



# 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

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### 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:

- Division of Civil Service
- Division of Compensation and Benefits
- Division of Personnel

### Goals

1. Increase efficiencies through the implementation of the Human Resources' new applicant tracking system (NeoGov). This process will be accomplished through civil service, roster cards, applicant tracking, online applications, grievance tracking, new hire and termination workflows, and employees' and Departments' self-service.
2. Complete revisions of the Rules for the Classified Civil Service for the City of Buffalo and prepare them for public hearing.
3. Further enhance the current remote Civil Service process, allowing electronic submissions of required paperwork and payments.
4. Develop and provide manager specific training with Subject Matter Experts (SME).
5. 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. Train the Department of Human Resource's staff on the new applicant tracking system's capabilities, which will enhance service delivery and decrease the need for paper use.



City of Buffalo  
 Adopted Budget 2021-2022  
 General Fund

	2019-2020 Actual Amount	2020-2021 Adopted Budget	2020-2021 Revised Budget	2020-2021 Year To Date 6/1/2021	2021-2022 Adopted Budget
<b>1053 HR ADMINISTRATION</b>	<b>156,446</b>	<b>157,342</b>	<b>157,342</b>	<b>135,406</b>	<b>163,919</b>
<b>TOTAL</b>					
<b>12553001 EMPLOYEE RELATIONS</b>	<b>156,446</b>	<b>157,142</b>	<b>157,142</b>	<b>135,306</b>	<b>163,719</b>
<b>PS</b>					
411001 ANNUAL SALARY	154,771	154,767	154,767	132,931	161,019
414001 LONGEVITY	1,675	2,375	2,375	2,375	2,700
<b>12553004 EMPLOYEE RELATIONS</b>	<b>-</b>	<b>200</b>	<b>200</b>	<b>100</b>	<b>200</b>
<b>TR</b>					
458003 REGISTRATION & MEMBERSHIP FEES	-	200	200	100	200



City of Buffalo  
Adopted Budget 2021-2022  
General Fund

**Administrative Services**  
**12553001-411001**  
**Budgeted Salaries**

<b>Description</b>	<b>Step</b>	<b>Grade</b>	<b>Quantity</b>	<b>Unit Cost</b>	<b>Total</b>
Commissioner of Human Resources	5	I129	1	\$ 117,099	\$ 117,099
Secretary to the Commissioner of Human Resources	5	I009	1	43,920	43,920
<b>Total</b>			<b>2</b>		<b>\$ 161,019</b>

# DEPARTMENT OF HUMAN RESOURCES

## Civil Service Division #25-1054

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### Goals

1. Administer examinations for decentralized titles (Fall 2021 – Typist, Account Clerk Typist, Complaint Clerk, Senior Typist).
2. Administer Training & Experience exam for Occupational Therapist (Fall of 2021).
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, in accordance with COVID testing protocols.
6. Schedule public hearings for Civil Service Rules Appendices for reclassification of titles that are pending exempt or non-competitive jurisdictional classification 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 Citywide.
11. Interface with the MIS Department on implementing the new NeoGov applicant tracking system, which will assist with roster cards, applicant flow program and applicant self-service portal.
12. Pursue avenues to digitize and archive files in accordance with NYS retention guidelines.

### 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 in accordance with COVID 19 protocol from NYS Civil Service.
2. Complete 2020 Annual Report to New York State Civil Service. This includes all new hires, current employees and their status; exams administered and adopted during the year and department projects and goals.
3. Conduct appeal hearings upon request from applicants processing for Firefighter and Police Officer positions.
4. Provide general policy guidance and technical assistance to departments in, posting, nomination, certification, canvassing, and personnel requisitions.
5. Review and process requests for education stipends for Police and Fire personnel.

# DEPARTMENT OF HUMAN RESOURCES

## Civil Service Division #25-1054

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6. Maintenance and administration of eligible lists including canvassing, processing candidates and certifying the lists to appointing authority.
7. Review classification plan, assist Department heads to determine staffing needs and develop new titles or update current job specifications as required.
8. 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.
9. Update and post all City Civil Service examination and vacancies on City webpage.
10. Respond to FOIL requests and employee records requests for pending litigation or disability hearings.
11. On a daily basis oversee and review paperwork for all new hires, reinstatements, change of status, terminations, etc. in accordance with NYS Civil Service Local Transactions Manual.
12. Create and maintain employee roster card and personnel files.

