



DEPARTMENT OF HUMAN RESOURCES

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ADMINISTRATIVE SERVICES

Division #25-1053

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CIVIL SERVICES

Division #25-1054

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COMPENSATION & BENEFITS

Division #25-1055

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PERSONNEL

Division #25-1057

DEPARTMENT OF HUMAN RESOURCES

Administrative Services
Division #25-1053

Mission Statement

The Department of Human Resources is responsible for all Personnel functions of the City. The Department provides Civil Service functions and oversees all hiring for City Government as well as the Buffalo Board of Education (BOE), Buffalo Municipal Housing Authority (BMHA) and Buffalo Sewer Authority (BSA). The Department administers health and benefits and implements training and wellness programs for all City employees.

The Department is comprised of three divisions in addition to the Commissioner's Office:

- 1) Division of Civil Service
- 2) Division of Compensation and Benefits
- 3) Division of Personnel

Goals

1. Increase efficiencies through the use of the HRIS system (MUNIS), civil service, roster cards, applicant tracking, online applications, grievance tracking, new hire and termination workflows, EE self-service, manager self-service and online open enrollments.
2. Develop and provide manager specific training with Subject Matter Experts (SME).
3. Continue key controls in the Benefits Department for auditing work and capturing errors internally to ensure the appropriate separation of duties with financial impact.

Activities

1. Oversee strategic planning for Civil Service, Compensation and Benefits and Personnel Departments.
2. Regularly participate in Civil Service decision procedures under Rules 10 & 11 of the Rules for the Regulation of the Classified Civil Service of the City of Buffalo.
3. Review MUNIS capabilities, additional modules, and other HRIS add-ons that will enhance service delivery and decrease paper.



City of Buffalo
 Adopted Budget 2020-2021
 General Fund

	2018-2019 Actual Amount	2019-2020 Adopted Budget	2019-2020 Revised Budget	2019-2020 Year To Date 6/18/2020	2020-2021 Adopted Budget
1053 HR ADMINISTRATION TOTAL	153,853	153,807	153,807	143,446	157,342
12553001 EMPLOYEE RELATIONS PS	153,107	153,107	153,107	143,446	157,142
411001 ANNUAL SALARY	151,732	151,732	151,732	141,771	154,767
414001 LONGEVITY	1,375	1,375	1,375	1,675	2,375
12553004 EMPLOYEE RELATIONS TR	-	200	200	-	200
458003 REGISTRATION & MEMBERSHIP FEES	-	200	-	-	200
490000 FREEZE FUNDS	-	-	200	-	-
12553005 EMPLOYEE RELATIONS SP	446	-	-	-	-
461001 OFFICE SUPPLIES	446	-	-	-	-
12553006 EMPLOYEE RELATIONS SV	300	500	500	-	-
454000 ADVERTISING	300	500	125	-	-
490000 FREEZE FUNDS	-	-	375	-	-



City of Buffalo
Adopted Budget 2020-2021
General Fund

Administrative Services
12553001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Commissioner of Human Resources	5	I129	1	\$ 114,803	\$ 112,552
Secretary to the Commissioner of Human Resources	5	I009	1	43,059	42,215
Total			2		\$ 154,767

DEPARTMENT OF HUMAN RESOURCES

Civil Service
Division #25-1054

Goals

1. Administer examinations for decentralized titles (Fall 2020 – Typist, Account Clerk Typist, Complaint Clerk, Senior Typist)
2. Administer Training & Experience exam for Occupational Therapist (Fall of 2020)
3. Continue the hiring process for Police Officer from the current eligible list.
4. Continue the hiring process for Firefighter from current eligible list.
5. Continue administering State and Consultant prepared examinations for City-wide vacancies.
6. Schedule public hearings for Civil Service Rules Appendices for reclassification of titles that are pending exempt or non-competitive status.
7. Train new Personnel Specialists on the process for planning and conducting decentralized examinations (Typist, Account Clerk Typist, Wastewater Treatment Operator, all MIS titles, etc.); and, training and experience examinations (Occupational Therapist, Physical Therapist, Veterinary Technician, etc.).
8. Make recommendations for succession planning City-wide as well as onboarding: New hire process (offer letter) and exit process.
9. Review and streamline disciplinary process and procedure (Section 72-75 terminations) and provisional and temporary employee disciplinary actions.
10. Evaluate need for performance review process City-wide.
11. Interface with the MIS Department on implementing the new Tyler MUNIS system, well as roster cards, applicant flow program and applicant self-service system.
12. Interface with the MIS Department on implementing ExecuTime payroll.

