

NOTICE OF MEETING



CITY OF BRANSON

HUMAN RESOURCES COMMITTEE

Committee Meeting – May 13, 2016 – 10:30 a.m.
Municipal Courtroom – Branson City Hall – 110 W. Maddux

AGENDA

- 1) Call to Order.
- 2) Roll Call.
- 3) Acknowledgment of January 15, 2016 and February 12, 2016 Minutes.
- 4) Update from the City's Safety Team.
- 5) Update from Ollis/Akers/Arney concerning Employee Insurance Interest Meetings.
- 6) Discussion of the RFP for the Compensation and Classification Study.
- 7) Discussion of Supervisor Training Focus Areas.
- 8) Human Resources Director's Report.
- 9) Adjourn.

Where Values are the Difference
MAY: EXCELLENCE
Being the best by doing your best.

For more information please visit www.bransonmo.gov or contact:

Lisa Westfall, City Clerk, 417-337-8522

Jennifer Langford, Communications Manager, 417-337-8589

Posted: May 12, 2016

At: _____ By: _____

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MINUTES

HUMAN RESOURCES COMMITTEE
CITY OF BRANSON, MISSOURI
January 15, 2016

1) Call to Order

The Human Resources Committee met in the Municipal Court Room of City Hall, Friday, January 15, 2016 at 10:30 a.m. The meeting was called to order by Mayor Karen Best.

2) Roll Call

Committee Members present were Mayor Karen Best, Alderman Bob Simmons, Alderman Rick Todd, and City Administrator, Bill Malinen.

Also present: Jan Fischer, Gina Stech, Bob Smither, Kathy Olson, and Kimberly Cooper.

3) Acknowledgement December 11, 2015 minutes.

The minutes of the December 11, 2015 meeting were acknowledged on a motion by Rick Todd, seconded by Bob Simmons. Motion approved by a 4 to 0 count.

4) Discussion of previous Human Resource Committee items.

HR Director, Jan Fischer updated the Committee on previous topics that have been discussed during the HR Committee Meetings. Mayor Best asked that an Emergency Succession Plan be brought to the next meeting outlining the emergency successors for each Department Head and the City Administrator.

5) Discussion of 2015 Turnover Data. [5-Year Turnover]

Jan Fischer presented the turnover data he had calculated to the Committee. The turnover rate appeared to be down across most departments for the 2015 year. The committee discussed the information and asked that Jan present the industry standards for all departments to be presented with the information in the future.

6) Discussion of the Health, Life, and Dental Insurance Broker Bid process. [Selection Criteria Final].

Jan Fischer presented the score sheets for how each of the Brokers were scored according to the selection criteria that was agreed upon by the Human Resources Committee before the City went out for the bid. According to the numbers that Jan had presented, the top scoring Broker was Bukaty Companies. However, the score was only 2% higher than the City's current broker, Ollis/Akers/Arney. Jan recommended continuing with the current broker despite Bukaty's higher score due to the long standing relationship of over 20 years with Ollis/Akers/Arney as the City's broker for Health Insurance. Based on the information that was provided to the Committee, Rick Todd motioned to recommend Ollis/Akers/Arney to the Board. The motion was seconded by Bob Simmons and approved on a 4-0 count.

7) Human Resources Director's Report.

Jan Fischer announced that Kim Cooper and Gina Stech had worked diligently the last several months as the department went through some major changes during open enrollment and wanted to acknowledge them both as doing a good job. Jan introduced Bob Smither to the Committee as the new Human Resources Risk Coordinator and Kathy Olson as the new Assistant Human Resources Director. Jan Fischer shared with the Committee the goals of the Human Resources Department to include risk management, a comprehensive plan of action to address the 2015 employee survey results, succession planning, training, employee recognition, and policy updates.

8) Adjourn.

A motion to Adjourn was made by Rick Todd, seconded by Bob Simmons. Motion approved by a 4 to 0 count.

MINUTES

HUMAN RESOURCES COMMITTEE

CITY OF BRANSON, MISSOURI

February 12, 2016

1) Call to Order

The Human Resources Committee met in the Municipal Court Room of City Hall, Friday, February 12, 2016 at 10:30 a.m. The meeting was called to order by Alderman Rick Todd.

2) Roll Call

Committee Members present were Alderman Rick Todd, Kris Jones, and City Administrator, Bill Malinen.

Also present: Jan Fischer, Eric Walters, Hillary Bargman, Chena Simmons, Gina Stech, Bob Smither, Kathy Olson, and Kimberly Cooper.

No quorum present.



Welcome City of Branson Employees

Employee Insurance Interests Meeting



Ollis/Akers/Arney Benefits Team



Ollis/Akers/Arney Role

- o Employee Advocate
- o Renewal Negotiation and Marketing
- o H.R. Resources & Support
- o H.R. Committee / Board Advisor

