



# Our Workforce

**CITY COUNCIL BUDGET WORKSHOP**  
**FEBRUARY 9, 2022**

## Purpose

**Overview of Workforce**

**Who We Are and What We Offer**

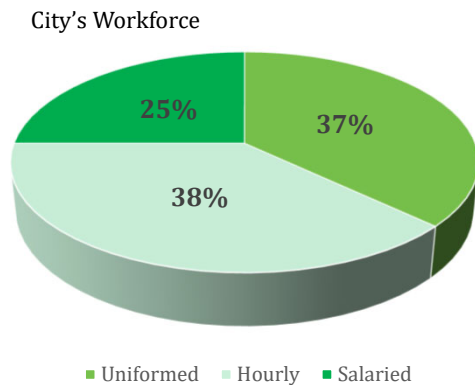
**Future Workforce/Workplace**

**Next Steps**

## City At a Glance

### City has 20 Departments with Varied Workforce

- 37% are Uniformed Police and Fire
- 38% are Hourly Staff
- 25% are Salaried Staff



### Different Pay and Benefits

### Different Strategies to Recruit and Retain

## People are our Purpose



Compensation and Benefits Investments  
 Celebrations of Public Service  
 Job Training and Employee Development  
 Learning Workforce  
 For your Benefit  
 For your Wellness  
 For your Mental and Emotional Wellbeing  
 Retirement Readiness  
 Community Engagement  
 COVID Care

## Compensation and Benefits Investments

**Charlotte set minimum pay to \$15.00/hour in ahead of Charlotte market**

**By June 2022, Hourly Pay Plan minimum pay \$18.18/hour**

**Annual 3% average salary increase over the past four consecutive years**

**No employee healthcare premium increases since 2018 and reduced employee costs for past four years**

**Premium Relief Program for lowest paid employees with family coverage**

**Access to Marathon healthcare services while on duty**

**Full access Transit Pass for \$33/year**

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## Celebrations of Public Service

**Truck Rodeo (SWS)**

**May Madness**

- Basketball tournament

**GOVies**

- Peer to peer individual and team recognitions

**Employee of the Month**

- Peer to Peer recognition

**Annual Law Enforcement Fitness Challenge**

- Honoring fallen officers

**Others across the City**

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# Job Training Employee Development

## Charlotte Training Academy

### Internships

### Co-Ops

### CDL Certification Programs

### GED achievement program with CPCC

### Scholars Programs

- CDOT: NC Local Technical Assistance program
- Aviation: CPCC Opportunity Scholars program

### Internal Talent Mobility

### GoodWorks Partnership

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# Learning Workforce

## Individual Learning

- Crucial Conversations
- Personal Branding
- LinkedIn Learning

## Group Learning and Development

- WorkPlace Big 5 group assessment
- DISC assessments

## Leadership Development

- Ken Blanchard's Situational Leadership
- Quest

## Mentoring Programs

- Senior Leaders, Shared Leadership Learning
- Apprenticeship Mentors

## For your *Benefit*

 CITY of CHARLOTTE

### **Paid Hospital Indemnity Insurance**

- Paid by the City of Charlotte
- FREE to employees on a City medical plan.
- Pays YOU if you are admitted to a hospital, critical care unit or rehabilitation facility.

### **Paid Short-Term Disability Insurance**

- (60% of salary up to 6-months)

### **Paid Life Insurance** (2x your salary)

### **FAMILY CARE**

- Paid Parental Leave
- Shared Sick Leave
- Military Exigency Leave

### **Employee Purchases Options**

- Legal Assistance
- Pet Insurance
- Critical Care and Accident Insurance
- Additional Life Insurance Products

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## For your *Wellness*

 CITY of CHARLOTTE

### **Near-site Health Clinics**

**Free annual wellness exams**

**Flu Shot Clinics, COVID-19 Clinics**

**Physical Therapy**

**Mobile Mammography**

**Life Coaching services**

**Diabetes Management and Education**

**6 Week Weight Management Program**

**Couch to 5K**

### **Financial Wellness**

- Investing 101 Workshop
- Money Matters: Moving Forward in a Changing World workshop
- Rainy Day Savings Program
- Teaching Good Money Habits to your Kids workshop

