant increase from last FY (4.05 years).

Generation

Generational data had a variance less than 2% on average compared to Fiscal Year 2023.

Gender

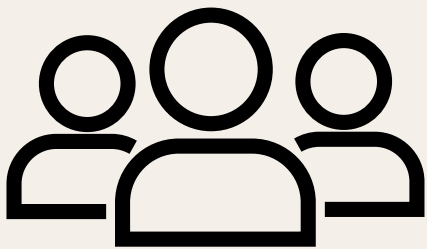
Over 60% of our team members are male, which is almost identical to the previous fiscal years.

Ethnicity

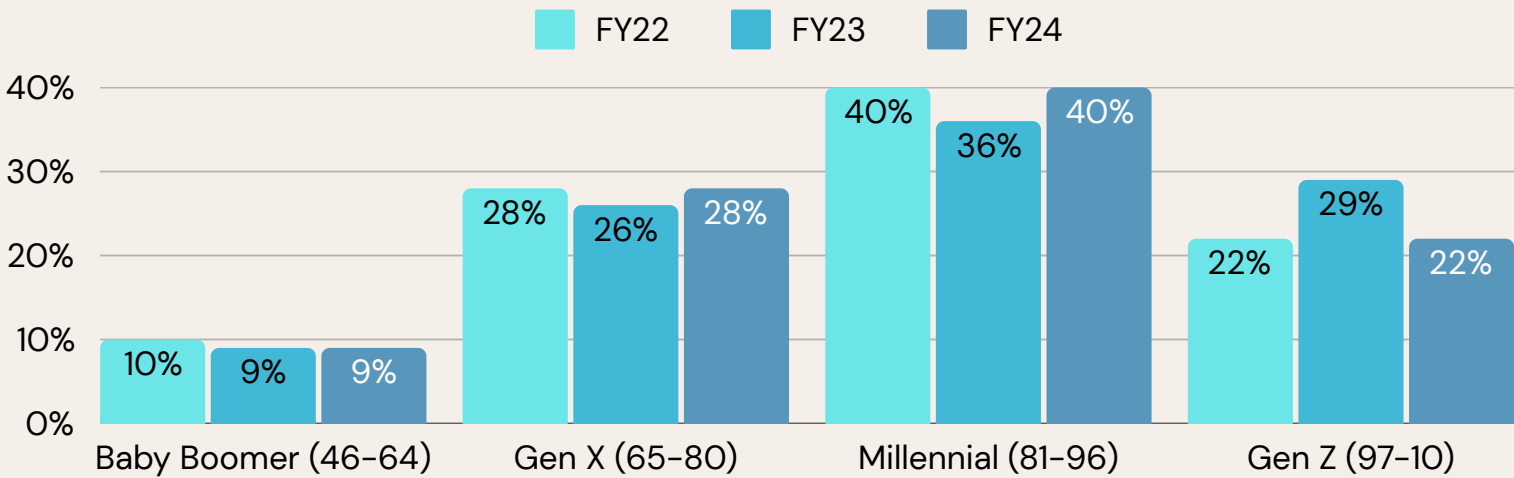
The ethnicity data for FY24 had slight fluctuations from the previous FY, on average 3%.