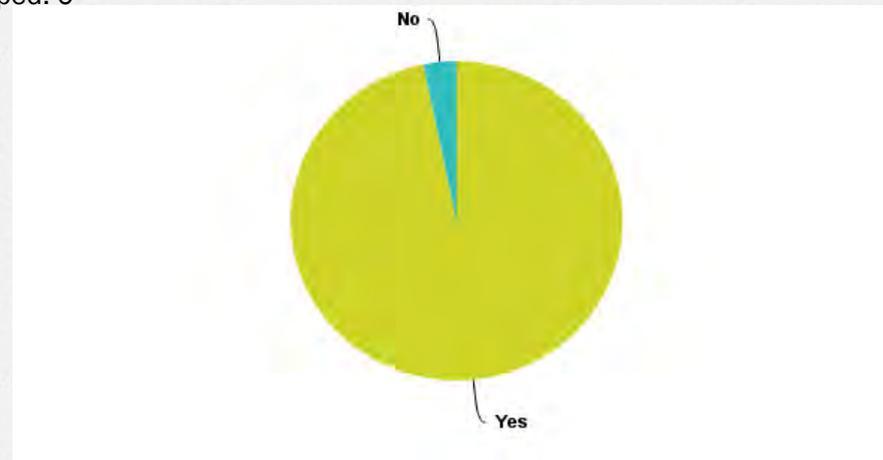
Survey Discussion

- o THANK YOU for your feedback
- o “National survey data vs. your thoughts”
- o Importance to our planning

Survey Results

Q1: Are you currently enrolled, or do you plan to enroll, in the City of Branson employee health care plan?

Answered: 124 Skipped: 0



Answer Choices	Responses	
Yes	96.77%	120
No	3.23%	4
Total		124

Q2: How would you rate the information you receive from The City of Branson about your benefit plans?

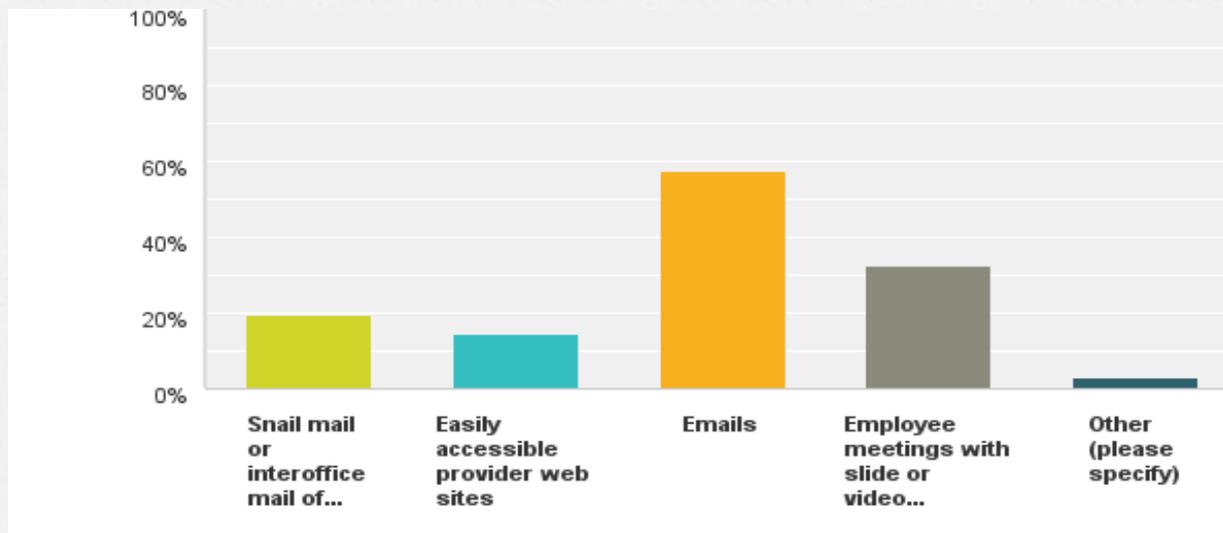
Answered: 124 Skipped: 0



	Poor	Below Average	Average	Above Average	Excellent	Total	Weighted Average
(no label)	0.81%	4.03%	38.71%	48.39%	8.06%	124	3.59
	1	5	48	60	10		

Q3: What is your most preferred method of receiving benefits communication?

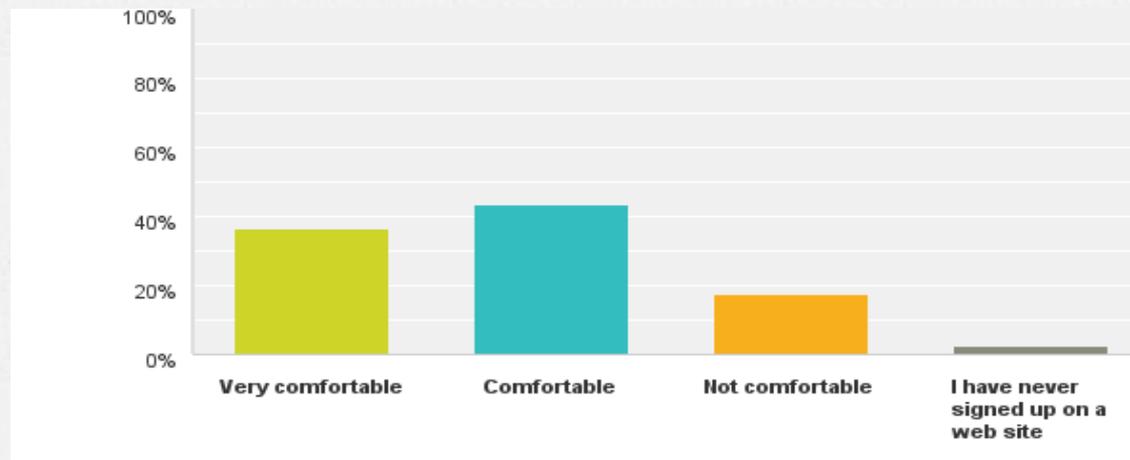
o Answered: 124 Skipped: 0



Answer Choices	Responses
Snail mail or interoffice mail of printed materials	19.35% 24
Easily accessible provider web sites	14.52% 18
Emails	57.26% 71
Employee meetings with slide or video presentations	32.26% 40
Other (please specify)	3.23% 4
Total Respondents: 124	

Q4: For 2017, benefits enrollment will be through a secure web-based portal. How would you rate your computer skills in where you have signed up on other web sites?