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## For your *Mental and Emotional Wellbeing*

 CITY of CHARLOTTE

Meditation and Mindfulness Class

Healthy Relationships Workshop

Mental Health Awareness Workshop

Mental Health Resources for Employees campaign

Mental Health Resources for Supervisors campaign

Managing Mental Health During Times of Social Change

Sleep Resource Guide

Addictive Behaviors and Coping Strategies Workshop

Grief and Loneliness Workshop

Onsite grief counselors

Employee Assistance Program services

Life Coaching Services

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## Retirement Readiness

 CITY of CHARLOTTE

### **Pension Plan(s)**

- Local Government Employees
- Law Enforcement Employees
- Charlotte Fire Retirement

### **Public Safety Deferred Compensation**

- Law Enforcement 5% 401(k) Contribution
- Firefighters 3% 401(k) and 2% 457 Contribution

### **Retirement Healthcare Financial Tools**

- Public Safety: City Sponsored Retirement Health Reimbursement Plan
- Employee Elected Health Savings Account

### **General Employees Deferred Compensation**

- 3% 401(k) Deferred Compensation Contribution

### **Retirement Readiness**

- Estate Planning
- Getting ready for retirement classes
- Planning and Education training with the Office of Social Security Administration and Prudential Retirement
- E-Learning Charlotte Fire Retirement modules

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## Community Engagement

### Public Safety Youth Programs

- Camp Ignite (Girls 14-18 years old)
- Camp Hornets' (Boys 14-18 years old)
- Explorer Program (10-20 years old)
- Steve's Coats for kids
- PAL (Police Activities League)
- COPS and Cleats
- Bike to DC
- Envision Academy, REACH OUT, Youth Diversion Program

### Police & Fire Sports Contest (hockey, baseball)

### WEWIT (Women Empowering Working in IT)

### Read Charlotte in a Title I school

### Community Support Leave

### CDOT Open Streets 704

### 3<sup>rd</sup> Annual CLT Charity Golf Tournament benefiting Habitat for Humanity

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## COVID Care

**COVID test and treatment cost sharing WAIVED in 2020-2021.**

**Free on-site vaccination clinics**

**Provided up to four weeks of Emergency Paid Leave for COVID care**

**Provided two weeks paid leave for school closure or child-care needs and an additional 66% of pay for up to 10 additional weeks.**

**Provided COVID related 5% premium pay to frontline employees in excess of six months**

**Hosted Medical Professional's COVID Information Panels**

**Job stability. No budget related layoffs.**

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# Future Workforce/Workplace

## Future Workforce/Workplace

**Stanford University economics professor, Nicholas Bloom, predicts that (National Data);**

- 50% of employees need to be “present” – remote work/hybrid work schedules are not possible
- 40% of employees can/will have a hybrid work schedule with 2/3 days remote working
- 10% of employees could work 100% remote

**Employers need to recognize the value of remote work and allow for hybrid schedules**

**Employers must look at ways to recruit/retain/maintain morale amongst employees who can not remote work**



## Additional Challenges

**Trends show a national labor shortage – this is especially true in trades and labor positions creating higher than usual vacancy rates**

**Inflation is rising putting further pressure on hourly wages**

**The impacts of COVID will continue to affect the workplace and workforce for the foreseeable future**

## Lessons Learned

**COVID has shown us that hybrid work schedules for some employees are possible and can create higher job satisfaction without a loss of productivity**

### **75% of employees can not work hybrid schedule**

- Negative affect on morale
- Staffing shortages and absence related to COVID often require working additional hours
- Pay/benefits, career advancement opportunities and ability to have consistency in schedule become very important

## Next Steps

**Continue to focus on diversity, equity and inclusion in hiring and workforce development**

**Make improvements in compensation and healthcare**

**Establish long-term partnerships to create opportunities for recruiting and career development for existing employees**

## Questions?