Activities

1. Prepare staff and locations for administration of all Civil Service examinations: written; physical agility; assessments centers; oral board testing; and, military make-up exams.
2. Advise City Departments, unions, employees and the public on a daily basis of all Civil Service matters.
3. Review classification plan, determine needs of the Departments, update current job specifications and develop new titles, as required.
4. Train new Personnel Specialists on all aspects of test administration, eligible list management, classification system administration, jurisdictional classification, application review/qualifying, job audits, selection, recruitment, placement and various other civil service procedures.
5. Update and post all City Civil Service examination and vacancies on City webpage.
6. Oversee and participate in the preparation and adoption of eligible lists including canvassing, processing candidates and certifying the lists to the appointing authority.

DEPARTMENT OF HUMAN RESOURCES

Civil Service
Division #25-1054

Accomplishments

1. Administered decentralized MIS examinations.
2. Hired a total of 78 entry-level Police Officers.
3. Hired a total of 130 entry-level Firefighters.
4. Processed approximately 5,000 applicants by annual application review for examinations, provisional, temporary, seasonal, non-competitive and unclassified appointments for all City Departments, the Board of Education, the Buffalo Sewer Authority and the Buffalo Municipal Housing Authority.
5. Completed the Annual Report for New York State Civil Service 2019, reported all new hires and current employees and their Civil Service status and reported exams administered and Human Resources completed and projected projects and goals.
6. Created and/or revised job specifications for the following positions: Deputy Commissioner of MIS; Deputy Commissioner of Assessment & Taxation; Supervising Legal Investigator & Case Coordinator; Impound Coordinator; Transaction Specialist; Senior Staff Supervisor; Inclusionary Compliance Monitor; Justice Court Clerk; as well as other positions requested by Departments in the City, the Buffalo Municipal Housing Authority and Buffalo Sewer Authority.
7. Reviewed Civil Service Rules 1-20 to submit to New York State Civil Service Commission.
8. Began process to adopt Model Civil Service Rules.
9. Reviewed job specifications and met with Department and union for Recreation Instructor title (the union is seeking changes that will impact the critical duties of the position – ongoing until issue is resolved).
10. Assisted in procuring a new site for Fire Abilities testing (ongoing).
11. Began rule appendices process for titles that require reclassification upon recommendation from New York State Civil Service.
12. Pursued different options to process seasonal stationary engineers for the Board of Education and the Department of Public Works.
13. Conducted biweekly meetings with the Board of Education to resolve ongoing personnel matters, enhance processing procedures and address payroll certification issues.
14. Implemented new procedure for tracking acting time to ensure that Departments are in compliance with Section 100 of Civil Service Law.



City of Buffalo
 Adopted Budget 2020-2021
 General Fund

	2018-2019 Actual Amount	2019-2020 Adopted Budget	2019-2020 Revised Budget	2019-2020 Year To Date 6/18/2020	2020-2021 Adopted Budget
1054 HR CIVIL SERVICE TOTAL	1,199,178	1,338,945	1,854,772	1,416,567	1,088,114
12554001 CIVIL SERVICE PS	454,053	628,858	628,858	413,786	572,252
411001 ANNUAL SALARY	396,976	505,391	505,391	366,830	486,622
412002 HOURLY SALARY	25,448	81,125	81,125	10,735	45,125
413001 OVERTIME	21,149	24,995	24,995	15,350	22,995
413003 ACTING TIME	331	-	-	15,152	-
414001 LONGEVITY	2,825	5,575	5,575	4,400	5,725
414007 PERFECT ATTENDANCE INCENTIVE	5,859	7,836	7,836	-	8,209
414028 VACATION BUYOUT	1,293	3,216	3,216	1,284	3,216
415001 AUTOMOBILE ALLOWANCE	171	720	720	36	360
12554004 CIVIL SERVICE TR	310	625	3,625	-	-
458001 TRANSPORTATION	-	125	-	-	-
458002 MEALS & LODGING	-	300	-	-	-
458003 REGISTRATION & MEMBERSHIP FEES	310	200	-	-	-
490000 FREEZE FUNDS	-	-	3,625	-	-
12554005 CIVIL SERVICE SP	6,368	4,415	1,495	515	3,515
461001 OFFICE SUPPLIES	2,617	-	-	-	-
461400 POSTAGE	-	-	-	-	100
464000 PERIODICALS	450	415	495	492	415
467000 MISCELLANEOUS SUPPLIES	3,301	4,000	1,000	23	3,000
12554006 CIVIL SERVICE SV	738,448	705,047	1,220,794	1,002,266	512,347
432002 MEDICAL SERVICES	93,342	120,375	185,638	136,500	106,625
432004 ENGINEER & TECHNICAL SERVICES	612,922	440,000	914,245	826,155	390,000
443400 EQUIP MAINTENANCE CONTRACTS	321	272	68	-	272
444101 RENTAL LAND & BUILDINGS	6,041	125,000	31,119	31,119	-
454000 ADVERTISING	10,080	4,000	2,514	2,018	3,000
455000 PRINTING & BINDING	690	2,700	675	-	1,000
455100 INTERNAL PRINT SHOP	6,079	5,200	2,492	1,354	3,950
456000 OTHER SERVICES	8,973	7,500	5,715	5,120	7,500
490000 FREEZE FUNDS	-	-	78,329	-	-