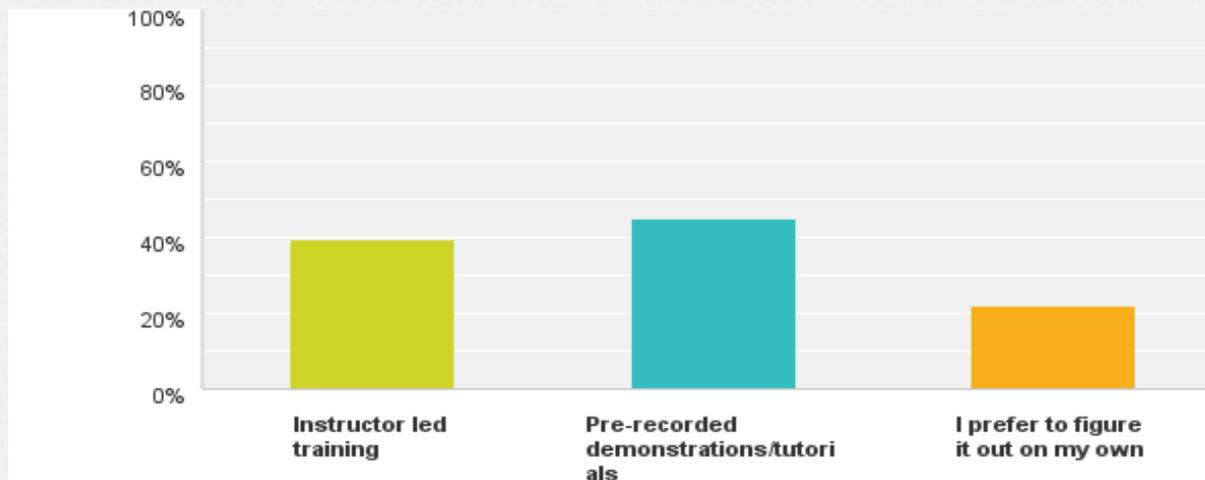
Answered: 124 Skipped: 0



Answer Choices	Responses
Very comfortable	36.29% 45
Comfortable	43.55% 54
Not comfortable	17.74% 22
I have never signed up on a web site	2.42% 3
Total	124

Q5: What is your most preferred method of learning how to use the online enrollment portal?

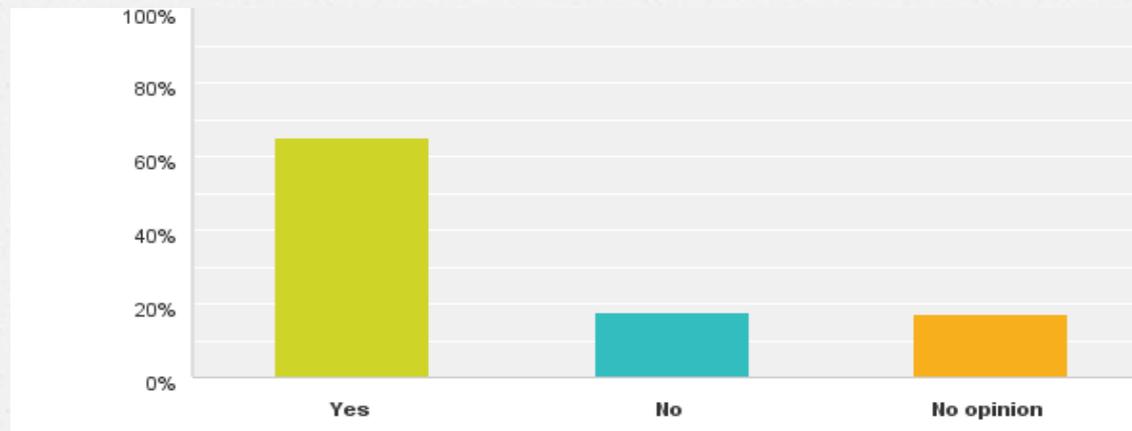
o Answered: 124 Skipped: 0



Answer Choices	Responses
Instructor led training	39.52% 49
Pre-recorded demonstrations/tutorials	45.16% 56
I prefer to figure it out on my own	21.77% 27
Total Respondents: 124	

Q6: Would you like having options to choose from more than one medical plan? For example: a plan with a higher premium cost to you than the current one but which provides more benefits; or perhaps one with a lower premium cost to you that has fewer benefits.