### Accomplishments

1. Administered decentralized examination for Veterinary Technician.
2. Hired a total of 15 entry-level Firefighters. (projected February 2021 hire date)
3. Hired a total of four (4) Fire Lieutenants and one (1) Fire Captain.
4. Prepared responses to Technical Assistance Review from New York State Civil Service.
5. Completed and submitted Exam Request Priority Review at the request of New York State Civil Service to assist in rescheduling postponed exams.
6. Complete all pre-qualification screening and certification for police civilian hires in accordance with DCJS certification guidelines (online).
7. Completed Desk Audit (via zoom) for the position of Open Data and Analytics Project Coordinator in response to PERB hearing relative to this title (placed in the union as competitive per NYS determination).
8. Processed approximately 4,000 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.
9. Completed decentralized test plans from NYS Civil Service for the written tests for Typist, Account Clerk Typist and Senior Typist examinations.
10. Created and/or revised job specifications for the following positions: Supervising Complaint Clerk, Assistant Corporation Counsel II/Transactional Lead; Principal Planner/Neighborhood Planning; Landscape Architect Sewer Authority); Personnel Clerk (Buffalo Sewer Authority); Personnel Specialist (Buffalo Sewer Authority); Transportation Clerk; Junior Traffic Court Clerk; Senior Human Resources Planner; Inventory Clerk;

# DEPARTMENT OF HUMAN RESOURCES

## Civil Service Division #25-1054

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Auditor (Board of Education),; as well as other positions requested by Departments in the City, the Buffalo Municipal Housing Authority and Buffalo Sewer Authority.

11. Continue process to adopt Model Civil Service Rules and Rules Appendix process. This includes interfacing with all city department agencies and independent agencies for review and justification of titles pending jurisdictional classification.
12. Assisted in procuring a new site for Fire Abilities testing (ongoing).
13. Pursue different options to process seasonal stationary engineers for the Board of Education and the Department of Public Works.
14. Virtual meetings with the Board of Education to resolve ongoing personnel matters, enhance processing procedures and address payroll certification issues.
15. 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 2021-2022  
 General Fund

	2019-2020 Actual Amount	2020-2021 Adopted Budget	2020-2021 Revised Budget	2020-2021 Year To Date 6/1/2021	2021-2022 Adopted Budget
<b>1054 HR CIVIL SERVICE TOTAL</b>	<b>1,114,969</b>	<b>1,088,114</b>	<b>1,381,088</b>	<b>750,061</b>	<b>1,433,259</b>
<b>12554001 CIVIL SERVICE PS</b>	<b>451,787</b>	<b>572,252</b>	<b>502,252</b>	<b>371,482</b>	<b>686,692</b>
411001 ANNUAL SALARY	398,369	486,622	416,622	336,649	596,800
412002 HOURLY SALARY	10,735	45,125	45,125	19,380	45,525
413001 OVERTIME	16,611	22,995	22,995	8,174	22,995
413003 ACTING TIME	15,152	-	-	-	-
414001 LONGEVITY	4,400	5,725	5,725	3,725	7,125
414007 PERFECT ATTENDANCE INCENTIVE	5,201	8,209	8,209	-	8,374
414028 VACATION BUYOUT	1,284	3,216	3,216	3,554	5,603
415001 AUTOMOBILE ALLOWANCE	36	360	360	-	270
<b>12554005 CIVIL SERVICE SP</b>	<b>492</b>	<b>3,515</b>	<b>3,479</b>	<b>112</b>	<b>3,515</b>
461400 POSTAGE	-	100	100	-	100
464000 PERIODICALS	492	415	415	-	415
467000 MISCELLANEOUS SUPPLIES	-	3,000	2,964	112	3,000
<b>12554006 CIVIL SERVICE SV</b>	<b>662,691</b>	<b>512,347</b>	<b>875,357</b>	<b>378,467</b>	<b>743,052</b>
432002 MEDICAL SERVICES	88,925	106,625	107,625	101,710	106,625
432004 ENGINEER & TECHNICAL SERVICES	534,504	390,000	579,151	272,701	618,205
443301 MACHINERY & EQUIP REPAIRS	-	-	59	59	-
443400 EQUIP MAINTENANCE CONTRACTS	-	272	272	252	272
444101 RENTAL LAND & BUILDINGS	31,119	-	2,500	2,010	2,500
454000 ADVERTISING	2,018	3,000	3,000	-	3,000
455000 PRINTING & BINDING	-	1,000	1,000	-	1,000
455100 INTERNAL PRINT SHOP	1,005	3,950	4,250	918	3,950
456000 OTHER SERVICES	5,120	7,500	7,500	818	7,500
490000 FREEZE FUNDS	-	-	170,000	-	-





