

Priority: Accountability **Lead Agency:** County Management
Program Offer Type: Existing Operating **Program Contact:** Mindy Harris
Related Programs:
Program Characteristics:

Executive Summary

The Employee Benefits program manages a full range of affordable, comprehensive health, life, disability and retiree benefits for County employees and retirees. The program oversees administration of a complex array of benefit plans ensuring County compliance with labor contracts, federal, state and local laws/mandates. The program provides sound fiscal management of the programs offered, while obtaining the best benefit value for employees and the County.

Program Description

Program coordinates/consults with all County departments/employees to ensure timely enrollment in the benefit plans, complete accurate payroll deductions, production of user friendly benefit communication/educational materials, and liaison between employees and benefit providers for problem resolution. We work with County management and labor to structure benefit components providing desirable benefit options within budgetary constraints. Administration is standardized to ensure all employees receive the full value of their benefit plans. Integrity of internal reports, developed/managed by unit, allow vendors accept our reports for eligibility and payment. Plans regularly reviewed for compliance with federal/state/local laws governing plan administration. Vendors and internal records are regularly audited to verify County funds are being spent appropriately and are in compliance with plan requirements. Remittances are made regularly and on time to take advantage of discounts and avoid penalties. Service contracts include performance guarantees to ensure service levels.

Program Justification

Our comprehensive benefit package helps attract and retain a highly qualified workforce. It is good public policy to provide benefit coverage which will positively contribute to the health and productivity of the employee population. The program contains 3 primary components:

1. Health/Welfare: Provides coverage to more than 13,000 members (employees, retirees, and their dependents) via 6 medical plan options and 2 dental plan options.
2. Life/Disability: We manage multiple active employee disability plans (long and short term disability, military, catastrophic, Federal and Oregon state family leaves) and life insurance for active and retired employees.
3. Plan/Vendor Management/Program Communication: The value employees assign to their benefits is directly related to employee understanding, satisfaction, and ease of use for their benefit programs. This only occurs with stringent, consistent administrative practices which provide timely accurate enrollment, eligibility reporting, premium calculation, vendor remittances and communication to participants which provide members full access to available benefit programs.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Number of new hire enrollments processed	382	500	484	500
Outcome	Percent of new members needing assistance	20.0%	18.0%	1.0%	1.0%
Quality	Customer satisfaction: new employee benefit enrollment survey results	100.0%	100.0%	100.0%	95.0%
Efficiency	County's monthly per employee benefit cost	770	834	837	912

Performance Measure - Description

 **Measure Changed**

Output: 1st Qtr = 121 x 4
Outcome: Results from existing new hire survey
Quality: We have launched expanded new hire survey with hope of gathering more comprehensive responses and higher response percentage.
Efficiency: Changed from Outcome to Efficiency. Increased current year's contribution by 9% per budget manual.

Legal/Contractual Obligation

County labor contract contain benefit mandates for active and retired members. Benefits are governed by variety of federal/state/local laws, including Internal Revenue Service, Dept of Labor, COBRA, Working Families Tax Relief Act, Older Workers Benefit Protection Act as well as civil rights and Equal Employment Opportunity laws.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Personnel	\$0	\$1,320,913	\$0	\$1,463,337
Contracts	\$0	\$765,761	\$0	\$1,072,885
Materials & Supplies	\$0	\$73,821,559	\$0	\$74,972,432
Internal Services	\$0	\$139,259	\$0	\$129,605
Unappropriated & Contingency	\$0	\$0	\$0	\$4,671,088
Subtotal: Direct Exps:	\$0	\$76,047,492	\$0	\$82,309,347
Administration	\$61,651	\$11,477	\$49,985	\$8,090
Program Support	\$9,792	\$0	\$11,200	\$0
Subtotal: Other Exps:	\$71,443	\$11,477	\$61,185	\$8,090
Total GF/non-GF:	\$71,443	\$76,058,969	\$61,185	\$82,317,437
Program Total:	\$76,130,412		\$82,378,622	
Program FTE	0.00	8.00	0.00	8.00
Program Revenues				
Fees, Permits & Charges	\$0	\$51,591,779	\$0	\$55,896,859
Other / Miscellaneous	\$0	\$25,300,000	\$0	\$26,824,612
Program Revenue for Admin	\$11,477	\$0	\$8,090	\$0
Total Revenue:	\$11,477	\$76,891,779	\$8,090	\$82,721,471

Explanation of Revenues

Significant Program Changes

Last year this program was: #72012, Employee Benefits

With dissolution of the Employee Benefits Board, program has had to reconfigure the process for annual open enrollment. Including communication of complicated changes to the population, revision of existing plan documents and communication materials to reflect the changed structure, overseeing program changes within SAP, operating staggered annual special enrollments as labor contracts are ratified, fulfill extensive data requests for labor and management during the labor negotiation process.

Managed employee survey, installation, communication and ongoing administration of VEBA program for management employees.