



COMMISSIONER MEETING AGENDA REQUEST

321 W 3rd, Suite 100, Yankton, SD 57078

E-Mail: patty@co.yankton.sd.us or valli@co.yankton.sd.us

Submission Deadline: 3:00pm on the Wednesday before scheduled meeting

Date Request Submitted AUG 15-2019

Request is for Commission Meeting Dated AUG-20-2019

Name: Jay MASUR

Address: 918 E. Redwood Blvd, Brandon S.D. 57005

Phone: 605-988-4268

E-Mail Address: jmasur@Med-Star Ambulance.com

Topic to be Addressed and Length of Presentation: Ambulance Service

Specific Purpose for the Request (Please Also Attach Support Documents): _____

NONE @ THIS TIME

Person(s) Making Presentation to the Board: Jay MASUR

Audio/Visual Equipment Needed: NONE

For Office Use:

Approved _____ Denied _____ Reason(s): _____

Signature: _____

Date: _____



HR DEPARTMENT FOR SMALL EMPLOYERS
HR SOLUTIONS FOR ALL EMPLOYERS

August 9, 2019

Cheri Loest, Vice Chairman
Yankton County Commission
321 W 3rd St.
Yankton, SD 57078

Cheri:

Thank you to you and the other County Commissioners for the opportunity to speak to you on Tuesday evening about human resource services and support that our company, **Alternative HRD**, can provide to **Yankton County**!

Based on the discussion Tuesday evening, I recommend the following items for your consideration:

- 1. TRAINING – Alternative HRD** proposes to schedule a 3-hour session to include all department heads, others who may have supervisory responsibilities, HR/payroll staff, as well as any commissioners who are able to attend. This session would include two hours of ‘critical issues’ training, plus an hour of Q&A and discussion. This would provide updated training to your leadership and supervisory team, and give your folks and our HR Consultant an opportunity to interact.

Critical Issues in the Workplace Training Summary

- Employment Laws You Need to Know: Employment-at-Will, FLSA, FLMA, ADA, EEO, WC, etc.
- Anti-Discrimination/Anti-Harassment: how to prevent; how to recognize; lessons from #MeToo
- Other Bad Behavior: bullying and workplace violence; how to prevent; how to recognize
- Responding to Complaints: duty to report; liability issues; prohibition on retaliation
- Creating a Culture of Excellence: courtesy, professionalism and respect
- Applying What You Learn: putting it all together

Total Cost \$1,245, plus mileage reimbursement. (Based on \$745 training cost, and \$500 consulting and travel time.)

- 2. HR RISK ASSESSMENT – Alternative HRD** proposes to conduct an **HR Risk Assessment**, where we study and evaluate your HR policies, practices, files, etc. This assessment will also give you a good analysis of where the County is doing well, where you may have gaps or risks, and recommendations for consideration. In conducting this assessment, we look at the following areas:

- | | | |
|----------------------------|--------------------------|-------------------------|
| • Pre-Employment Processes | • Policies & Procedures | • Safety & Health |
| • Hiring & Orientation | • Training & Development | • Personnel Files |
| • Compensation | • Employee Engagement | • Compliance |
| • Benefits | • Performance Management | • Termination Practices |



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The primary focus of the **HR Risk Assessment** is compliance, with the secondary focus on 'best practices', i.e. management practices and policies that help you promote engagement, productivity, service and retention.

Estimated time to conduct the HR Risk Assessment is 20 to 25 hours @ \$125/hour, or \$2,500 - \$3,125, plus mileage reimbursement. (We estimate one trip to meet with department heads and review files and documents, and one trip to deliver report.) Total time 2-3 weeks to conduct the assessment and prepare the report.

- 3. EMPLOYEE HANDBOOK** – Alternative HRD proposes to review and update the **Yankton County Employee Handbook**. Our process for updating your handbook will include reviewing the current handbook, then making recommendations for changes/updates. The result of the process will be a draft document that can be reviewed by commissioners and department heads. We believe it is important to include department heads in the review and updating process in order to get 'buy-in' and support for the policies contained in the final document.

Estimated time to review and prepare updated Employee Handbook draft is 20 to 28 hours @ \$125/hour, or \$2,500 - \$3,500, plus mileage reimbursement. (We estimate two trips to meet with department heads and review handbook and one trip to present Employee Handbook draft.) Should you desire assistance with 'roll-out' to staff, that would be at additional cost. Total time 6-8 weeks, but is highly dependent on back and forth communications and review.

- 4. AS-NEEDED SUPPORT** – Alternative HRD would be pleased to provide additional support to **Yankton County** on an as-needed basis at \$125/hour. Support could be via phone or e-mail, or could be scheduled on-site. When traveling to client locations travel time, expenses and mileage are billable to the client.