City of Buffalo  
Adopted Budget 2021-2022  
General Fund

**Civil Service**  
**12554001-411001**  
**Budgeted Salaries**

<b>Description</b>	<b>Step</b>	<b>Grade</b>	<b>Quantity</b>	<b>Unit Cost</b>	<b>Total</b>
Account Clerk Typist	12	A005	1	\$ 40,575	\$ 40,575
Administrative Director	5	I085	1	100,445	100,445
Personnel Assistant	15	A013	1	45,094	45,094
Personnel Assistant	12	A013	1	42,640	42,640
Personnel Specialist I	14	A049	2	56,976	113,952
Personnel Specialist I	5	A049	2	60,895	121,790
Personnel Specialist II	11	A067	1	60,928	60,928
Personnel Specialist II	5	A067	1	71,376	71,376
<b>Total</b>			<b>10</b>		<b>\$ 596,800</b>

# DEPARTMENT OF HUMAN RESOURCES

## Compensation & Benefits Division #25-1055

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### Goals

1. Update and revised any on line forms to be more efficient and effective in our daily processes.
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, FFCRA, 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.
6. Brainstorm medical opportunities and initiatives to reduce spending, but maintain core benefits at the same level.

### Activities

1. Prepare RFP's for Medical Broker and IOD Medical Consultant.
2. Work closely with the Law Department to finalize Employee Dependent Verification.
3. Work closely with MIS and Audit & Control for 2020 medical premiums upload.
4. Continue to 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. Employees have been valuable and efficient providing services working from their home offices during this pandemic.
2. Completed a 100% virtual open enrollment during the COVID pandemic.
3. Reopened and received a Retiree Drug Subsidy Reconciliation in the amount of \$607,000.
4. Federal Government through the Cares Act will provide Unemployment Insurance relief for 2<sup>nd</sup> quarter bill totaling \$138,909.
5. NYS instated new HCRA claims processing rules, allowing BlueCross BlueShield to review claims processed over the last six years. City adjustment will be \$307,172.
6. Generated a pharmacy reimbursement of approximately \$4,223,008 pharmacy rebates and \$2,081,234 EGWP, Stop Loss Reimbursements \$709,662 gap in 2020.
7. Interfaced with the MIS Department on uploading all employee 2020-2021 premiums and benefits on MUNIS system.

# DEPARTMENT OF HUMAN RESOURCES

## Compensation & Benefits Division #25-1055

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8. The Division has been effective with completing work responsibilities virtually such as new hire orientation, exit interviews, transmitting benefit enrollment paperwork as requested by employees and finally educating management on First Family Coronavirus Response Act (FFCRA).
9. Completed annual PESH/OSHA report for February 1, 2020, posting.



City of Buffalo  
 Adopted Budget 2021-2022  
 General Fund

	2019-2020 Actual Amount	2020-2021 Adopted Budget	2020-2021 Revised Budget	2020-2021 Year To Date 6/1/2021	2021-2022 Adopted Budget
<b>1055 HR BENEFITS &amp; MANAGEMENT TOTAL</b>	<b>3,165,397</b>	<b>3,703,740</b>	<b>3,828,800</b>	<b>2,425,175</b>	<b>3,717,688</b>
<b>12555001 COMP &amp; BENEFITS PS</b>	<b>429,326</b>	<b>517,540</b>	<b>447,540</b>	<b>354,059</b>	<b>531,688</b>
411001 ANNUAL SALARY	413,180	496,214	426,214	342,771	508,145
413001 OVERTIME	4,700	5,000	5,000	426	5,000
414001 LONGEVITY	4,950	6,475	6,475	6,475	7,125
414007 PERFECT ATTENDANCE INCENTIVE	4,396	8,793	8,793	-	5,709
414028 VACATION BUYOUT	2,100	1,058	1,058	4,387	5,709
<b>12555004 COMP &amp; BENEFITS TR</b>	<b>399</b>	<b>400</b>	<b>660</b>	<b>534</b>	<b>400</b>
458003 REGISTRATION & MEMBERSHIP FEES	399	400	660	534	400
<b>12555005 COMP &amp; BENEFITS SP</b>	<b>156</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
461001 OFFICE SUPPLIES	156	-	-	-	-
<b>12555006 COMP &amp; BENEFITS SV</b>	<b>2,735,516</b>	<b>3,185,800</b>	<b>3,380,600</b>	<b>2,070,582</b>	<b>3,185,600</b>
429007 CASE MANAGEMENT SERVICES IOD	375,000	375,000	500,000	375,000	375,000
432002 MEDICAL SERVICES	2,360,316	2,801,900	2,801,900	1,695,572	2,801,900
455100 INTERNAL PRINT SHOP	200	400	400	10	400
456000 OTHER SERVICES	-	8,500	8,300	-	8,300
490000 FREEZE FUNDS	-	-	70,000	-	-