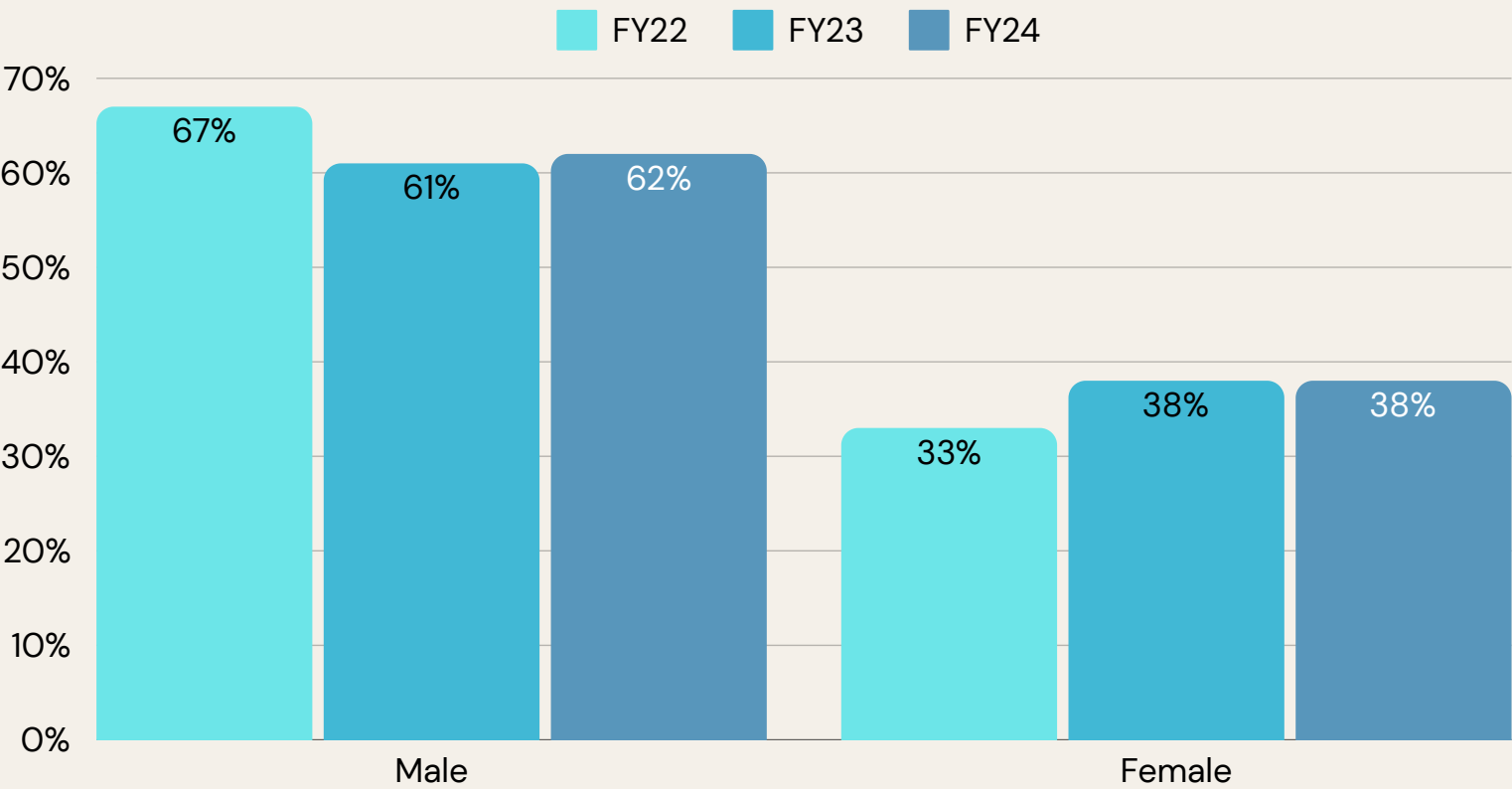
Demographics



Generations



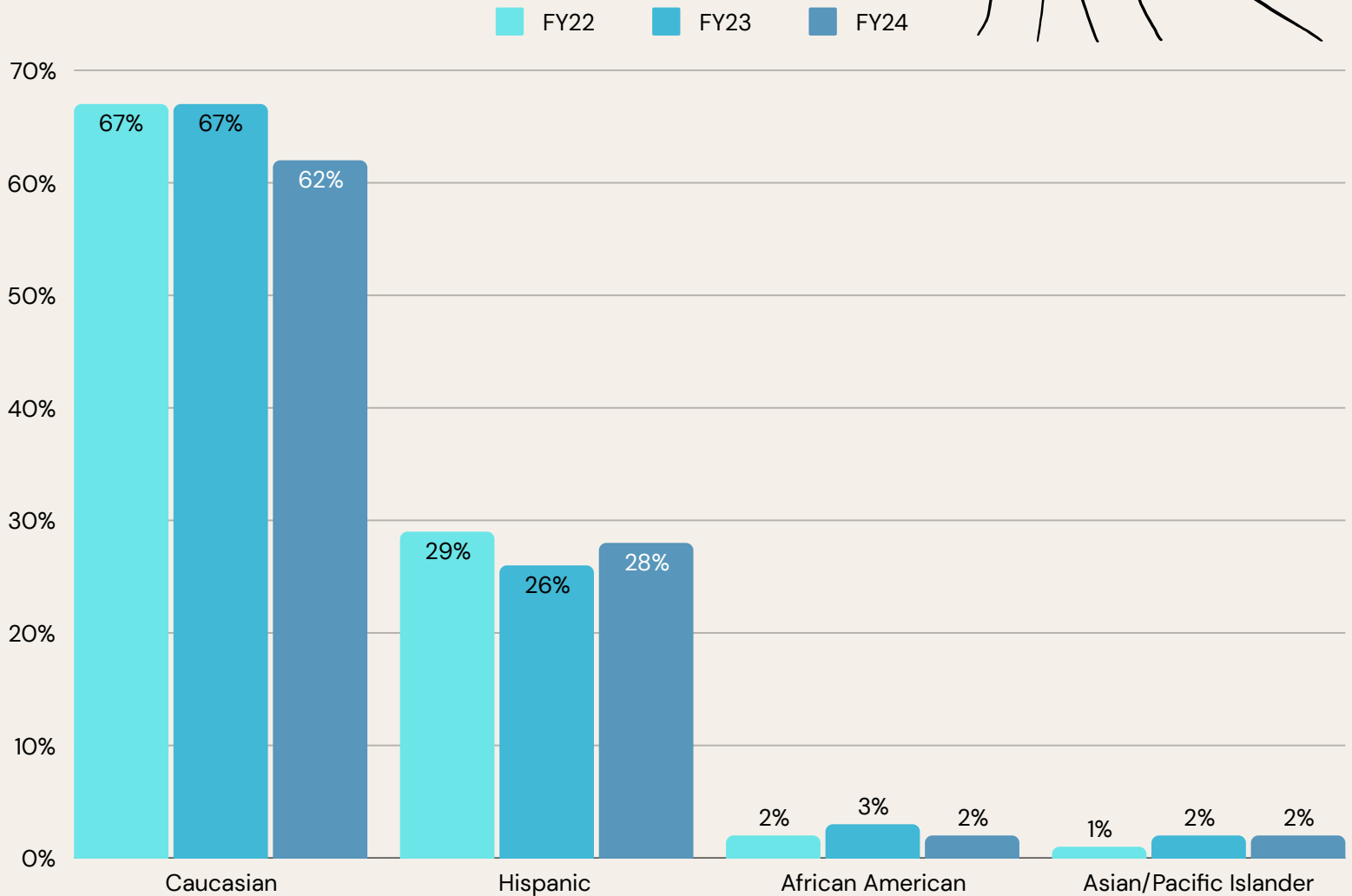
Gender



Demographics



Ethnicity

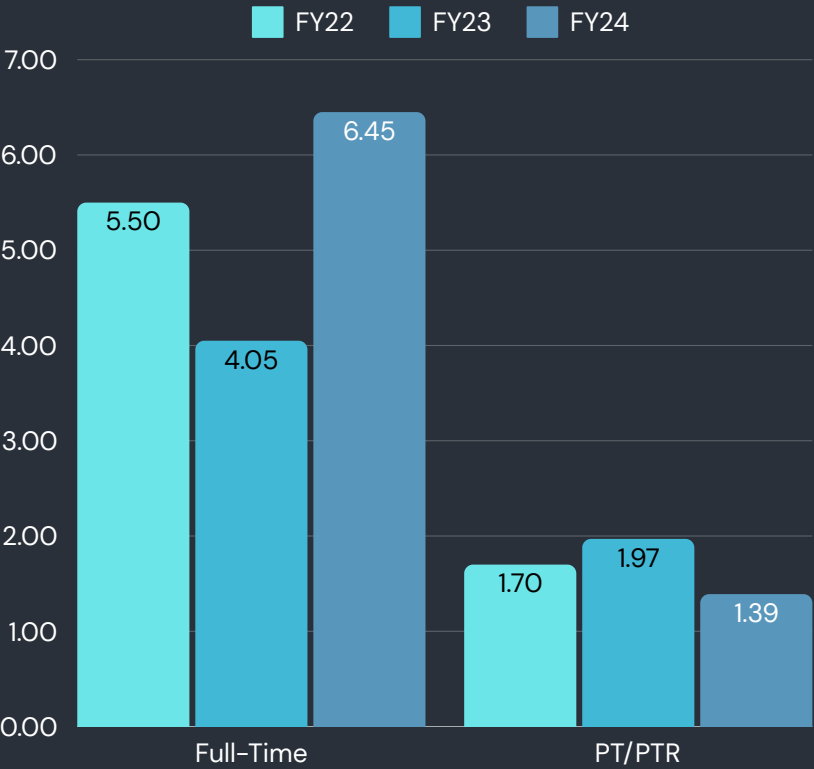


Data set is only representing a portion of ethnicities, some team members hired opted to not disclose.



Turnover

Team Member Tenure
Years of Service



13.3%

Total Full-Time Turnover Rate

18%

Public Sector 2024 turnover rate, according to the BLS

Projects

Details

Outcome

Policy Development

The HR Leadership team has continued to prioritize expanding and establishing policies to increase team member longevity.

- Full-Time team member tenure increased over 2%!

Exit Interview Expansion

The HR team continues to evaluate feedback to ensure necessary updates are made where appropriate.

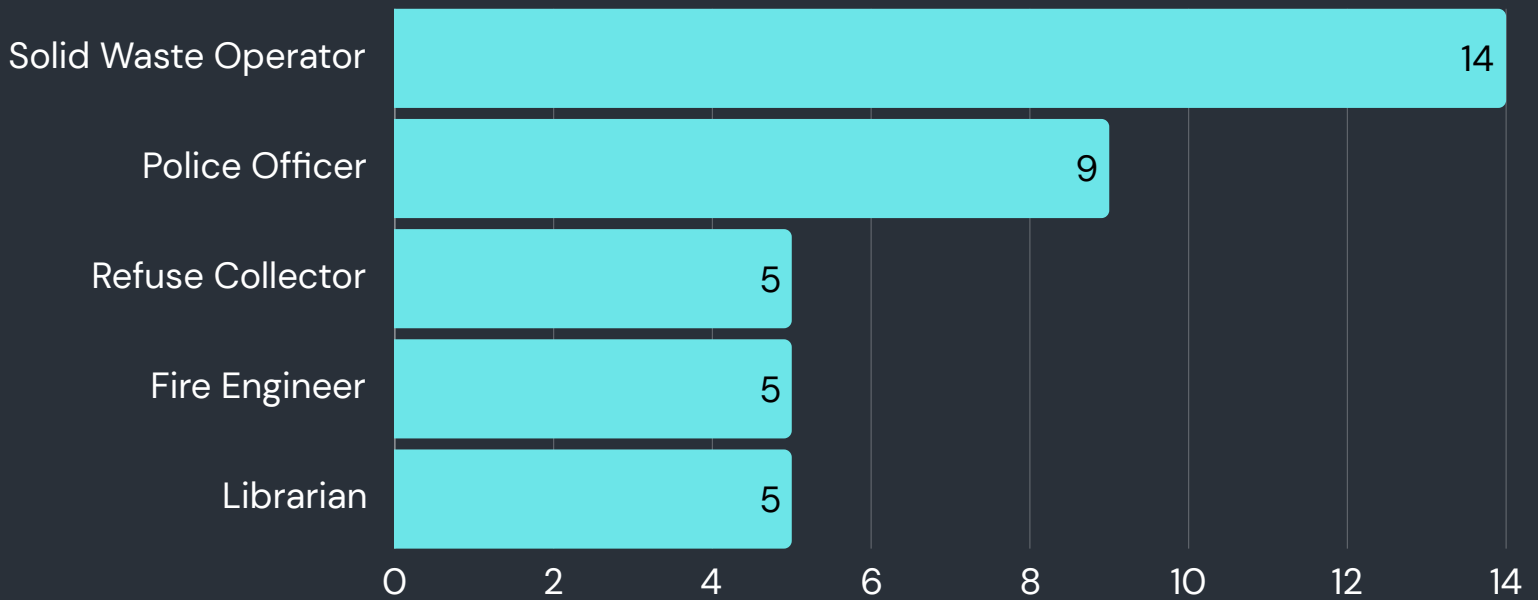
- Although team members leaving for compensation or advancement continues to be the primary reason for separation, the data trend has not increased from prior year.



