

**Lead Agency:** County Management

**Program Contact:** Caren Cox

**Program Offer Type:** Existing Operating

**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, retirees, and dependents. The program oversees administration of a complex array of benefit plans ensuring County remains compliant with labor contracts, federal, state and local laws/mandates. The program provides sound fiscal management of the plans offered, researches and recommends plan enhancements or additions, assists with strategic planning, develops/implements administrative enhancements to existing programs, develops/implements new programs as directed by County Management, while obtaining the best benefit value for employees and the County. Internal administration allows for tailoring administrative needs to the County's individual needs. For example bringing in COBRA administration to better serve County population and launching new Long Term Care plan in response to requests from bargaining teams, creating best practices model and consolidating administration of FMLA activity.

**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.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Number of new hire enrollments processed	396	500	325	400
Outcome	Percent of new members needing assistance	25.0%	15.0%	18.0%	15.0%
Quality	Customer satisfaction: new employee benefit enrollment survey results	0.0%	95.0%	96.0%	95.0%
Efficiency	County's monthly per employee benefit cost - rate of increase	9.0%	3.0%	5.0%	3.0%

**Performance Measure - Description**

Efficiency: Actual dollar costs per FT employee: 08/09 Rate \$912, 09/10 purchased rate \$942, Current 09/10 Est \$965, 10/11 Offer \$989

National annual % change in total health benefit cost per employee increase each year 2007 = 6.1% 2008 = 6.3% 2009 = 5.5% 2010 = 5.6% \*quote from MERCER National Survey of Employer-Sponsored Health Plans.

County change of 9% in FY09 due to 18-month plan year following dissolution of Employee Benefits Board.

## 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, American Recovery and Reinvestment 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
<b>Program Expenses</b>	2010	2010	2011	2011
Personnel	\$12,518	\$828,957	\$0	\$855,691
Contracts	\$555	\$132,376	\$0	\$1,067,279
Materials & Supplies	\$160	\$64,742,053	\$0	\$75,615,367
Internal Services	\$840	\$153,209	\$0	\$164,032
Total GF/non-GF:	<b>\$14,073</b>	<b>\$65,856,595</b>	<b>\$0</b>	<b>\$77,702,369</b>
Program Total:	<b>\$65,870,668</b>		<b>\$77,702,369</b>	
Program FTE	0.00	8.00	0.00	8.12
<b>Program Revenues</b>				
Fees, Permits & Charges	\$0	\$58,327,276	\$0	\$70,738,138
Other / Miscellaneous	\$0	\$7,600,000	\$0	\$6,887,681
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$65,927,276</b>	<b>\$0</b>	<b>\$77,625,819</b>

## Explanation of Revenues

Sources of revenue are: departmental contributions for health plan and bus pass program funding, employee payroll deductions (both pre and post tax) for benefit plan participation, premium payments from retirees and COBRA participants, operational refunds/rebates from vendors, tax credits due to ARRA subsidies, Business Energy Tax Credit for the bus pass program.

## Significant Program Changes

Last year this program was: #72012, FRM - Employee Benefits