City of Buffalo
Adopted Budget 2020-2021
General Fund

Civil Service
12554001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Account Clerk Typist	12	A005	1	\$ 39,779	\$ 39,779
Administrative Director	5	I085	-	94,562	-
Personnel Assistant	15	A013	1	44,209	44,209
Personnel Assistant	12	A013	1	41,804	41,804
Personnel Specialist I	14	A049	2	55,859	111,718
Personnel Specialist I	5	A049	2	59,701	119,402
Personnel Specialist II	11	A067	1	59,733	59,733
Personnel Specialist II	5	A067	1	69,977	69,977
Total			9		\$ 486,622

DEPARTMENT OF HUMAN RESOURCES

Compensation & Benefits Division #25-1055

Goals

1. Update employee/retiree records for purposes of ensuring that death notifications are timely.
2. Oversee the City's compliance with the Affordable Care Act and related New York State laws and regulations as they pertain to self-insured health and pharmacy benefits.
3. Participate in ensuring that the City is in compliance with all laws and regulations pertaining to the administration of Compensation and Benefits, such as in cases dealing with FMLA, Workers' Compensation, and Unemployment.
4. Ensure that drug rebates, subsidies and reconciliations are applied, managed and received in a timely manner, as these relate to the City's self-insured prescription program.
5. Collaborate with City of Buffalo vendors on issues concerning Compensation and Benefits.

Activities

1. Prepare for the 2020 annual open enrollment.
2. Work closely with the Law Department to complete Employee Dependent Verification.
3. Work closely with MIS and Audit & Control for 2020 medical premiums upload.
4. Advise employees, retirees and members of Collective Bargaining Agreements regarding their benefits.
5. Review and continually update new hire and exit orientation packages.

Accomplishments

1. Effective 9/1/2019, new pharmacy benefit manager, CVS Caremark.
2. Issued Request for Proposals for retired drug subsidy reopening service, issued, completed, awarded to RDS Services.
3. Issued Request for Proposals for medical provider, interviewing process to start late March 2020.
4. Interfaced with the MIS Department on uploading all employee 2019-2020 premiums and benefits on MUNIS system.
5. Generated a pharmacy reimbursement of approximately \$4,746,583 pharmacy rebates and \$2,374,196 EGWP gap in 2019.
6. Completed annual PESH/OSHA report for February 1, 2020, posting.



City of Buffalo
 Adopted Budget 2020-2021
 General Fund

	2018-2019 Actual Amount	2019-2020 Adopted Budget	2019-2020 Revised Budget	2019-2020 Year To Date 6/18/2020	2020-2021 Adopted Budget
1055 HR BENEFITS & MANAGEMENT TOTAL	3,482,574	3,901,395	4,001,550	3,063,051	3,703,740
12555001 COMP & BENEFITS PS	399,529	515,031	439,031	388,582	517,540
411001 ANNUAL SALARY	380,434	486,226	410,226	376,832	496,214
413001 OVERTIME	9,066	10,000	10,000	4,700	5,000
413003 ACTING TIME	2,227	3,000	3,000	-	-
414001 LONGEVITY	5,400	6,450	6,450	4,950	6,475
414007 PERFECT ATTENDANCE INCENTIVE	2,385	8,296	8,296	-	8,793
414028 VACATION BUYOUT	-	1,058	1,058	2,100	1,058
415001 AUTOMOBILE ALLOWANCE	18	-	-	-	-
12555004 COMP & BENEFITS TR	684	700	700	459	400
458003 REGISTRATION & MEMBERSHIP FEES	684	700	700	459	400
12555005 COMP & BENEFITS SP	2,106	-	156	156	-
461001 OFFICE SUPPLIES	2,106	-	156	156	-
12555006 COMP & BENEFITS SV	3,080,255	3,385,664	3,561,664	2,673,853	3,185,800
429007 CASE MANAGEMENT SERVICES IOD	375,000	325,000	501,000	500,000	375,000
432002 MEDICAL SERVICES	2,705,048	3,051,900	3,051,900	2,173,653	2,801,900
455000 PRINTING & BINDING	-	64	-	-	-
455100 INTERNAL PRINT SHOP	81	200	300	200	400
456000 OTHER SERVICES	126	8,500	2,025	-	8,500
490000 FREEZE FUNDS	-	-	6,439	-	-