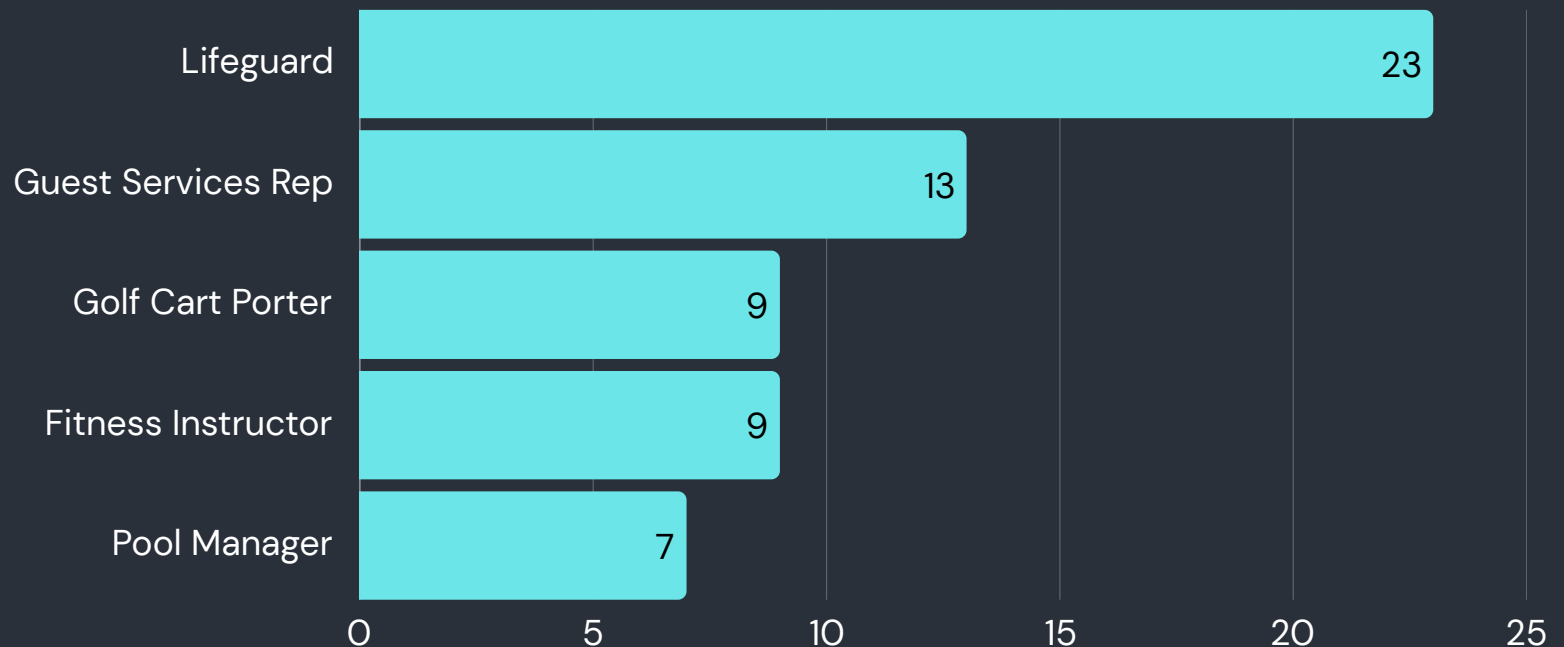
Separation Data



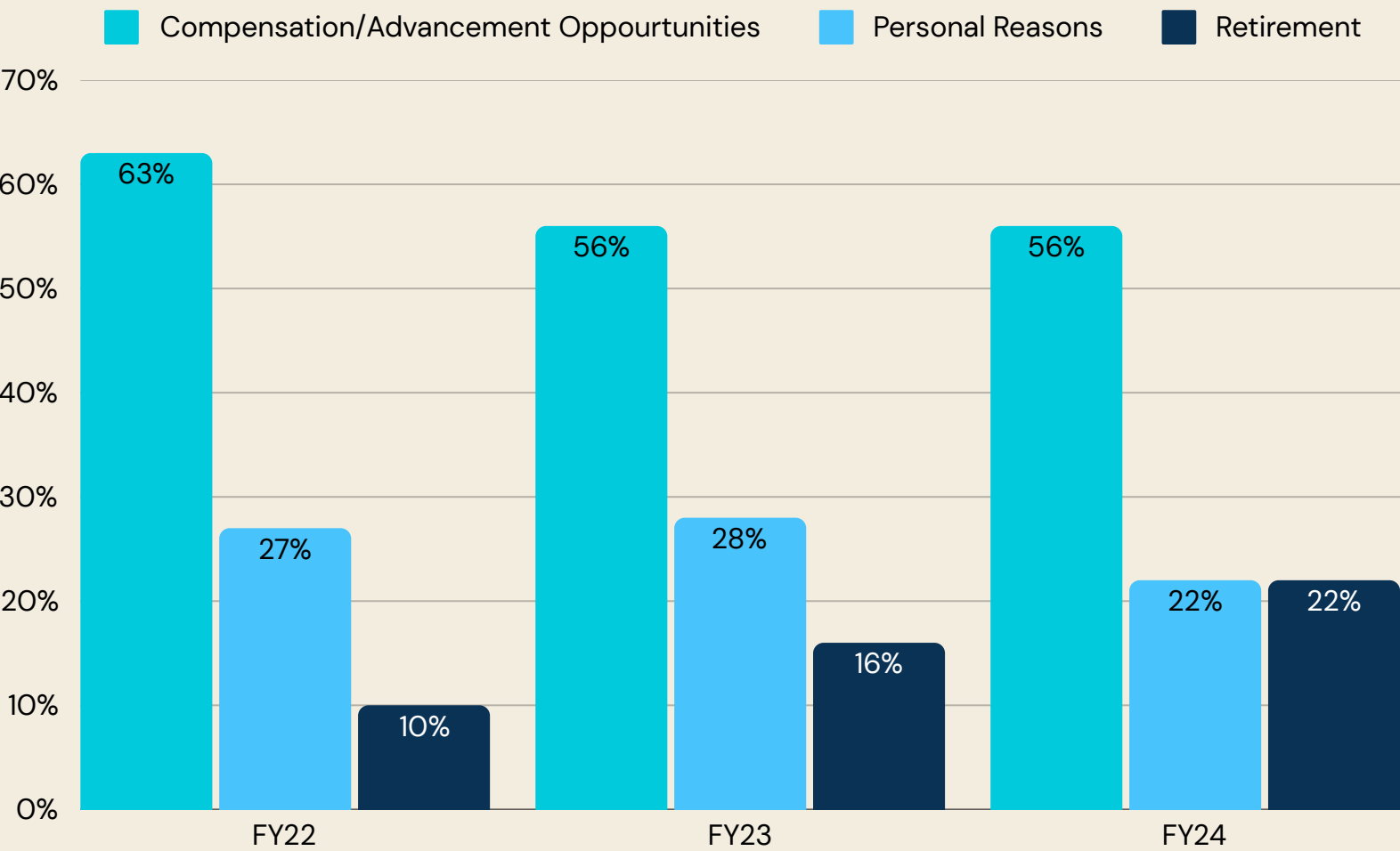
Full-Time Positions with the Highest Turnover



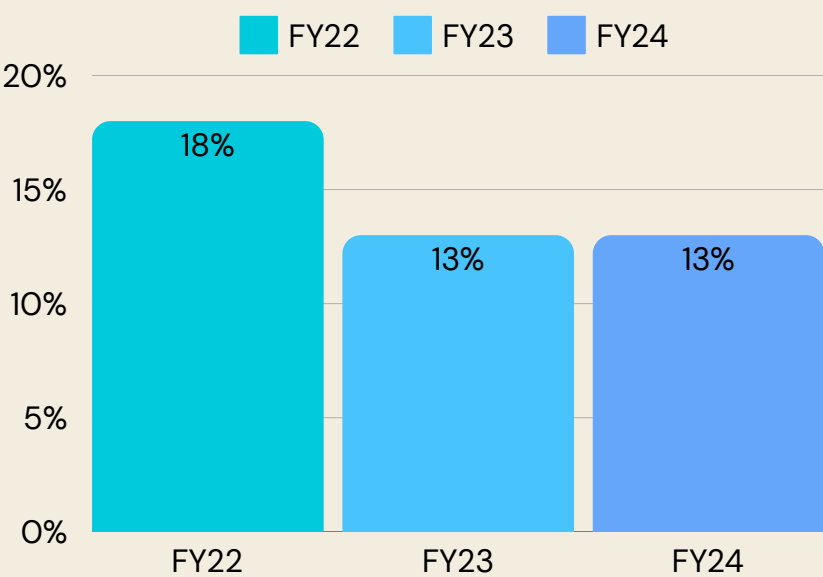
PTR/Part-Time Positions with the Highest Turnover



Separation Data



Full-Time Turnover Percentage by Fiscal Year



Recruitment & Onboarding

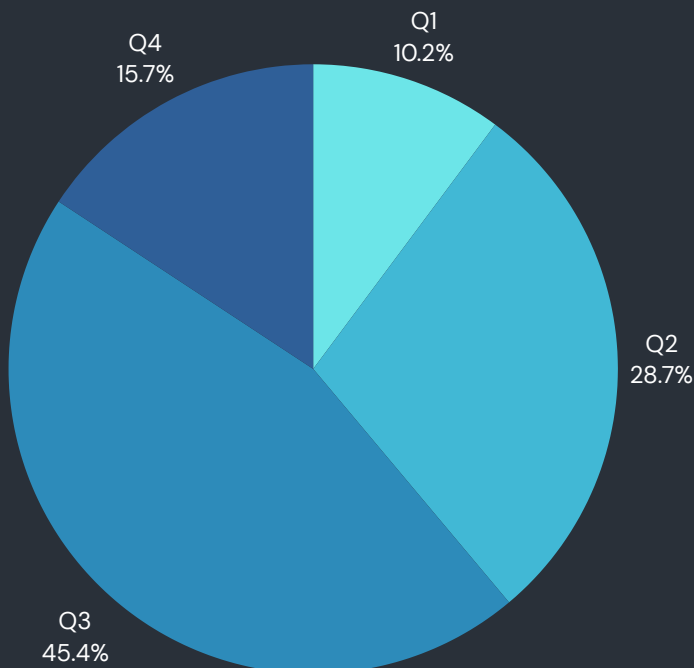


- Total Job Postings: 177
- 97% Offer Acceptance Rate
- Total number of applications received: 7,163

206 Newly hired full-time and part-time team members

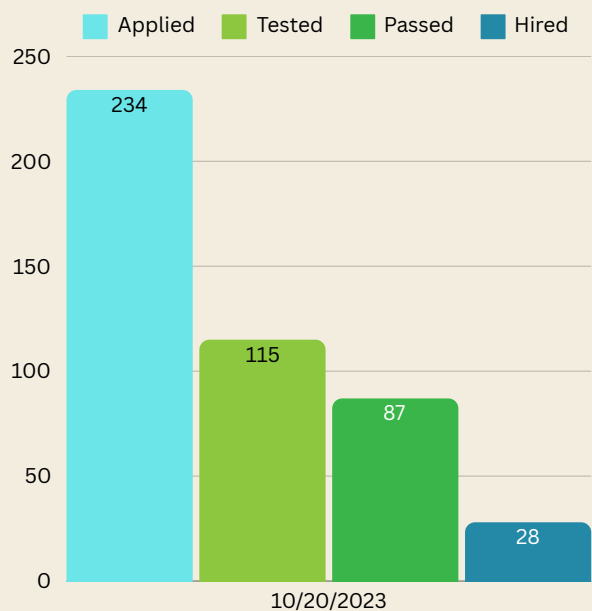
50 FT and PT/PTR team members hired this FY separated with an average tenure of 128 days or less