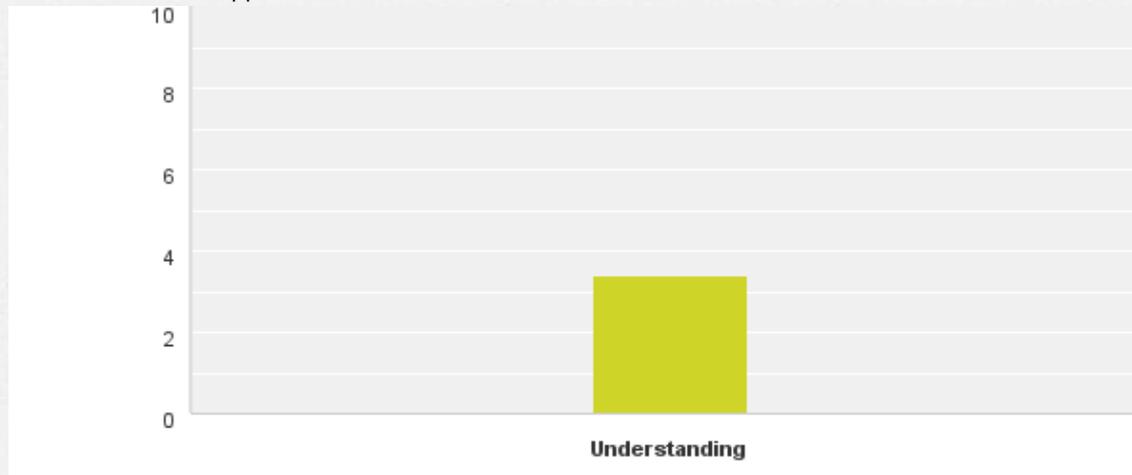
o Answered: 123 Skipped: 1



Answer Choices	Responses
Yes	65.04% (80)
No	17.89% (22)
No opinion	17.07% (21)
Total	123

Q7: How well do you currently understand how your benefits work?

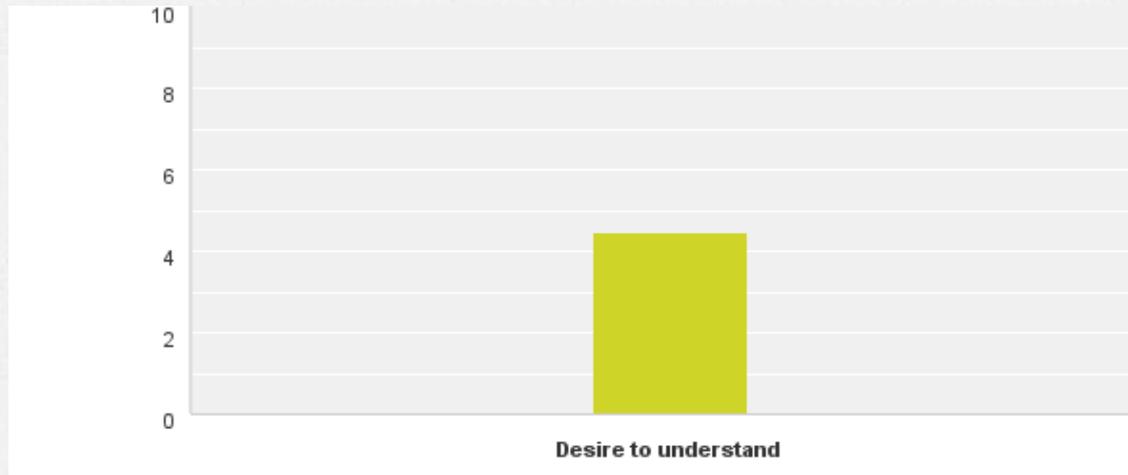
Answered: 123 Skipped: 1



	Not at all	Somewhat	Average	Well	Very Well	Total	Weighted Average
Understanding	0.81% 1	13.82% 17	43.09% 53	28.46% 35	13.82% 17	123	3.41

Q8: How well do you want to understand how your benefits work?

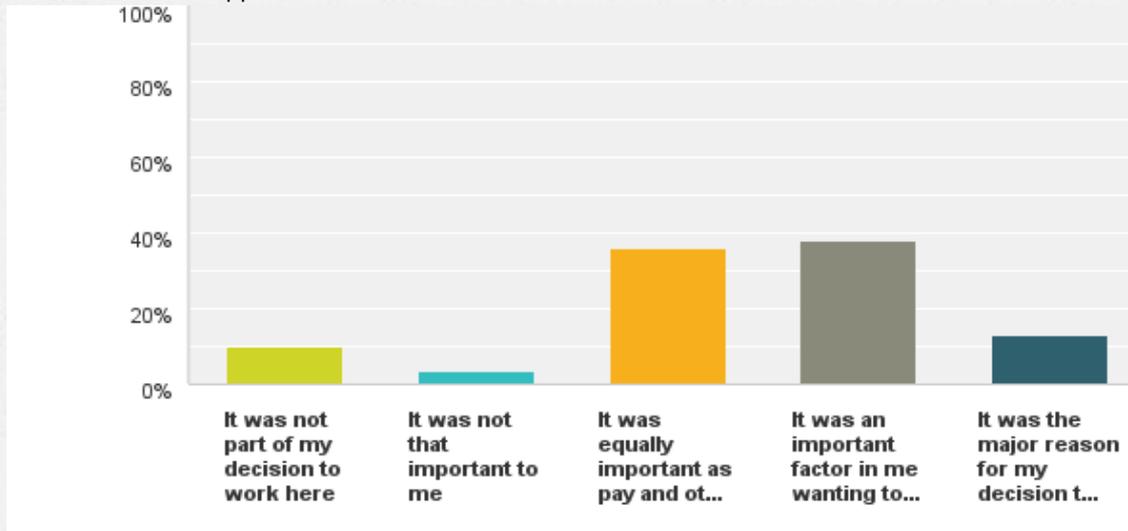
Answered: 123 Skipped: 1



	Not at all	Somewhat	Average	Well	Very well	Total	Weighted Average
Desire to understand	0.81% 1	0.81% 1	8.94% 11	29.27% 36	60.16% 74	123	4.47

Q9: Please indicate how important the City's insurance benefits package was in attracting you to work here.