Thank you for your consideration!

DDO

ALTERNATIVE HRD, LLC

HR DEPARTMENT FOR SMALL EMPLOYERS
HR SOLUTIONS FOR ALL EMPLOYERS

Alternative HRD, LLC is a Sioux Falls based human resource management and consulting firm (think 'independent' HR Department). We have been in business for 27+ years and have assembled a team of highly experienced and talented human resource professionals!

Many of our clients are small employers (businesses, non-profits and public entities) who fully understand the importance – and difficulty – of effectively managing compensation, benefits, staffing, training, performance, safety and compliance, yet who cannot cost justify having a full-time HR professional on staff. We have the ability to manage and/or administer the HR needs of small employers on an 'as-needed' or 'on-going' basis – which means that we can either handle small projects when they crop up, or we can serve as your HR Department, whichever you need.

Other clients, even those who have one or more HR professional on staff, look to our expertise to supplement their human resource efforts, whether that be recruiting assistance, candidate assessments, compensation studies, policy development, training, strategic HR planning, interim HR management, or even workplace investigations.



Whatever their size, our clients soon discover that our services generate a substantial return on investment! How? By maximizing your human capital; by adding to your bottom line through increased retention, greater productivity and improved engagement.

You know that when you have the right people in the right positions, doing the right things at the right time, your organization excels! Plus, you have fewer frustrations and headaches!

Check us out at www.alternativehrd.com! Then we'd love to tell you more about how our services can benefit you!

Alternative HRD, LLC • 2329 N Career Ave., Suite 201 • Sioux Falls, SD 57107 • 605.335.8198 • www.alternativehrd.com



Regus Business Center
101 South Reid Street, Suite 307
Sioux Falls, South Dakota 57103

August 14, 2019

Yankton County Commissioners

ATTN: Cheri Loest
321 West 3rd Street
Suite 100
Yankton, SD 57078

RE: HR SERVICE PROPOSAL

Dear Commissioners:

Thank you for your interest in services provided by The Weston Group (TWG). We work closely with organizations to provide successful solutions for your workforce. This proposal ensures confidentiality of your organizational information as well as explaining our fee arrangements for the projects under review. We are currently or have worked with a number of municipalities to include the City of Hartford, City of Hill City, City of Hot Springs and the City of Madison. We are currently negotiating additional contracts with three county governments for the purposes of compensation planning. The Weston Group team averages 35-50 different company projects annually (*varies year to year depending upon the size of the project*).

DELIVERABLES

It is our understanding that the projects listed below are the current services under review at this time:

- **HR Operational Assessment**
 - A HR Risk Assessment is a comprehensive assessment of the organization's HR function, its structure, systems and procedures, and value delivered to the organization. A Risk Assessment identifies the relevant effectiveness (*or lack thereof*) of human resource management practices within an organization as well as measures compliance with ever-changing rules and regulations. A properly executed Risk Assessment will reveal potential areas of concern and provide recommendations for their remedy. **The Weston Group includes two phases to our assessment: Phase I** begins with a comprehensive electronic assessment reviewing HR operations relating to compliance & recordkeeping (*including personnel and medical file review*); hiring and onboarding practices; performance management & corrective action; safety; policies and procedures; compensation and benefits and regulatory practices surrounding the Department of Labor,

Justice and State of South Dakota. **Phase II** of the assessment involves an onsite visit by one of our HR advisors to clarify information found during the electronic assessment. Due to the comprehensive nature of the electronic assessment, the onsite time is drastically reduced. A detailed report of findings is then presented to the Commissioners for review and discussion.

- **Employee Handbook Review & Revision**

- An effective Employee Handbook will consist of clear, concise policies that employees understand and can help employees feel like they are being treated fairly. A well-written Employee Handbook can also reduce the number of claims filed against an employer as it serves as the first line of defense in many situations. The Weston Group will review the current handbook (*done during the initial assessment process*), discuss with pertinent department heads and revise the County's handbook as needed to ensure quality business practices and policies that are compliant with State and Federal employment laws.

- **Employment Related Training**

- A complete list of training courses are included with this proposal. All training sessions have the ability to be customized to fit the needs of your organization. These sessions are provided by a seasoned HR professional that utilizes both didactic and interactive training methods in the sessions. Pre/post tests are available if needed for your organization's records. Numerous work-related examples are also included in the sessions to assist participants with "real life" management examples in dealing with various situations. The Weston Group provides numerous training sessions with an average evaluation rate of 4.8 stars, with the highest rating being 5.0.