New Hires by Quarter



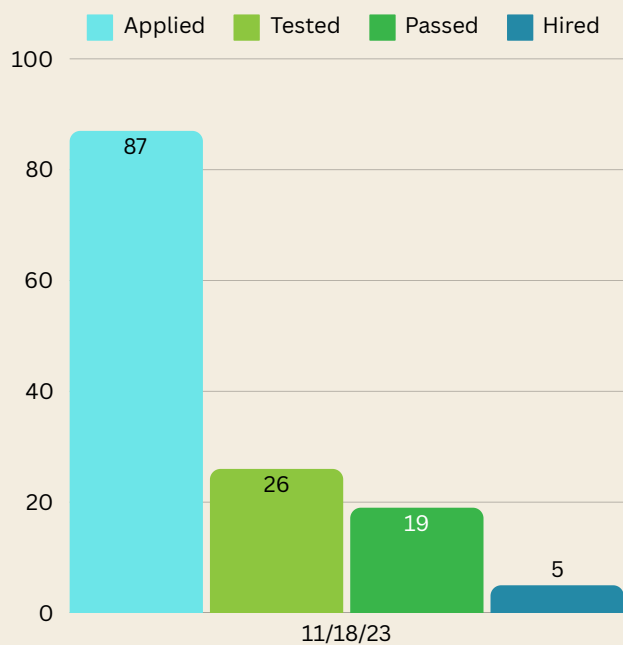
Police & Fire Entrance Exams

Fire Entrance Exams

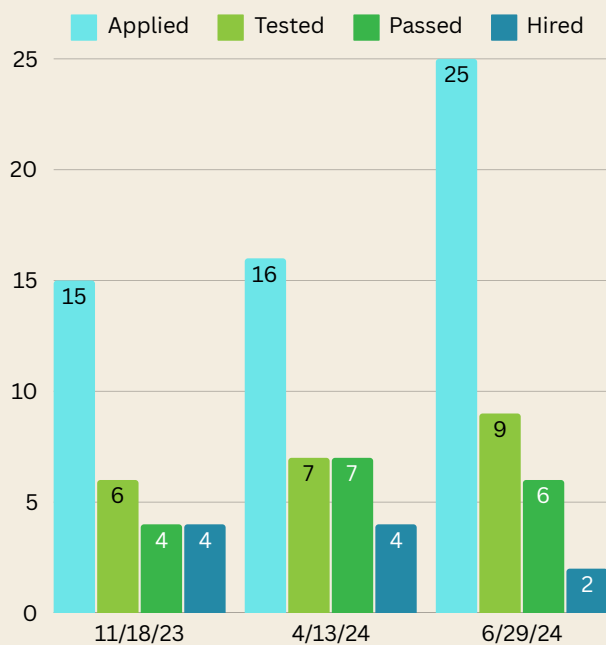


Police Entrance Exams

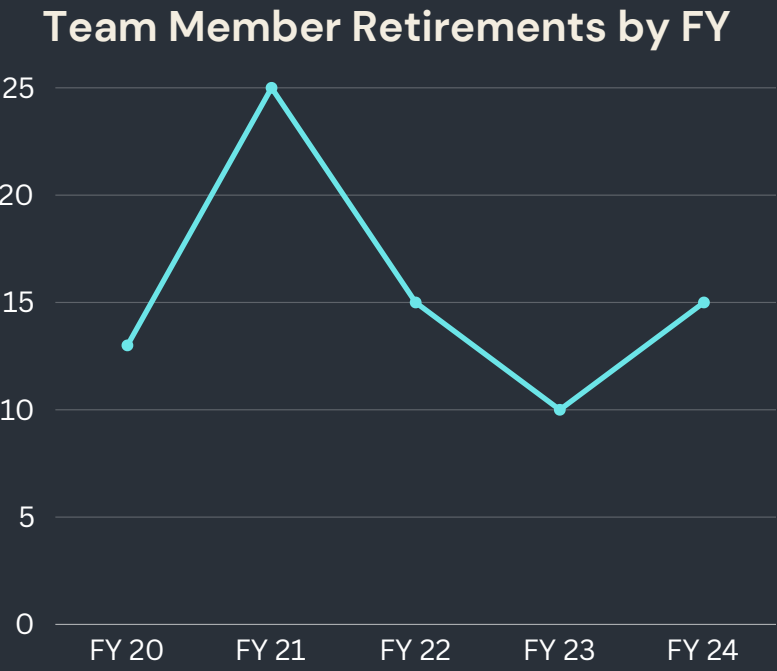
Non-Certified



Certified

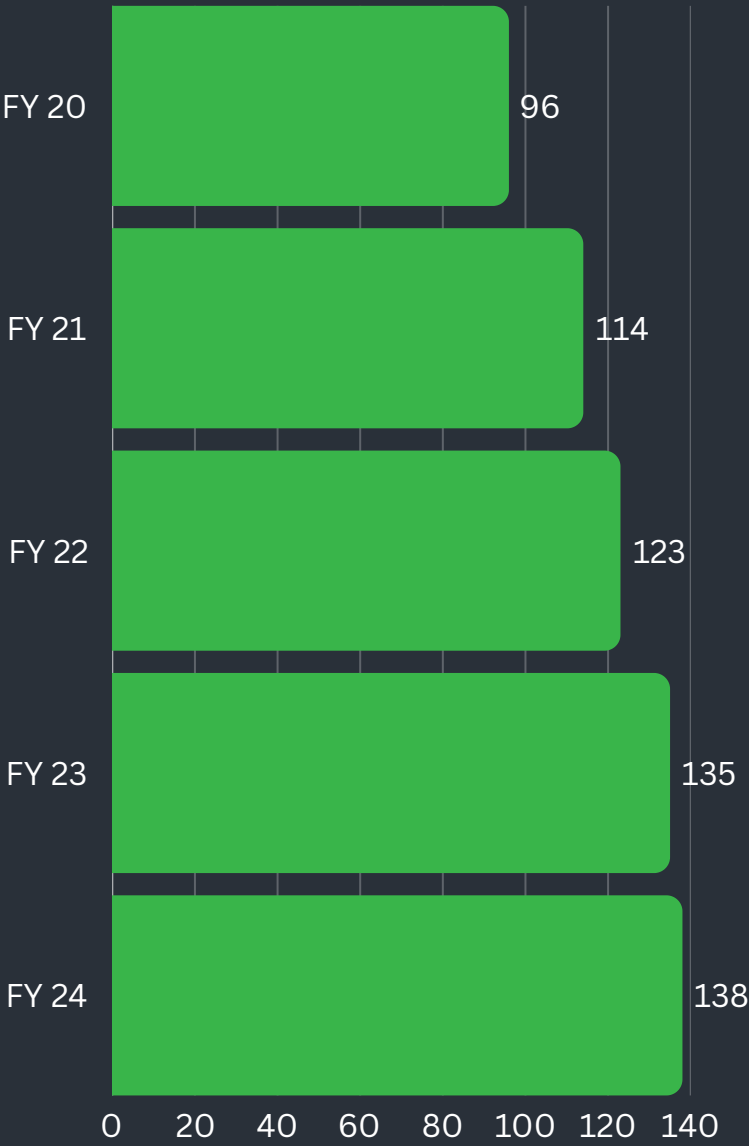


Retirement



57 years old
Average Retirement Age

Team Members Eligible to Retire



TMRS Eligibility: Age 60 or 20 years of service vested after 5 years

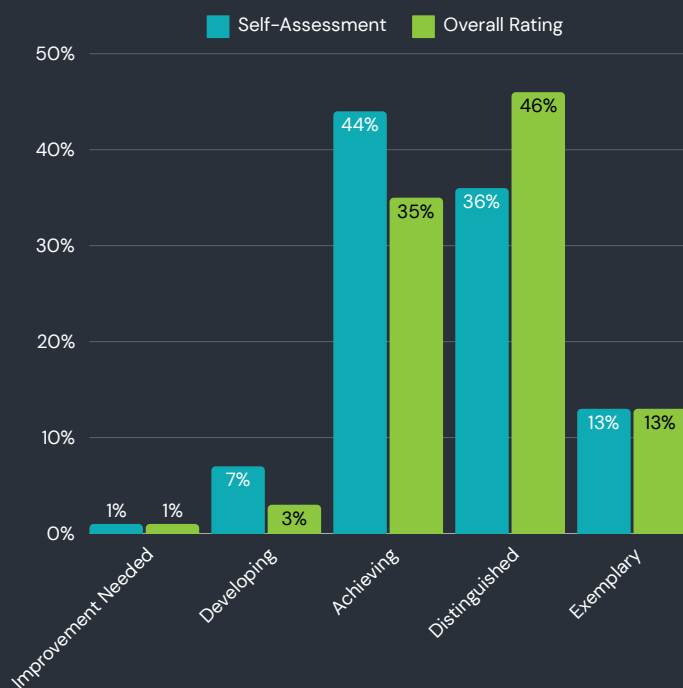
Performance Evaluations

The City's Performance Management Philosophy is to grow and develop team members at all levels, continually cultivating the human potential to achieve shared success.