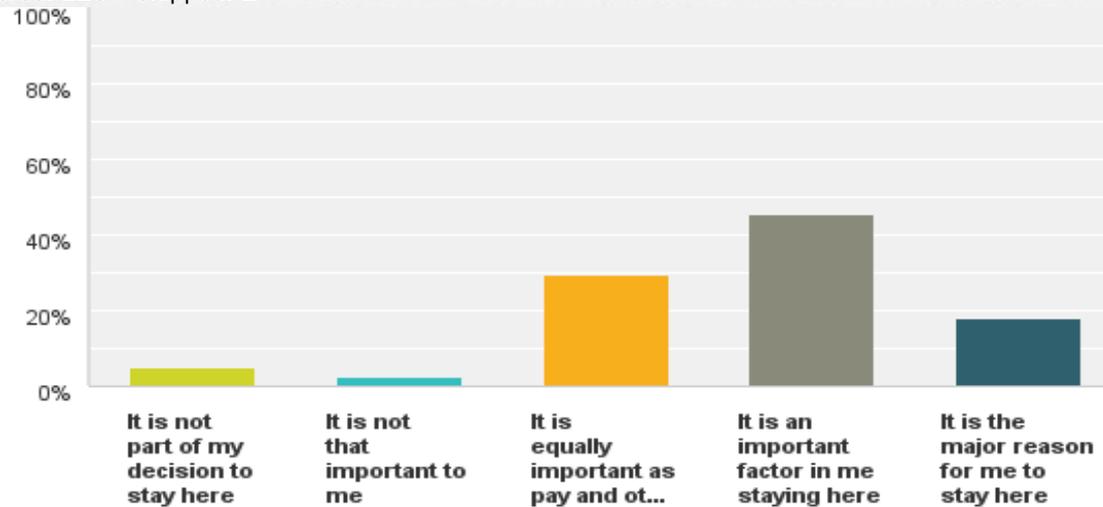
Answered: 123 Skipped: 1



Answer Choices	Responses
It was not part of my decision to work here	9.76% 12
It was not that important to me	3.25% 4
It was equally important as pay and other benefits offered by the City	35.77% 44
It was an important factor in me wanting to work here	38.21% 47
It was the major reason for my decision to work here	13.01% 16
Total	123

Q10: Please indicate how important the City's insurance benefits package is in you staying employed with the City of Branson.

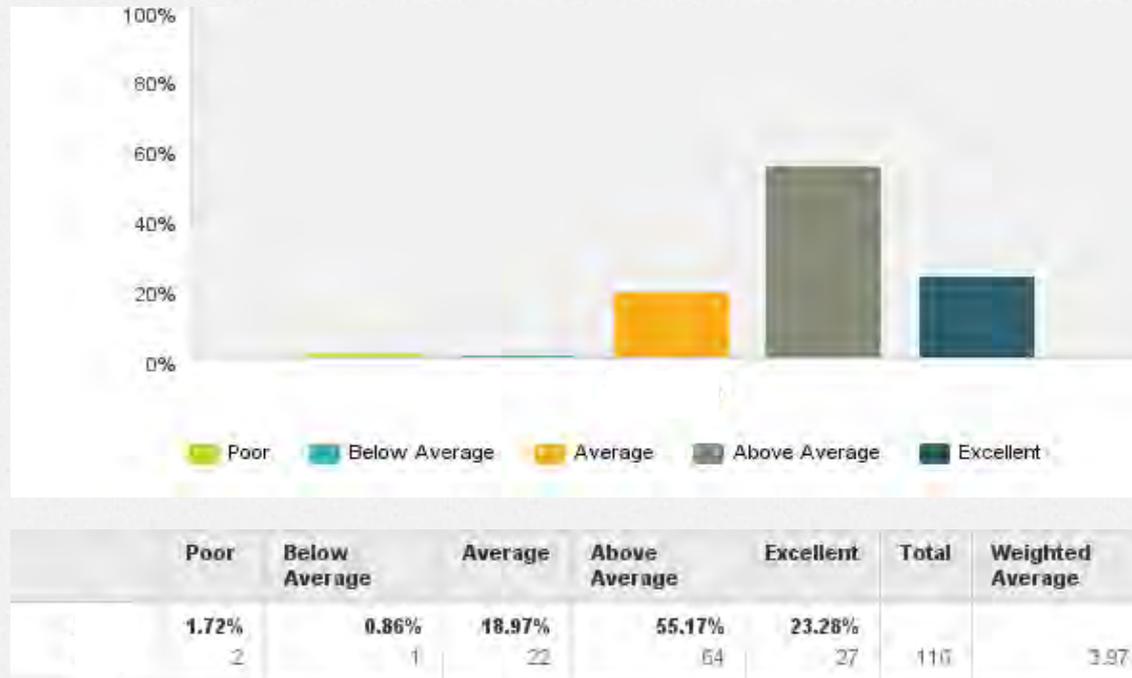
Answered: 123 Skipped: 1



Answer Choices	Responses
It is not part of my decision to stay here	4.88% 6
It is not that important to me	2.44% 3
It is equally important as pay and other benefits offered by the City	29.27% 36
It is an important factor in me staying here	45.53% 56
It is the major reason for me to stay here	17.89% 22
Total	123

Q11: What is your impression of The City of Branson's benefit plans compared to other local employers?

