

Priority: Accountability
Program Offer Type: Existing Operating
Related Programs:

Lead Agency: County Management
Program Contact: Caren Cox

Program Characteristics:

Executive Summary

The Employee Benefits program manages a full range of affordable, comprehensive health, life, disability and retiree benefits for County employees, retirees, and dependents. 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 labor and management to structure benefit components providing desirable benefit options within budgetary constraints. Administration is standardized to ensure all employees receive the maximum value of their benefit plans. Plans regularly reviewed for compliance with federal, state, and local laws governing plan administration. Vendors and internal records are regularly audited to verify County funds are being spent appropriately and 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 positively contributes 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 7 medical plan options and 2 dental plan options. This includes medical case management, disease prevention & intervention, and programs designed to more effectively manage health care costs.
2. Life/Disability: 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 their understanding, satisfaction, and access to 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. Benefits staff is ready to partner with SAP to implement online benefits enrollment, but will be unable to do so if SAP Business Analyst Position is eliminated.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Number of new hire enrollments processed	481	500	516	460
Outcome	Percent of new members needing assistance	13.0%	1.0%	19.0%	15.0%
Quality	Customer satisfaction: new employee benefit enrollment survey results	90.0%	95.0%	93.0%	95.0%
Efficiency	County's monthly per employee benefit cost	837	912	927	942

Performance Measure - Description

Efficiency: Department costs were increased mid-year to account for the plan/premium changes and adjustment from Fiscal Year to calendar-year operations. Estimate is difference between current year purchased and next year's offer.

Legal/Contractual Obligation

County labor contracts contain benefit mandates for active and retired members. Benefits are also governed by variety of federal, state, and 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
	2009	2009	2010	2010
Program Expenses				
Personnel	\$0	\$1,463,337	\$0	\$828,957
Contracts	\$0	\$1,072,885	\$0	\$132,376
Materials & Supplies	\$0	\$75,034,816	\$0	\$65,615,690
Internal Services	\$0	\$129,605	\$0	\$151,459
Unappropriated & Contingency	\$0	\$4,671,088	\$0	\$21,988,361
Subtotal: Direct Exps:	\$0	\$82,371,731	\$0	\$88,716,843
Administration	\$28,282	\$6,673	\$1,130,884	\$0
Program Support	\$19,503	\$0	\$16,928	\$0
Subtotal: Other Exps:	\$47,785	\$6,673	\$1,147,812	\$0
Total GF/non-GF:	\$47,785	\$82,378,404	\$1,147,812	\$88,716,843
Program Total:	\$82,426,189		\$89,864,655	
Program FTE	8.00	0.00	0.00	8.00
Program Revenues				
Fees, Permits & Charges	\$0	\$57,483,855	\$0	\$62,234,817
Other / Miscellaneous	\$0	\$25,300,000	\$0	\$27,600,000
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$82,783,855	\$0	\$89,834,817

Explanation of Revenues

Significant Program Changes

✔ Significantly Changed

Last year this program was: #72014, Employee Benefits