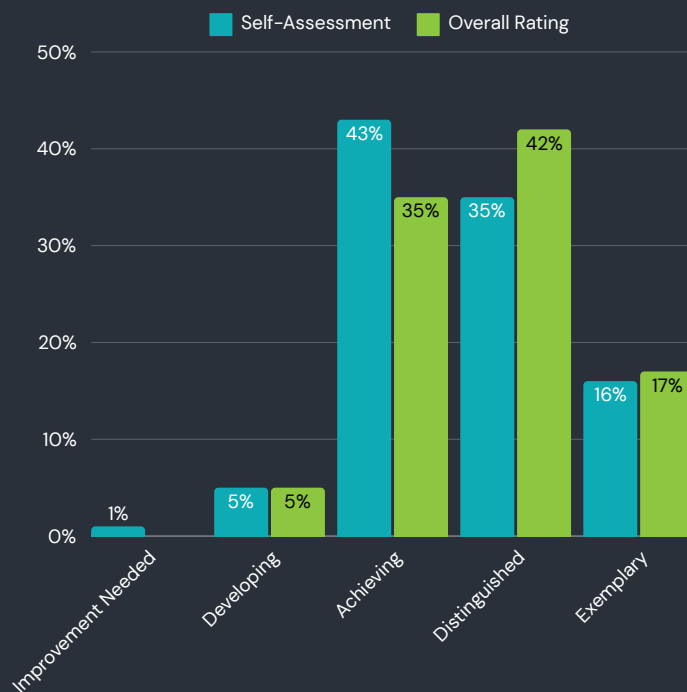
Continuous Improvement



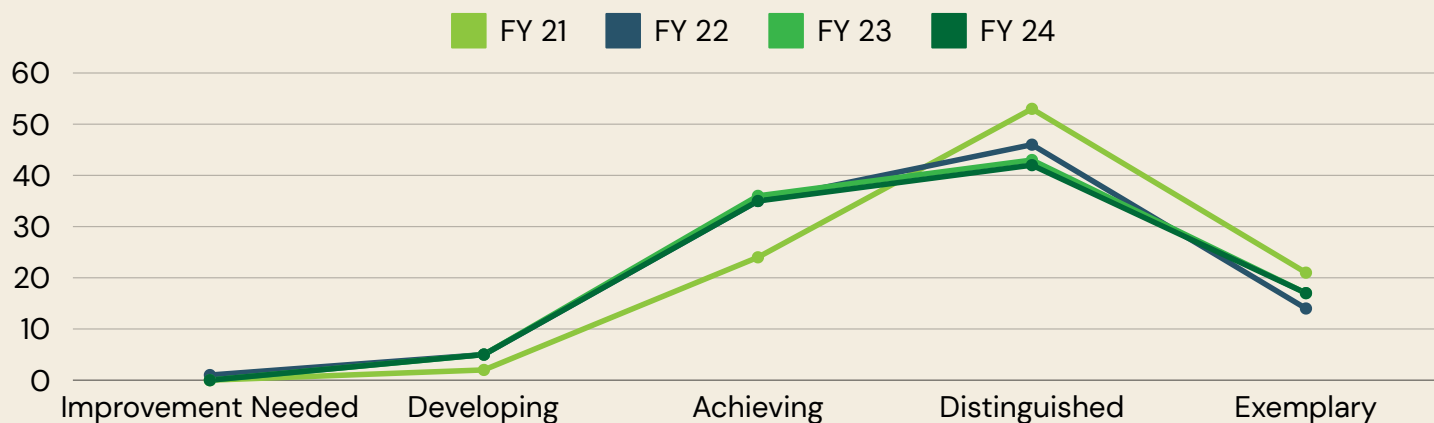
FY 23 Review Period: October 1, 2022–September 30, 2023