Answered: 116 Skipped: 8

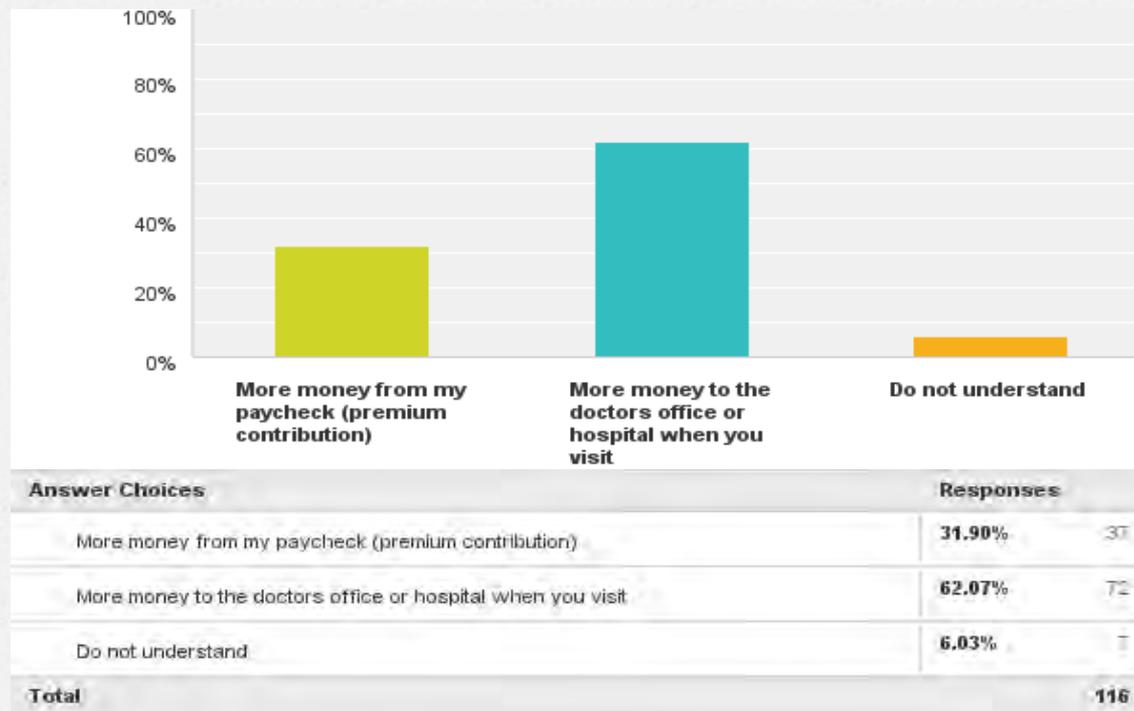


Plan Comparison

- o Average Large Employer Plan Deductible/Out of Pocket
 - o \$971/\$2,700*
- o Average Obamacare Deductible
 - o Bronze Plan - \$5,731/\$6,639**
 - o Silver Plan - \$3,117/\$6,110
 - o Gold Plan - \$1,165/\$4,108
 - o Platinum Plan - \$233/\$2,403
- o Other Area Employers
 - o Branson Schools - \$1,500/\$4,500
 - o Cox Health Systems - \$2,000/\$4,500
 - o Ollis/Akers/Arney \$3,000/\$3,000
- o City of Branson
 - o \$0/\$1,250

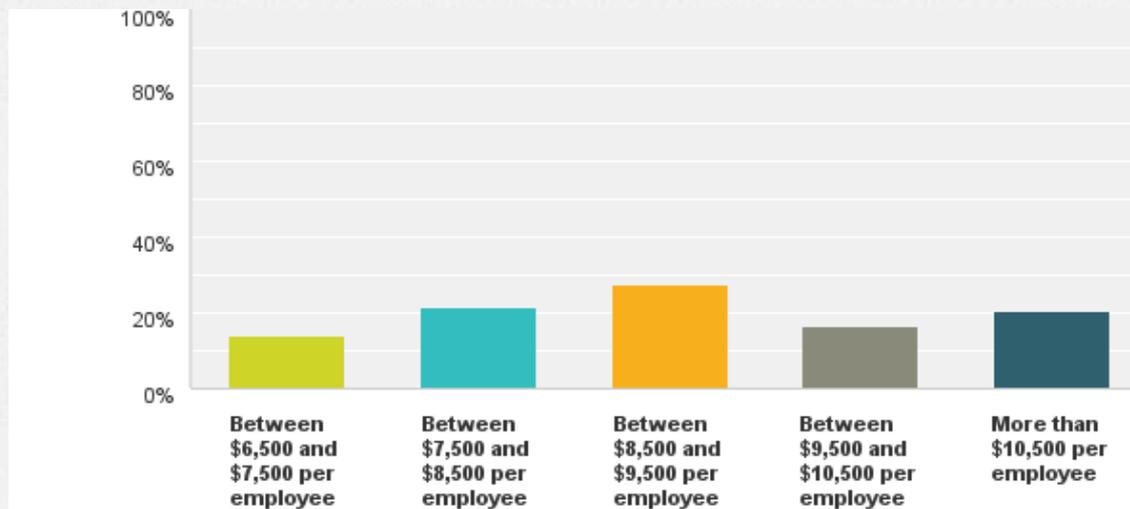
Q12: Many employers require a premium contribution from their employees. If costs continue to rise and the City were to implement changes to our medical plan, would you prefer to pay more money from your paycheck for insurance premiums or more money when you actually go to the hospital or doctor?

Answered: 116 Skipped: 8



Q13: What do you think the City of Branson pays on average for employees' annual medical insurance?