City of Buffalo  
Adopted Budget 2021-2022  
General Fund

**Compensation & Benefits**  
**12555001-411001**  
**Budgeted Salaries**

<b>Description</b>	<b>Step</b>	<b>Grade</b>	<b>Quantity</b>	<b>Unit Cost</b>	<b>Total</b>
Compensation & Benefits Specialist	11	A044	1	\$ 50,550	\$ 50,550
Compensation & Benefits Specialist	5	A044	5	58,393	291,965
Director of Compensation & Benefits	5	I109	1	102,352	102,352
Senior Accountant	5	A056	1	63,278	63,278
<b>Total</b>			<b>8</b>		<b>\$ 508,145</b>

# DEPARTMENT OF HUMAN RESOURCES

## Personnel Division #25-1057

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### Goals

1. Design employee training course 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 and cybersecurity.
2. Plan for an implement wellness programs in collaboration with Blue Cross Blue Shield and the City of Buffalo Wellness Committee. Wellness topics will be for example, handling the covid-19 pandemic, biometric screenings, diabetes management, weight management and mental health.
3. Respond to employee requests for assistance due to personnel matters. Personnel matters will include employee relations, supervisory conflict, disciplinary charges, physical harassment and sexual harassment charges.
4. Work collaboratively with the City of Buffalo's Employee Assistance Program in order to ensure proper and successful employee support.
5. Ensure timely and successful service contract development originating from the Department of Human Resources.

### Activities

1. Conduct a training survey of all City Employees in order to register by priority recommendations for employee training.
2. Conduct an employee wellness survey in order to guide future training in the areas of wellness and employee health.
3. Plan and schedule supervisor training in collaboration with Erie Community College's Department of Corporate Leadership.
4. Maintain lines of communication with all City Departments in order to ensure proper 24-hour response via telephone and digital means on matters related to City Personnel.

### Accomplishments

1. Coordinated the City's Wellness Committee and conducted wellness activities such as biometric screenings, walking programs, weight management, mental health and flu vaccination clinics for over 600 unique employees.
2. Intervened in over (20) personnel matters throughout the City of Buffalo Departments. Interventions included and collaborated with Commissioners, Supervisors and Employees in order to resolve immediate personnel challenges.
3. Coordinated the use of administrative referral procedures to the Evicore EAP in four (4) more serious employee situations involving mental health and substance abuse.
4. Designed employee training courses for all City Employees addressing areas such as workplace violence, management leadership and harassment in the workplace.
5. Initiated and collaborated with Departments of Law and Audit to ensure all service contract renewals for 2020.



City of Buffalo  
 Adopted Budget 2021-2022  
 General Fund

	2019-2020 Actual Amount	2020-2021 Adopted Budget	2020-2021 Revised Budget	2020-2021 Year To Date 6/1/2021	2021-2022 Adopted Budget
<b>1057 HR EMPLOYMENT &amp; TRAINING TOTAL</b>	<b>103,368</b>	<b>169,815</b>	<b>215,086</b>	<b>176,385</b>	<b>329,643</b>
<b>12557001 EMPLOY &amp; TRAINING PS</b>	<b>97,247</b>	<b>97,245</b>	<b>97,245</b>	<b>85,036</b>	<b>101,145</b>
411001 ANNUAL SALARY	96,547	96,545	96,545	84,336	100,445
414001 LONGEVITY	700	700	700	700	700
<b>12557005 EMPLOY &amp; TRAINING SP</b>	<b>1,900</b>	<b>3,000</b>	<b>3,582</b>	<b>582</b>	<b>3,000</b>
467000 MISCELLANEOUS SUPPLIES	1,900	3,000	3,582	582	3,000
<b>12557006 EMPLOY &amp; TRAINING SV</b>	<b>4,221</b>	<b>69,570</b>	<b>114,258</b>	<b>90,767</b>	<b>225,498</b>
432002 MEDICAL SERVICES	-	47,320	93,338	89,649	47,898
432004 ENGINEER & TECHNICAL SERVICES	-	11,000	19,053	-	64,800
443301 MACHINERY & EQUIP REPAIRS	1,121	1,600	1,518	1,118	1,600
454000 ADVERTISING	-	350	350	-	200
456000 OTHER SERVICES	-	9,300	-	-	-
480000 OTHER SERVICES	3,100	-	-	-	111,000



City of Buffalo  
Adopted Budget 2021-2022  
General Fund

**Employment & Training**  
**12557001-411001**  
**Budgeted Salaries**

<b>Description</b>	<b>Step</b>	<b>Grade</b>	<b>Quantity</b>	<b>Unit Cost</b>	<b>Total</b>
Director of Personnel	5	1085	1	\$ 100,445	\$ 100,445
<b>Total</b>			<b>1</b>		<b>\$ 100,445</b>