FEE SCHEDULE

Our fees for services vary depending upon the nature of service required. We strive to work within an organization's budget. Many times, we discover numerous cost savings to employers after a review of their current practices and procedures. Levels of service are noted below.

Level	Rate	Scope of Service
HR Assessment		The initial electronic survey is complimentary to new clients. Onsite follow-up, reporting and discussion will be billed at \$100 per hour. This is a survey developed by The Weston Group after many years of working with clients.

Employee Handbooks		<p>The Weston Group has 3 categories of Employee Handbook development to fit the needs of individual employers. These include:</p> <ul style="list-style-type: none"> • Generic-\$250: No customization or State specific information. Template only. • Express - \$500: Customized with employer name, logo and State information. No additional customization • Complete - \$1000: Company specific and State information with discussions/revisions made to client satisfaction.
HR Advisor <i>On-site, telephone or email support</i>	\$75/hour <i>Ongoing or as needed</i>	Benefit administration, FMLA processing and form development. Recruitment, interviewing and hiring projects- this includes, but is not limited to gathering applications, applicant tracking, pre-screening, working closely with managers for onsite interviews, reference/background checks and making offers. We utilize an electronic job posting services that will distribute vacancies to numerous sites including but not limited to Zip Recruiter, Indeed, Google Jobs, LinkedIn Jobs, Facebook Jobs as well as other local resources.
Sr. HR Advisor <i>On-site, telephone or email support</i>	\$100/Hour <i>Ongoing or as needed</i>	Professional, specialized and strategic advice relating to HR management; policy development; oversee HR workflow; employee relations; wage & salary analysis and planning; record keeping, compliance; risk management; recruitment project management.
HR Training	Per Class or Course	A comprehensive listing of our courses is attached. If customization is required, we charge \$100/hour to do so. Actual training time is billed at \$250 per hour (<i>total costs depend upon the length of the course</i>). Onsite <u>and</u> webinar courses available. Most individual classes are 1-2 hours in length.

All information involved with our services is considered confidential and shall not be disclosed except to governmental agencies, courts or other tribunals as required by law. Any information we learn or receive from your company operations is proprietary business information and will not be used for any purpose unrelated to this agreement.

REFERENCES

We have a variety of local and regional references that you may contact who have utilized our services. We currently have several clients in the Yankton area. I have included a few individuals who are familiar with our service delivery:

- **Misty Summers-Walton, Finance Officer**
City of Hot Springs
605-745-3135
hfinanceofficer@hs-sd.org
**Very familiar with our compensation planning*
- **Mathew Michels, Attorney**
Former South Dakota Lt. Governor
Yankton, SD
605-661-2876
mmichels@ceoexpress.com
**Very familiar with our HR management capacity*
- **Rhonda Kocer, HR Manager**
Kolberg-Pioneer Inc.
Yankton, SD
605-668-2518
RhondaKocer@kolbergpioneer.com
**Very familiar with our training*

REQUEST FOR ACCEPTANCE

Our services will be provided as described above and in accordance with the standard TWG Terms and Conditions. If this letter correctly sets forth the terms of our engagement, please sign a copy of this letter and return it to me. If it does not, or if you have any questions, please contact me immediately at 605-351-0441.

Very truly yours,

Patricia Dougherty

Patricia Dougherty
President & CEO

RESPONSE:

This letter correctly sets forth the understanding of our agreement.

Signature

Printed Name

Officer Title

Date

Mailing Address: _____

Telephone Number: _____



People. Process. Profitability.
-Simplified-

HR MANAGEMENT ESSENTIALS

Sponsored By

2018

The Weston Group – Human Capital Advisors

The quarterly HR Management series will provide frontline leaders with everything you need to know to effectively manage employees in the workplace. You'll learn how to avoid the most common HR mistakes, improve employee retention and manage performance!

Who Should Attend?

Frontline Supervisors or Managers, Office Managers, Small to Midsized Business Owners, or any individual who has HR-related responsibility

Session # 1

BASIC PRINCIPLES OF LEADERSHIP & HIRING PROCESS

- ✓ Top Ten –Rules Every Supervisor Should Know
- ✓ Understand Conflict and How You Can Quickly Assess and Diffuse Issues
- ✓ Learn How to Interview and Select Employees For Your Company
- ✓ Equal Opportunity is the Law of the Land
- ✓ **You** are the Company

Session # 2

EMPLOYMENT LAW

Federal & State Regulatory Compliance Issues for Employers

- ✓ Know Your Company Policies
- ✓ Basics of ADA/FMLA/Workers' Compensation
- ✓ How the FMLA and ADA Impact Absenteeism and Tardiness
- ✓ What Employment Laws Affect Employers
- ✓ Methods to Prevent Harassment, Intimidation and Bullying
- ✓ Understand How a Frontline Supervisor is Vulnerable to Employment Litigation