FY 24 Review Period: October 1, 2023–September 30, 2024



Overall Performance Rating Score by Fiscal Year

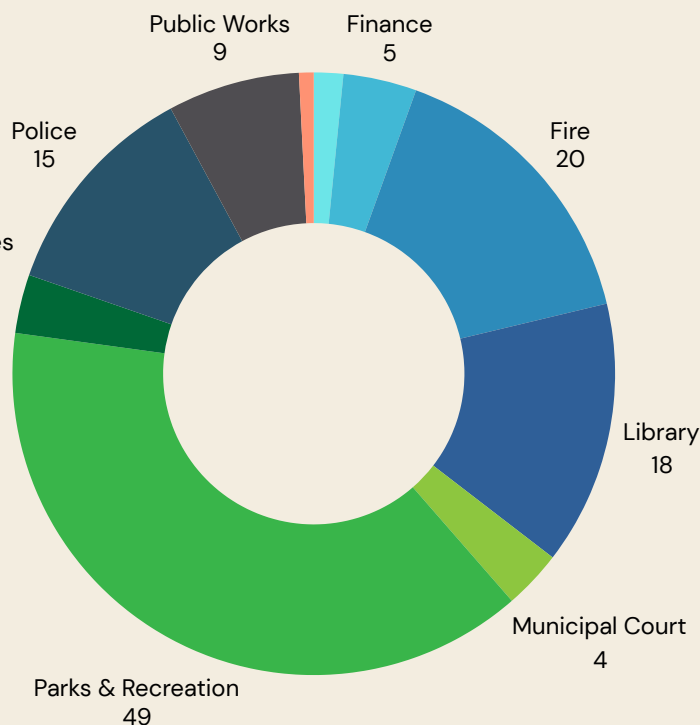


Advancement Opportunities

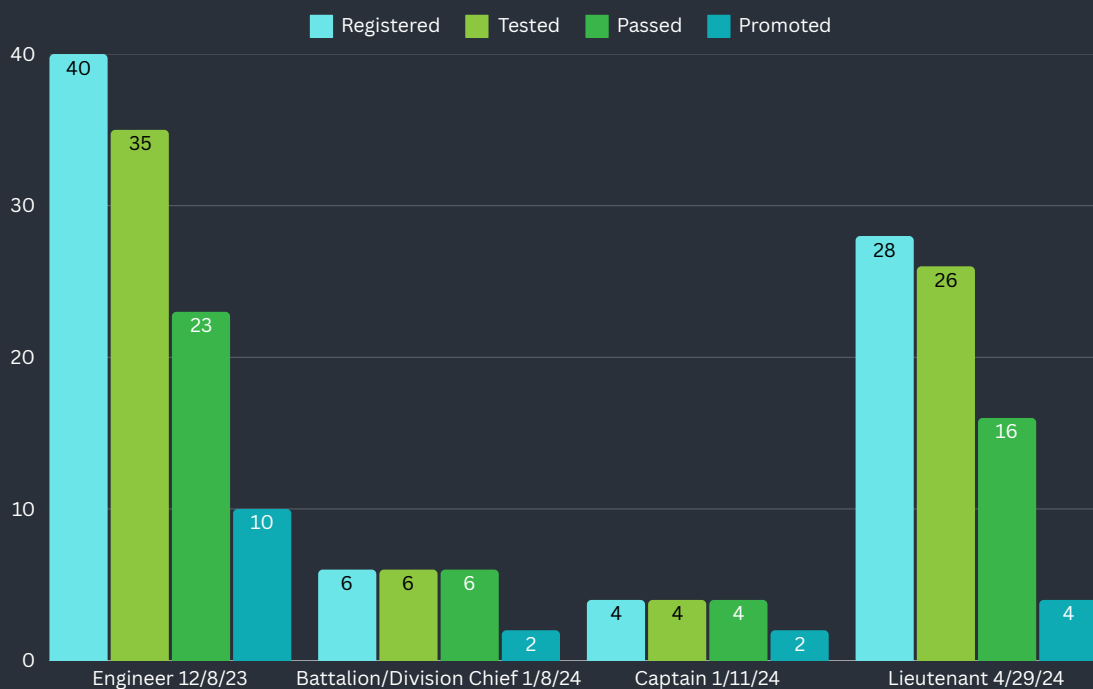
Promotions by Fiscal Year



Team Member Promotions



Fire Department Promotional Exams

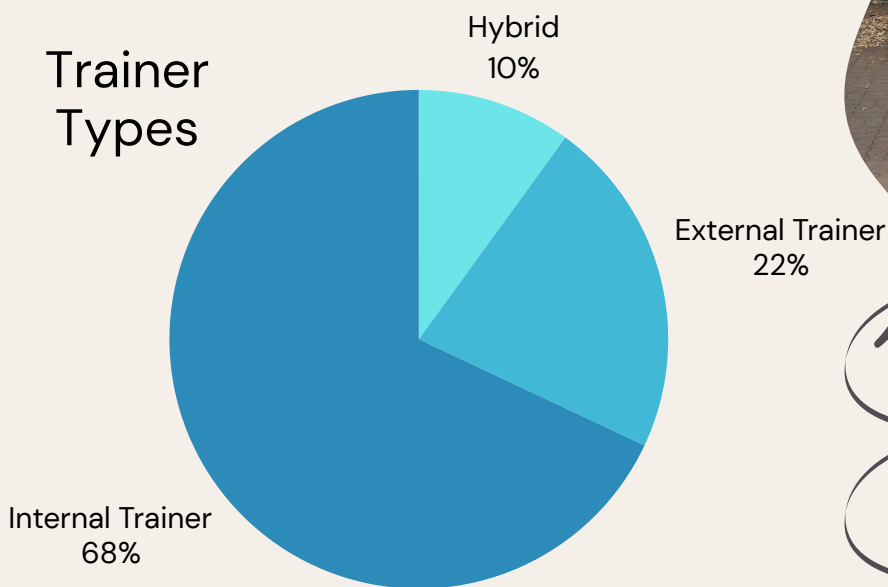


Growth Mindset



Learning & Development

Trainer Types



126

Total Professional Development Opportunities Provided in FY24

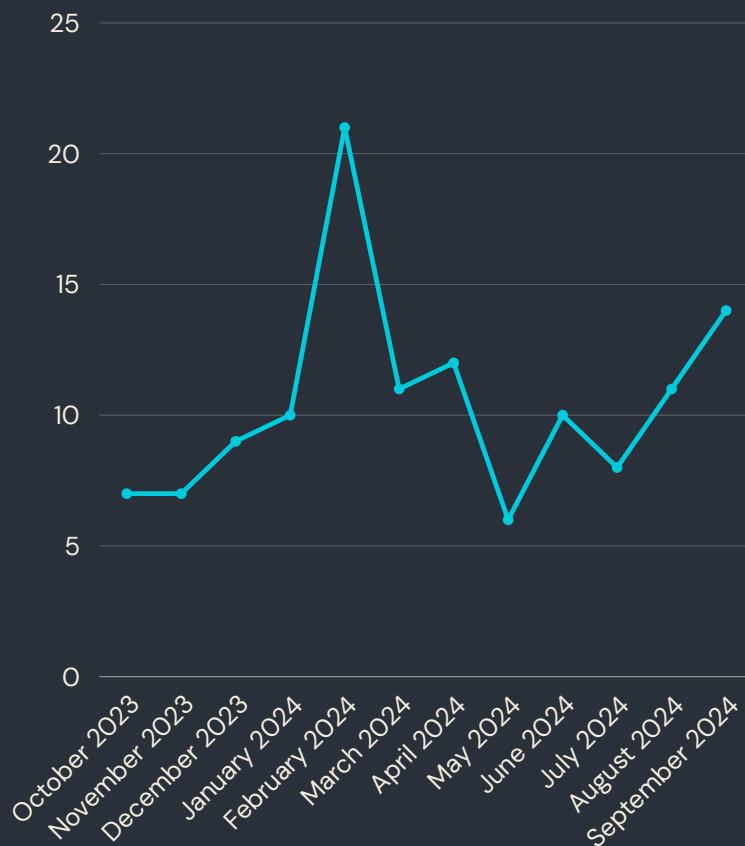
17

Team Members Participated in Tuition Reimbursement Program in FY24

Topics provided included:

- Power Excel
- Difficult Conversations
- Handling Emotions Under Pressure
- Front Desk Safety
- Civil Discourse
- Avoiding Burnout
- Customer Service
- Stress Management
- Harassment & Ethics (Mandatory)
- Compassion Fatigue
- Mental Health Awareness
- and more!

Professional Development Opportunities Provided in FY24



Learning & Development

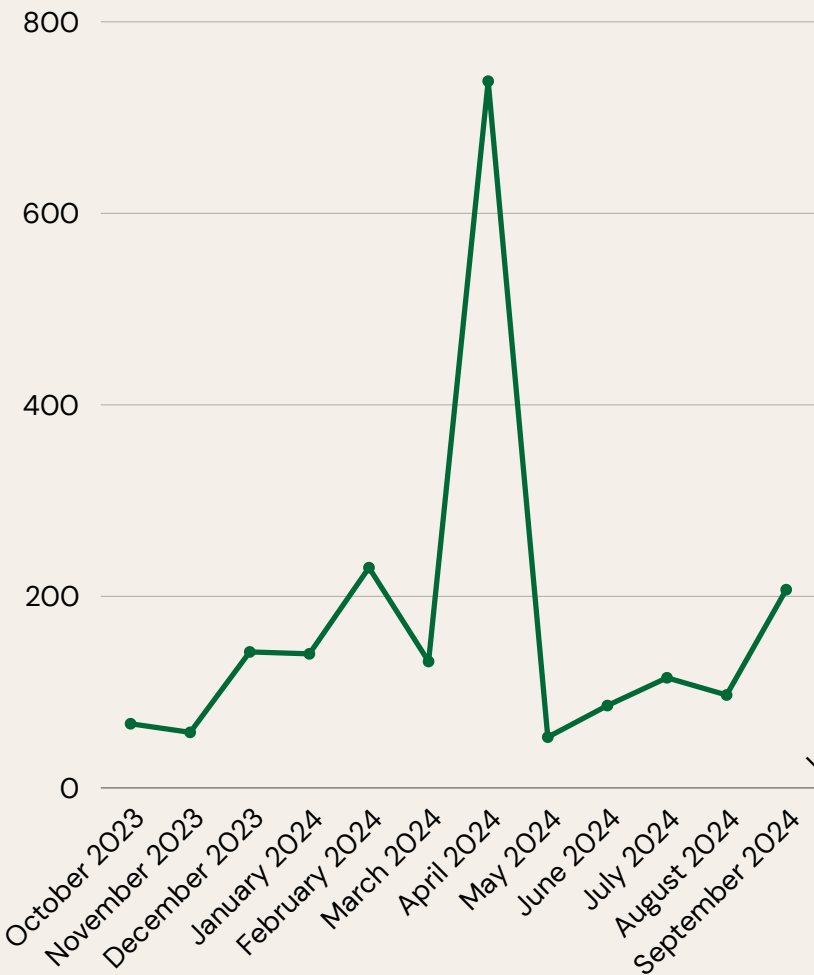
*we are eager to learn
& grow*

Career Skills Workshops

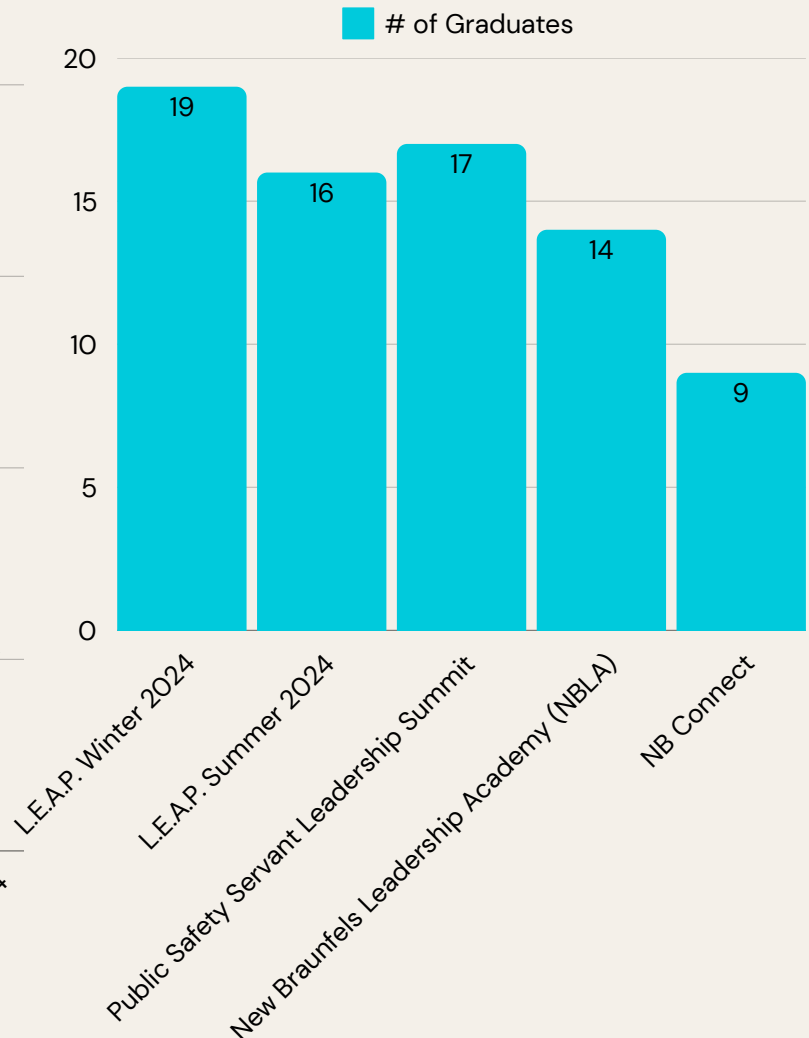
The HR Team hosted a new program titled Career Skills Workshops, which was a series of free classes designed to help team members and residents interested in improving their career preparation skills. Both internal and public classes were held. These free sessions gave participants a chance to work with the city's HR team on a variety of topics including resume building and job interview preparation.



Total Audience Reach for FY24
Professional Development Opportunities



FY24 Leadership Continuum Graduates



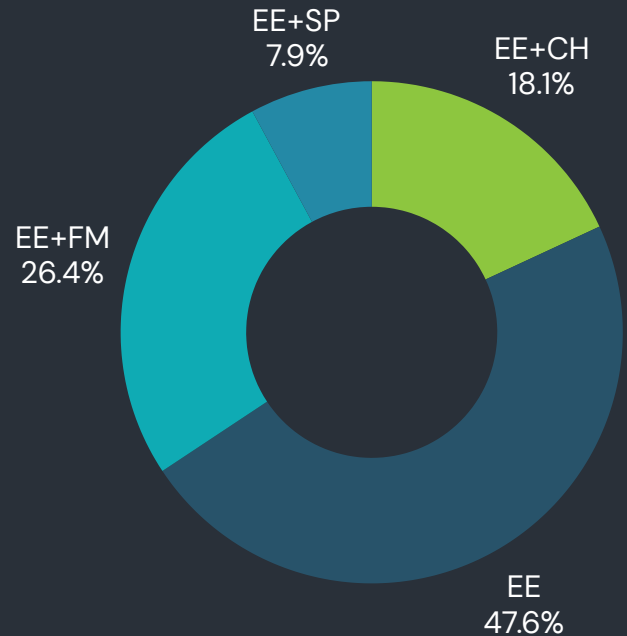
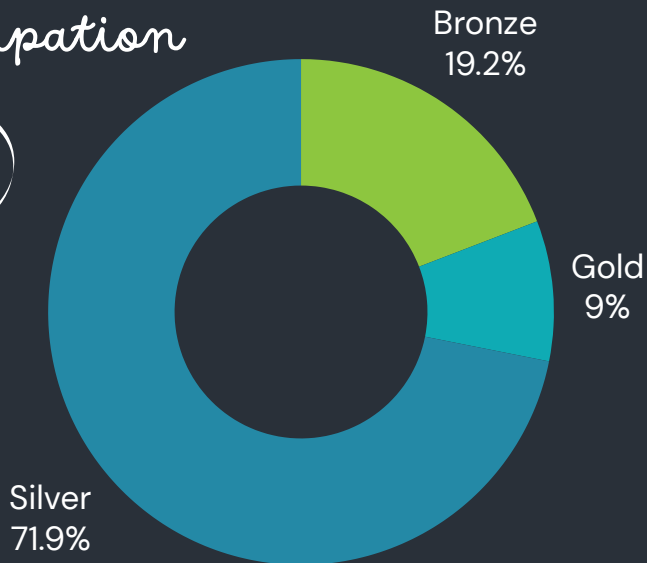
Mandatory Ethics & Harassment Prevention training was held in April 2024.