Answered: 116 Skipped: 8

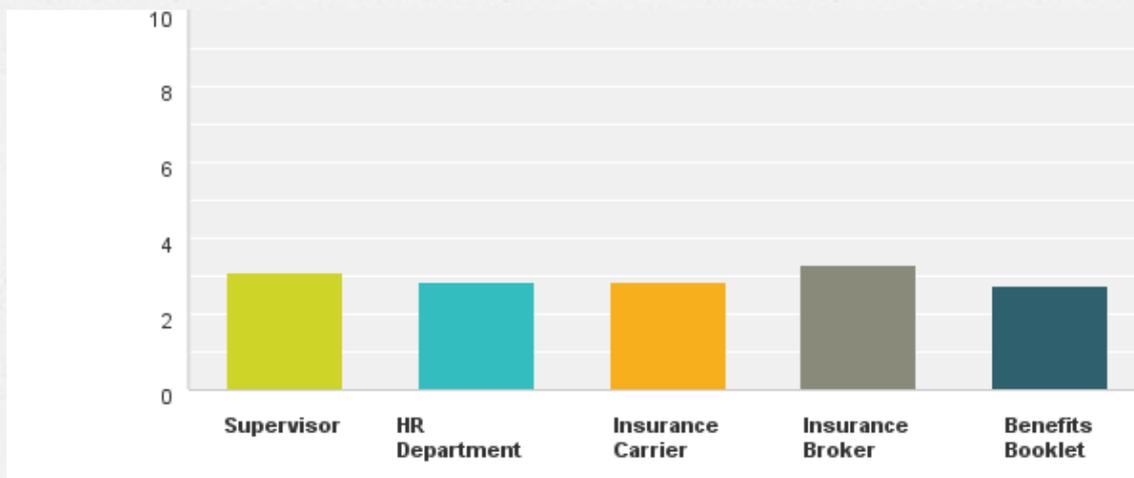


Answer Choices	Responses
Between \$6,500 and \$7,500 per employee	13.79% 16
Between \$7,500 and \$8,500 per employee	21.55% 25
Between \$8,500 and \$9,500 per employee	27.59% 32
Between \$9,500 and \$10,500 per employee	16.38% 19
More than \$10,500 per employee	20.69% 24
Total	116

\$11,117.86

Q14: Rank in order the following: When you want detailed information about how your benefits work, where would you turn?

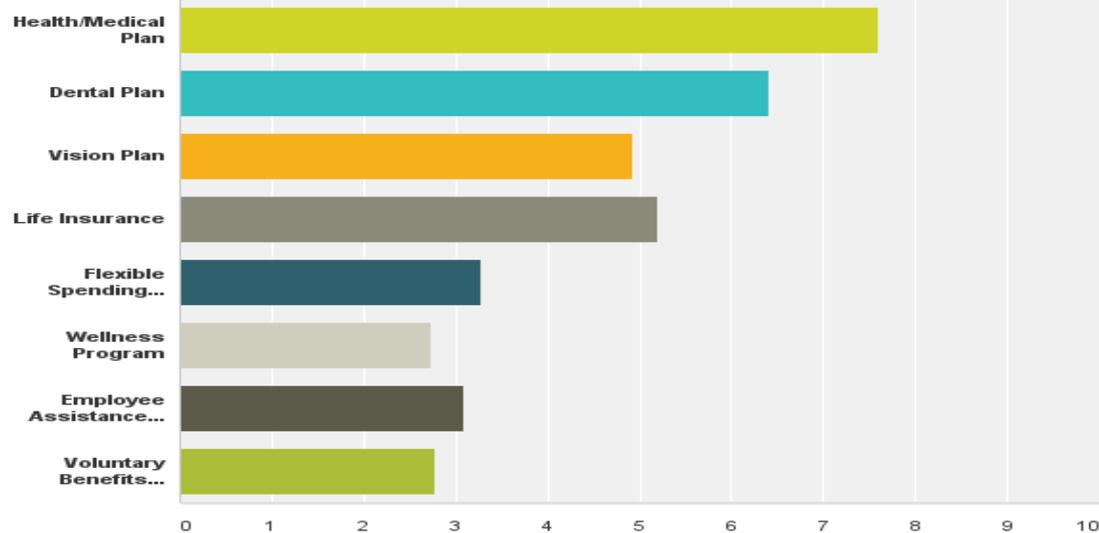
Answered: 116 Skipped: 8



	1	2	3	4	5	Total
Supervisor	24.14% 28	14.66% 17	16.38% 19	14.66% 17	30.17% 35	116
HR Department	25.86% 30	18.97% 22	21.55% 25	12.93% 15	20.69% 24	116
Insurance Carrier	23.28% 27	14.66% 17	26.72% 31	23.28% 27	12.07% 14	116
Insurance Broker	13.79% 16	18.10% 21	18.10% 21	26.72% 31	23.28% 27	116
Benefits Booklet	23.28% 27	25.00% 29	19.83% 23	18.97% 22	12.93% 15	116

Q15: Rank in order the benefits which are most important to you?