City of Buffalo
Adopted Budget 2020-2021
General Fund

Compensation & Benefits
12555001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Compensation & Benefits Specialist	11	A044	1	\$ 49,559	\$ 49,559
Compensation & Benefits Specialist	5	A044	5	57,248	286,240
Director of Compensation & Benefits	5	I109	1	98,378	98,378
Senior Accountant	5	A056	1	62,037	62,037
Total			8		\$ 496,214

DEPARTMENT OF HUMAN RESOURCES

Personnel
Division #25-1057

Goals

1. Design employee training courses for all City of Buffalo employees addressing areas such as customer service, interoffice communications, leadership and supervisory training, sexual harassment and violence in the workplace.
2. Plan and implement wellness programs on topics such as biometric screenings, diabetes management, weight management and mental health. Wellness initiatives will reach 800 unique employees.
3. Initiate and facilitate approximately ten (10) New York State Disability Retirement Applications for City Firefighters.
4. Conduct approximately thirty (30) employee interventions related to personnel problems from all City Departments.

Activities

1. Conduct employee surveys in 2020 regarding employee needs and interests. Employee survey will reach all City Departments via electronic messaging or by means of hard copies.
2. Plan and coordinate all wellness functions in concert with the City of Buffalo's Wellness Committee. The Wellness Committee will conduct an interest survey for all City employees in terms of wellness activities.
3. Collaborate with City Administrators in order to identify and schedule mid-level managers for leadership training in 2020.
4. Maintain accessible lines of communication (phone and electronic) with all City Departments/employees to ensure a 24-hour response to all personnel matters.

Accomplishments

1. Coordinated Sexual Harassment Prevention training to City employees via the EviCore/Employee Assistance Program. Approximately 2,000 employees were reached in-person via and teleconference training sessions.
2. Coordinated the City's Wellness Committee and conducted wellness activities such as biometric screenings, walking programs, nutritional programs and weight-management programs for 600 unique employees.
3. Intervened in twenty (20) personnel matters throughout City of Buffalo Departments. Interventions included Commissioners, supervisors and employees in order to resolve immediate personnel challenges.
4. Coordinated the use of administrative referral procedures to the EviCore/EAP in five (5) more serious employee situations involving mental health and substance abuse. Designed employee training courses for all City employees addressing areas such as customer service, workplace stress, management leadership and sexual harassment in the workplace by 12/31/2020.

DEPARTMENT OF HUMAN RESOURCES

Personnel
Division #25-1057

5. Plan and implement wellness programs on topics such as employee heart health, fitness, workplace stress reduction, nutrition and diabetes management with an employee participation goal of 600 unique employees.
6. Initiate and collaborate with Law and Audit Departments to ensure all contract renewals for 2020.
7. Initiate, complete and follow-up on twenty (20) New York State Disability Retirement applications for City Firefighters.



City of Buffalo
 Adopted Budget 2020-2021
 General Fund

	2018-2019 Actual Amount	2019-2020 Adopted Budget	2019-2020 Revised Budget	2019-2020 Year To Date 6/18/2020	2020-2021 Adopted Budget
1057 HR EMPLOYMENT & TRAINING TOTAL	155,250	166,897	173,232	142,350	169,815
12557001 EMPLOY & TRAINING PS	94,652	95,052	95,052	89,138	97,245
411001 ANNUAL SALARY	94,652	94,652	94,652	88,438	96,545
414001 LONGEVITY	-	400	400	700	700
12557005 EMPLOY & TRAINING SP	2,348	350	2,156	1,900	3,000
461001 OFFICE SUPPLIES	555	-	-	-	-
467000 MISCELLANEOUS SUPPLIES	1,793	350	2,156	1,900	3,000
12557006 EMPLOY & TRAINING SV	58,250	71,495	76,024	51,312	69,570
432002 MEDICAL SERVICES	43,556	47,320	48,032	47,091	47,320
432004 ENGINEER & TECHNICAL SERVICES	4,195	12,600	8,786	-	11,000
443301 MACHINERY & EQUIP REPAIRS	125	300	1,241	1,121	1,600
454000 ADVERTISING	-	350	88	-	350
455000 PRINTING & BINDING	-	25	-	-	-
455100 INTERNAL PRINT SHOP	41	1,000	250	-	-
456000 OTHER SERVICES	-	9,300	2,325	-	9,300
480000 OTHER SERVICES	10,333	600	3,400	3,100	-
490000 FREEZE FUNDS	-	-	11,903	-	-



City of Buffalo
Adopted Budget 2020-2021
General Fund

Employment & Training
12557001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Director of Personnel	5	1085	1	\$ 96,545	\$ 96,545
Total			1		\$ 96,545