Total Rewards

Plan

Participation

647 team members



FY24 Wins

- Funding approval & launch of BeWell Rewards
- New 457(b) Carrier
- Annual Health & Wellness Expo, 165 attendees.

Program Utilization

- PPL: 2,001 hours utilized
- 457 (b): 232 Participants
- HSA/FSA: 264

FIRST RESPONDER
Supporting Partners Luncheon

Saturday, August 31
11:30 AM - 1 PM

Dos Rios Mexican Bar & Grill
1221 N. Academy Ave. NB, TX
Lunch provided

First Responder team member attendance is not required. This event is intended to build a community of support for our First Responder partners & spouses.

Guest Speaker
TANIA GLENN
& ASSOCIATES, PA

RSVP Required

Topics of discussion will be of adult content and may not be appropriate for children

Tien's Therapeutic Swedish Massage
WEDNESDAY, JUNE 26TH

sign up today!

Now offering chair massages!

Wellness Room, New Braunfels City Hall

1 hour \$85
30 Minutes \$45
15 Minutes \$25

Payment Options Include Cash, Credit/Debit Card, Electronic Payments

Free Flu Shots!

PROTECT YOURSELF LET'S GET VACCINATED

October 15th 8AM-11AM
New Braunfels City Hall, Council & Boardroom

October 15th 2PM-4PM
Police Station, 424 S. Castell Ave., Training Room & 2

October 23rd 10AM-12PM
New Braunfels Police Department, Community Room

No Appointment Necessary

Season of giving

November 2024

HSNBA, MEALS-WHEELS, United Way, Food Bank, CCCC

Wellness Program

Our Benefits & Wellness Team launched our **BeWell** Program in 2024! This program has grown to offer support through programming such as:

- **Monthly health topic focus:** Addressing key areas such as men's and women's health, as well as mental health
- **Private on-site nutrition consultations, 50+ team member participants**
- **Launched "Aunt Flo" program in 5 CONB team member restrooms**
- **On-site hearing, vision and mammography screenings**
- **1st Annual Supporting Partners Luncheon for first responder spouses, 40+ attendees**
- **No cost flu shot clinics, 121 flu shots administered**
- **61 participants in our Team Member Challenges: Promoting physical activity, fostering team bonding, and supporting philanthropic efforts within our community**

BE WELL NB

Digital 3D Mobile Mammograms are coming your way!

To have a mammogram on our Mobile Mammography Unit, you must:

- Be 40 years of age or older (insurance permitting). Under 40 years of age must have a physician order for screening.
- Have not had a mammogram within the past 360 days.
- Last mammogram must have been negative.
- Have NO BSE symptoms, such as lumps, pain, skin changes, or nipple discharge. (See physician right away if you have changes! Call us if you have been a BSE patient.)
- Have not had breast cancer in the last three years.

Be prepared for your visit:

- Bring the name, address, and phone number of your physician.
- If you have had a mammogram in the past, bring your film and bring them to your mammography appointment. If you are unable to do so, bring the location name and phone number of where you received the previous mammogram.
- Bring a valid photo ID.
- Bring your insurance card (for example Medicare, Medicaid, and most private insurance).
- 2019/2020 mammogram, perimenstrual, postmenstrual, or lactation.
- 2020 wear a two-piece outfit.

Monday NOVEMBER 4th 2024
9:00 a.m. to 1:00 p.m.

550 Linda St., NEW BRAUNFELS, TX 78130

Please call 210-704-4100 to schedule your appointment today. (Or visit: [Castell1.com](#))

Bringing Breast Health to you!

HEAR IN TEXAS

Quick & Easy Hearing Screenings

July 31, 2024
1:00 - 4:30pm
424 S. Castell Ave., New Braunfels, TX 78130

No Cost to You!

Sign up today!

City of New Braunfels

National Men's Health Month

Wear Blue on Friday, June 14th

Wearing blue reminds us of the health issues men face and what they can do to take charge of their health

EAT WELL. BE WELL.

APRIL 11TH & 29TH
PRIVATE NUTRITION CONSULTING

THURSDAY, MAY 23RD!

Das Nutrition CITY HALL POP-UP

BEGINS SERVING AT 8AM

MEAL REPLACEMENT SHAKES!

- All below 250 calories!
- Energy Teas with zero sugar!

Yoga in Tejas

led by **GYPSY WALTZ**
HOT YOGA STUDIO

limited space, so sign up today!

Get a free drink after class made by **BE WELL**

CITY OF NEW BRAUNFELS

FOOD DRIVE

LET'S MAKE A DIFFERENCE TOGETHER!

Top 12 Requested Items

Peanut Butter	Cereal	Tuna
Beans	Rice	Canned Soup
Chili	Canned Stew	Mac & Cheese
Canned Lunchmeat	Full Meals (Canned)	Pop Top Food Items

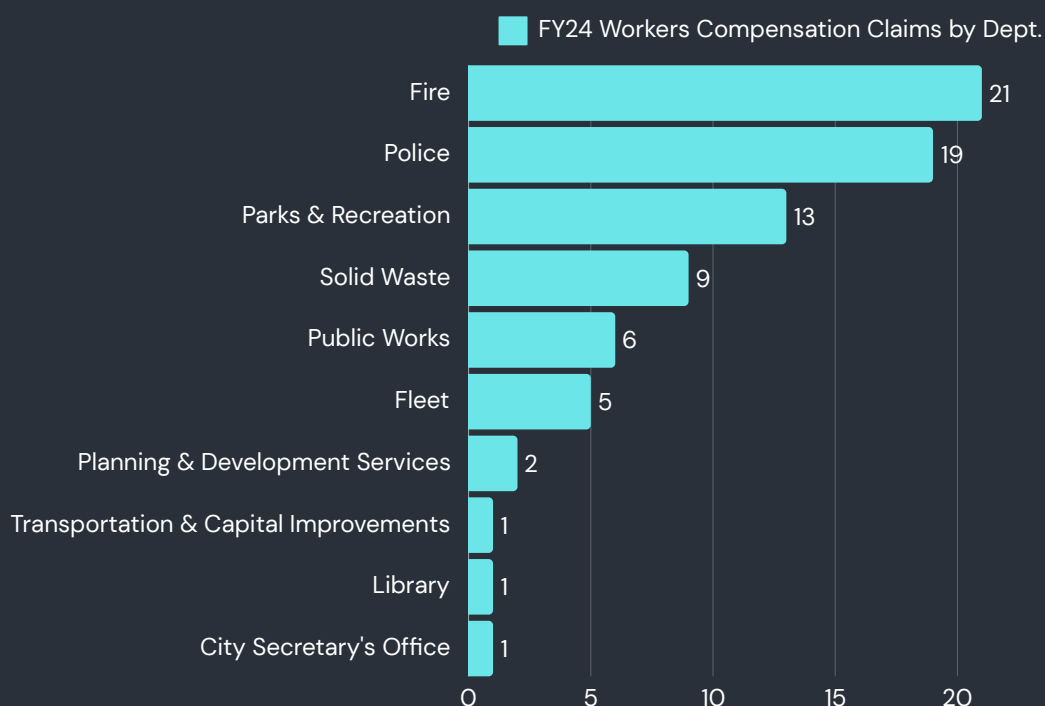
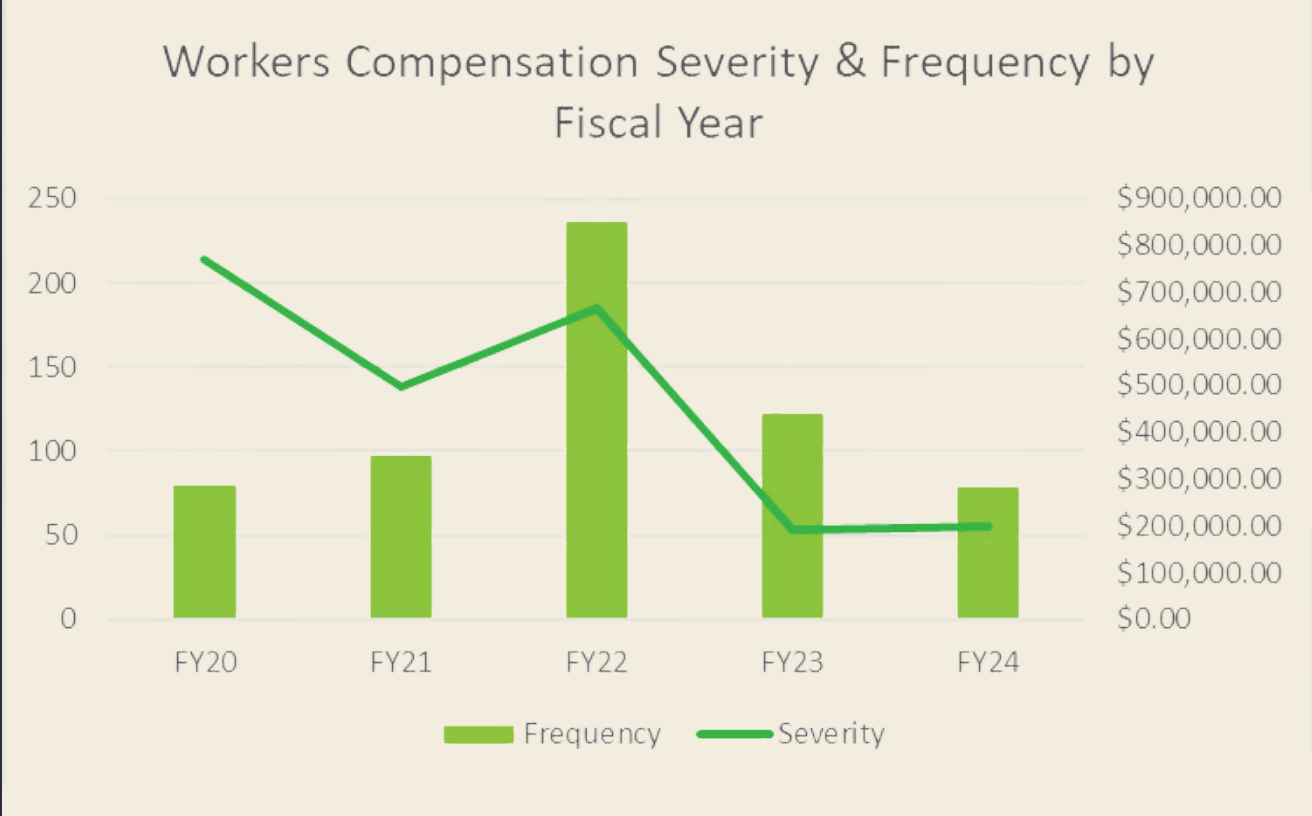
EMPLOYEE / ASSISTANCE PROGRAM

