



Human Resources

Teesha Boozer, HR Director
MSTOD, PHR
tboozer@pinevillenc.gov
(704) 889-2362

To: Ryan Spitzer, Town Manager
Members of the Town Council

From: Teesha Boozer, HR Director

Date: 9/3/2026

Re: Human Resources Monthly Report

Hi Ryan,

Enclosed is the Human Resources Department Monthly Report for August 2026.

New Hires:

- a. Jerry Bennett, Maintenance Technician, Public Works
- b. Lindsay Caverly, 911 Telecommunicator, Police

Resignation/Termination:

- a. Carmen Gathen, Maintenance Technician, Public Works
- b. Alexis Keith, 911 Telecommunicator, Police

Retirements:

None

Transfers:

None

Promotions:

None

Current Openings:

- **Police Officer:** 3 openings for lateral hire/BLET
 - **911 Telecommunicator:** 2 opening
- **Public Works:** 1 opening

HR Updates:

Performance Management:

As we conclude this year's performance review meetings, Town Leadership is finalizing merit increase decisions in recognition of employee contributions and achievements. Merit increases will be processed in September.

Benefits:

The Human Resources Department has worked diligently throughout the summer to enhance the Town's benefits program by providing offerings that are both affordable and responsive to the needs of our employees and their families.

One of the changes this year is the implementation of the new Flores benefits portal. Employees can now conveniently upload documentation and receive eligible reimbursement payments directly through the Flores platform. This enhancement streamlines the reimbursement process, reduces processing times, and minimizes administrative errors. Human Resources will continue to work closely with Flores to address any issues and ensure a seamless and positive user experience for all employees.

Through our new partnership with NCHIP, we have expanded the resources available to support the Town's medical plan and employee well-being. As part of this partnership, we have launched Stella Health Navigation, a service that provides employees with a trusted, single point of contact for navigating healthcare needs. Stella's experienced nurses help employees understand their options, coordinate care, navigate benefits, and make informed decisions during complex or high-stakes health situations.

Additionally, employees now have access to Hinge Health, a virtual musculoskeletal care and physical therapy program. Hinge Health provides personalized, one-on-one support from licensed physical therapists and health coaches, helping participants address chronic pain, recover from injuries, improve mobility, and build healthier habits. The program is tailored to each individual's needs, making expert care more accessible and convenient.

Best of all, these valuable services are available to eligible employees at no additional cost.

Human Resources remains committed to continuously evaluating and enhancing the Town's benefits package to ensure it supports the evolving needs of our workforce. By investing in innovative benefit solutions and wellness resources, we strive to attract, retain, and support a healthy, engaged, and productive employee population.

Safety and Risk:

The Safety Committee held its August meeting and took the opportunity to review and discuss updates from the previous month, as a meeting was not held in July.

For the combined months of July and August, the Town reported a total of eight (8) incidents. Of those incidents:

- Three (3) were determined to be preventable.
- Two (2) were classified as non-preventable.
- Two (2) were unable to be determined.
- One (1) was determined to be non-work-related.

The committee also reviewed the new Workers' Compensation reporting forms, which have been designed to simplify and improve the reporting process for employees and supervisors.

In addition, our Safety Representative coordinated an on-site Hearing Test Van, which was well attended and considered a successful safety initiative for employees.

The committee was also reminded that the Annual Safety Grant Program is now open. This grant provides an opportunity for departments to submit eligible Property & Casualty and Workers' Compensation safety-related expenses for reimbursement. The Town may submit up to \$10,000 in eligible expenses and may receive up to

\$5,000 in reimbursement funding. Departments should submit proposals to Human Resources no later than September 30.

Finally, departments were informed of the Soft Body Armor Grant Program. Recent funding changes now allow reimbursement of up to \$500 toward the purchase of each \$1,000 vest, with a maximum reimbursement available for five vests. The Police Department is encouraged to submit requests to Human Resources or directly to our Safety Representative for consideration.

Recruiting and Retention:

Human Resources continues to partner closely with department leaders to recruit qualified candidates, understand workforce needs, and develop long-term staffing strategies. Beyond filling current vacancies, HR works collaboratively with departments to identify opportunities to strengthen workforce planning and ensure the Town remains well-positioned to meet both current and future operational needs.

Human Resources also continues to meet regularly with the Pineville Police Department to evaluate hiring needs, refine recruitment strategies, and provide support with hiring structures, testing processes, and other recruitment initiatives. These collaborative efforts help ensure the Police Department remains competitive in attracting and selecting qualified candidates.

Wellness:

We recently held our first De-Stress and Refresh event of the 2026-2027 fiscal year, providing employees with an opportunity to focus on their health and well-being while enjoying a catered lunch together. During the session, employees participated in a discussion on "The Power of the Fork," which focused on the impact of nutrition and healthy eating choices. Participants had the opportunity to ask questions, learn practical strategies for sourcing whole foods at the grocery store, and gain valuable insights into making healthier lifestyle choices. The event was well received, and employees are already looking forward to future wellness opportunities throughout the year.

In addition, employees are invited to participate in the upcoming Pineville 4 Miler. Through the support of Parks & Recreation, Town employees and their family members are eligible for a 50% registration discount. This event provides a fun and engaging opportunity for employees and their families to stay active, support their wellness goals, and connect with the community.

We encourage everyone to take advantage of these wellness initiatives as we continue to promote a healthy, active, and engaged workforce.

Looking Ahead:

Human Resources remains focused on several key priorities for Fall 2026, including:

- Processing annual merit increases.
- Continuing the modernization of personnel policies and procedures.
- Preparing for fall employee engagement initiatives.
- Facilitating the implementation of UKG Payroll and Businessolver as the Town's new Human Resources Information Systems (HRIS).