Session # 3

COMPENSATION & BENEFITS

How They Effect Morale and Productivity

- ✓ Fair Labor Standards Act: Understand Wage & Hour, Exempt and Non-Exempt classifications, Independent Contractors, Overtime and Salary Administration
- ✓ Learn which benefits are employees most interested in and how to maximize your ROI

Session # 4

PERFORMANCE MANAGEMENT

Coaching & Corrective Action

- ✓ Employees Deserve Feedback: Employees Are People Too
- ✓ Managing Performance and Productivity with Current Employees
- ✓ Managing Attitudes and Undesirable Behaviors in the Workplace
- ✓ How to Legally Terminate Poor Performers with Bulletproof
- ✓ Documentation: Hire Right, Fire Right

Certificates of Attendance for 3.0 hours of Continuing Education Hours for each session

Registration Fee: \$99 / per session

TO REGISTER: HR@THEWESTONGROUP.COM

For more information call 1-844-937-8661

www.TheWestonGroup.com

HR Sessions Include:

- ✓ Training provided experienced HR professionals & employment experts
- ✓ PowerPoint presentations and handouts.
- ✓ Certificates of Attendance for 3.0 hours of Continuing Education Hours for each session
- ✓ Examples of forms, tools & other resources provided

City	Location	Date	Time
WATERTOWN	Hampton Inn 2720 9 th Ave SE Watertown, SD	#1-March 22	1:00p – 4:00p for all session dates
		#2-July 27	
		#3-September 7	
		#4-November 29	
MITCHELL	Comfort Inn 2020 Highland Way Mitchell, SD	#1-March 2	1:00p – 4:00p for all session dates
		#2-November 15	
		#3-August 31	
		#4-May 25	
BROOKINGS	Holiday Inn Express 3020 Lefevre Dr Brookings SD	#1-February 17	8:30a – 11:30a for all session dates
		#2-June 1	
		#3-September 1	
		#4-November 22	
YANKTON	Kolberg-Pioneer 700W. 21 st Street Yankton, SD	#1-February 24	1:00p – 4:00p for all session dates
		#2-June 15	
		#3-August 24	
		#4-December 20	
SIOUX FALLS	Globe University 5101 S. Broadband Sioux Falls Classroom 214	#1-April 7	8:30a – 11:30a for all session dates
		#2-July 13	
		#3-September 27	
		#4-November 8	



2018
360 participants – 4.8

2015 participants consistently commented:

- ✓ "very good examples"
- ✓ "excellent"
- ✓ "highly recommend"
- ✓ "very informative"

Training Subject	Audience
Americans with Disabilities Act: How to Manage	<i>All Levels of Management</i>
Attendance Management	<i>All Levels of Management</i>
Benefit Package Review & Administration	<i>HR & Senior Leadership</i>
Budgeting	<i>HR & Senior Leadership</i>
Building Trust	<i>All Levels of Management</i>
Bulletproof Documentation for Corrective Action	<i>All Levels of Management</i>
Challenging Conversations	<i>All Levels of Management</i>
Change and Conflict Management	<i>All Levels of Management</i>
Coaching Employees for Maximum Performance	<i>All Levels of Management</i>
Compensation & Benefits : Total Rewards	<i>HR & Senior Leadership</i>
Cost Control	<i>HR & Senior Leadership</i>
Employee Orientation	<i>All Levels of Management</i>
Employment Law	<i>All Levels of Management</i>
Fair Labor Standards Act	<i>All Levels of Management</i>
Family & Medical Leave for Management	<i>All Levels of Management</i>
HIPAA for Management	<i>All Levels of Management</i>
HR 101 for Supervisors	<i>All Levels of Management</i>
HR Audits and Best Practices	<i>HR & Senior Leadership</i>
Interviewing & Effective Selection	<i>All Levels of Management</i>
Labor Expense Management	<i>HR & Senior Leadership</i>
Management Competencies	<i>All Levels of Management</i>
Managing Change	<i>All Levels of Management</i>
Performance Management	<i>All Levels of Management</i>
Personality Profiles & Teambuilding	<i>All Levels of Management</i>
Problem Solving & Decision Making	<i>All Levels of Management</i>
Respect in the Workplace	<i>All Levels of Management</i>
Staffing & Scheduling Best Practices	<i>Leaders with Large Staff Groups</i>
Substance Abuse in the Workplace	<i>All Levels of Management</i>
Workplace Safety	<i>All Levels of Management</i>