MENTAL HEALTH Webinar

MAY 16, 2024
11:00AM - 12:00PM

Mental Health Awareness

Workers Compensation



\$197,312

Severity of Workers Compensation Claims in FY24 (Total Claims Cost)

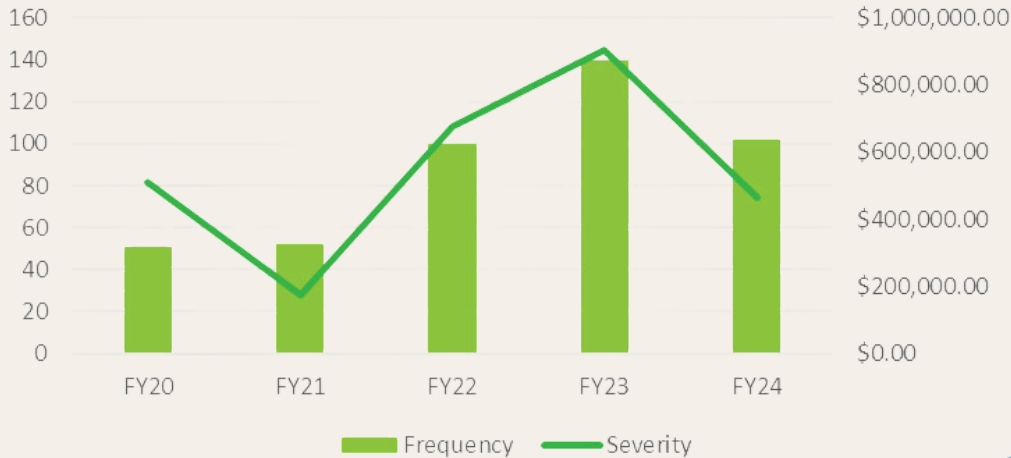
79

Total Workers Compensation Claims in FY24

Property & Casualty Claims

we make
data-driven decisions

FY24 Property & Casualty Claim
Severity & Frequency



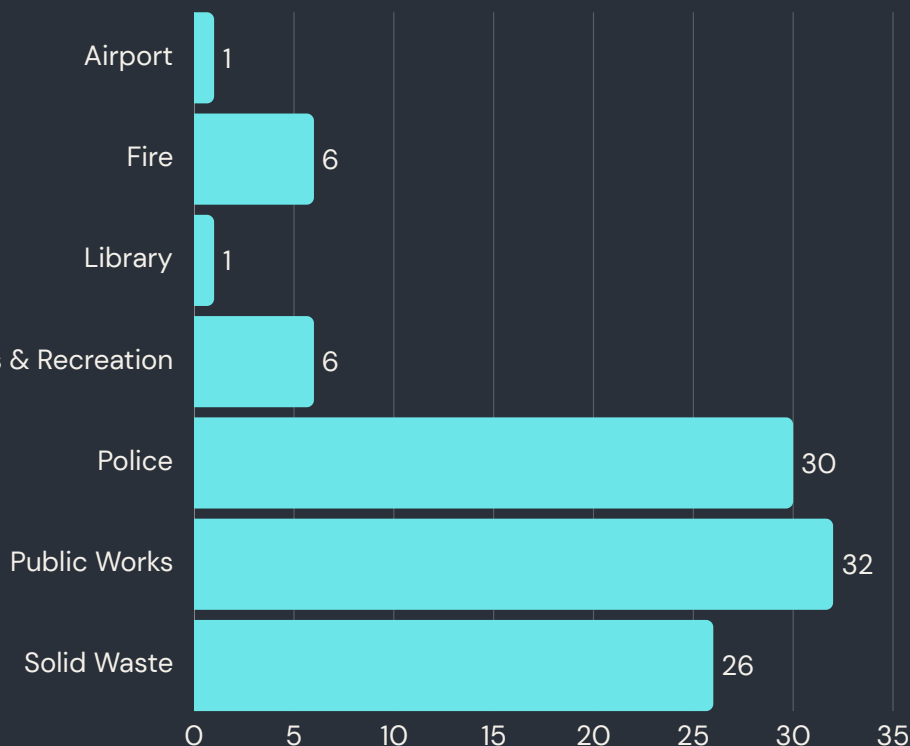
102

Total Property & Casualty Claims in FY24

\$463,983

Severity of Property & Casualty Claims in FY24
(Total Claims Cost)

FY24 Property & Casualty Claims by Department



FY24 Accomplishments

- Selected Workday as the new Enterprise Resource Planning (ERP) system and began implementation process
- Transitioned to an improved Employee Assistance Program (EAP) CommPsych
- Enhanced benefits concierge services through BCBS
- Successfully launched the new organizational wellness program, BeWell Rewards
- Expanded wellness programming to consistent monthly initiatives that incorporate BeWell challenges
- Completed the 2023 market compensation catch up with an added cost of living adjustment
- Conducted internal and external Career Skills Workshops
- Hosted the first Spouse Support luncheon in partnership with Tania Glenn for first responder spouses
- Transitioned the 457b plan and fiduciary services to TCG/HUB
- Completed executive recruitments for the Assistant Director of Finance and the Assistant Library Director
- Deployed new recognition software, Award Co.
- Organized the 2nd annual City-wide job fair
- Restructured the Human Resources team to create dedicated positions for a Risk Management Coordinator and an HR Safety Liaison
- Updated the Council-approved Benchmark City list



Looking Forward.....

- Successfully launch new ERP system
- Complete succession planning in association with the Strategic Plan
- Establish and expand safety programs and initiatives within the organization with dedicated HR Safety Liaison
- Host an opportunity for hiring managers to develop their recruitment and interview skills
- Complete 3rd biennial Employee Engagement Survey
- Complete FY25 Market Study and finalize recommendations
- Review of Part-Time Regular team member benefits to evaluate equity amongst other team members and increase retention with this team member group

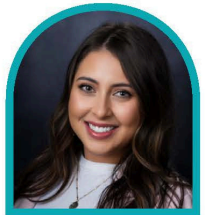
CITY OF NEW BRAUNFELS

HUMAN RESOURCES



Zae Swor
Benefits Coordinator
x4392

- Team member benefits (Medical, dental, vision, supplemental, etc.)
- Open enrollment & benefit workshops
- Wellness initiatives



Cassidy Gonzales
HR Generalist
x4377

- New hire processing & onboarding (NeoGov)
- Non-uniform job postings & recruitment
- HR system assistance (Employee Online, HR form library, etc.)



Morgan Klaser
Learning & Development Coordinator
x4379

- Organizational development & training
- Team member performance management
- Tuition reimbursement program



Cailin Cronin
HR Manager
x4391

- Strategic risk & safety approaches
- Team member lifecycle management
- Team member relations & investigations



Becca Miears
HR & Risk Management Director
x4397

- Organizational culture & development
- Policy, process, benefit assessment & enhancement
- Civil Service director



Lindsey Cox
HR Assistant Director
x4395

- Compensation strategies
- Team member relations & investigations
- Benefits planning & design



Julie Mikolayczyk
Risk Management Coordinator
x4396

- Risk Management claims (Workers Compensation & Property & Casualty)
- Workers Compensation return to work process
- Risk claims data



Lori Stidham
HR Generalist
x4393

- Civil Service (Police & Fire) processes & procedures
- Team member file management
- Verification of employment



Josh Baker
HR Safety Liaison
x4394

- Safety initiatives and training
- CDL training
- DOT verifications of employment



Michelle Matjeka
Wellness Specialist
x4298

- Family Medical Leave Act (FMLA) management
- Other leave (catastrophic, unpaid, military, etc.)
- Wellness initiatives

550 Landa Street, New Braunfels, TX 78130
Hours: M - F | 8am - 5pm
Phone: (830) 221-4390
HumanResources@newbraunfels.gov