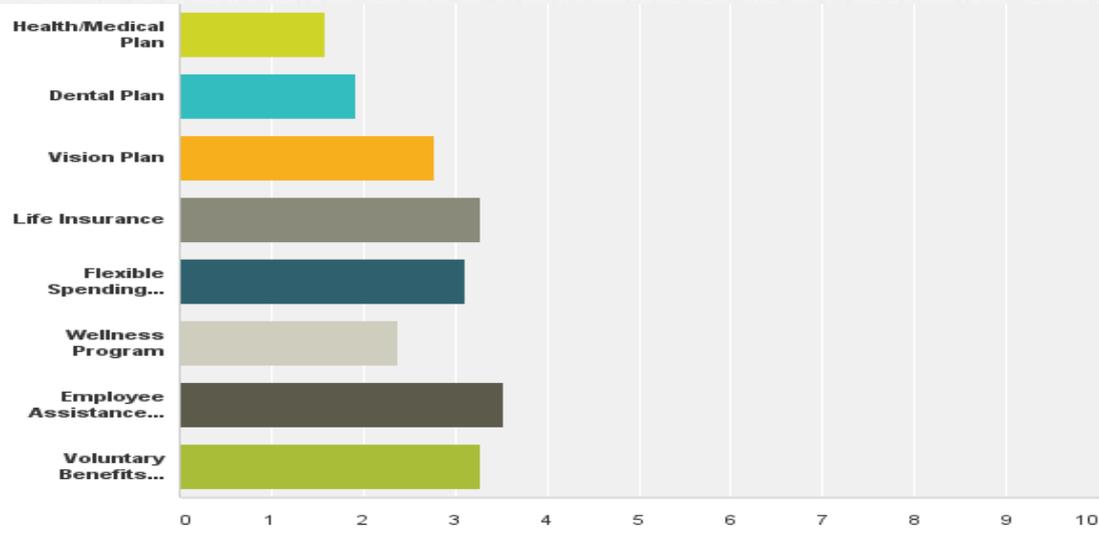
Answered: 116 Skipped: 8



	1	2	3	4	5	6	7	8	Total	Score
Health/Medical Plan	92.24% 107	1.72% 2	0.00% 0	0.00% 0	0.00% 0	0.86% 1	0.86% 1	4.31% 5	116	7.50
Dental Plan	1.72% 2	63.79% 74	20.69% 24	8.62% 10	0.86% 1	1.72% 2	2.59% 3	0.00% 0	116	6.41
Vision Plan	0.86% 1	10.34% 12	35.34% 41	21.55% 25	13.79% 16	7.76% 9	4.31% 5	6.03% 7	116	4.92
Life Insurance	1.72% 2	14.66% 17	21.55% 25	41.38% 48	9.48% 11	7.76% 9	2.59% 3	0.86% 1	116	5.20
Flexible Spending Account	0.86% 1	3.45% 4	11.21% 13	9.48% 11	18.10% 21	15.52% 18	20.69% 24	20.69% 24	116	3.27
Wellness Program	0.86% 1	0.86% 1	4.31% 5	6.90% 8	16.38% 19	18.97% 22	26.72% 31	25.00% 29	116	2.74
Employee Assistance Program	0.86% 1	1.72% 2	2.59% 3	8.62% 10	22.41% 26	27.59% 32	24.14% 28	12.07% 14	116	3.10
Voluntary Benefits (AFLAC)	0.86% 1	3.45% 4	4.31% 5	3.45% 4	18.97% 22	19.83% 23	18.10% 21	31.03% 36	116	3.77

Q16: Which benefits do you use the most?

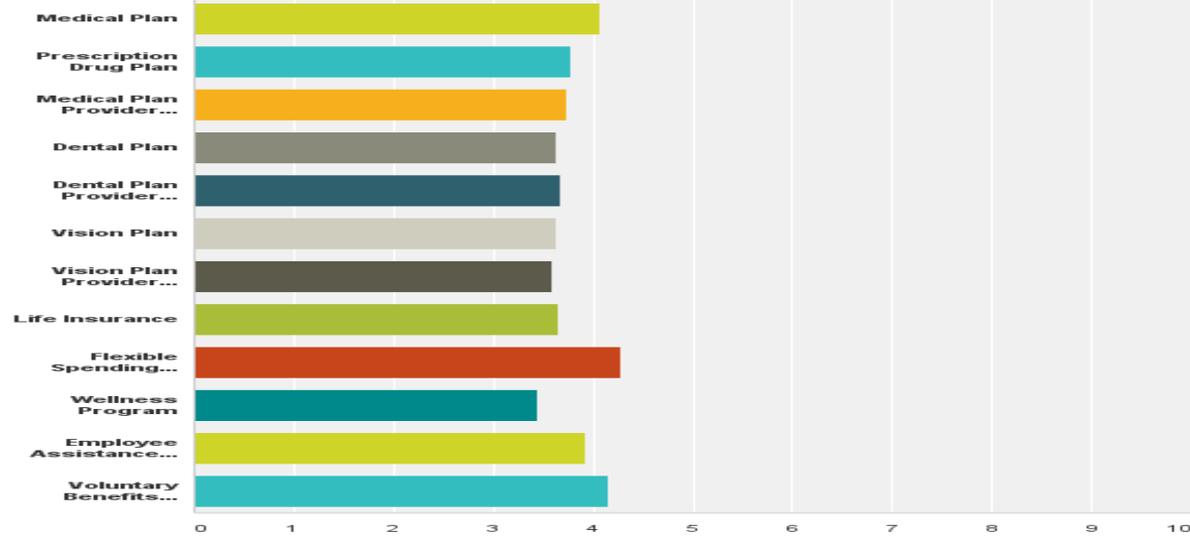
Answered: 116 Skipped: 8



	Often	Sometimes	Rarely	Never	Total	Weighted Average
Health/Medical Plan	50.86% 59	41.38% 48	6.03% 7	1.72% 2	116	1.59
Dental Plan	32.76% 38	45.69% 53	17.24% 20	4.31% 5	116	1.93
Vision Plan	15.52% 18	28.45% 33	19.83% 23	36.21% 42	116	2.77
Life Insurance	14.66% 17	5.17% 6	17.24% 20	62.93% 73	116	3.28
Flexible Spending Account	22.41% 26	8.62% 10	4.31% 5	64.66% 75	116	3.11
Wellness Program	25.86% 30	35.34% 41	13.79% 16	25.00% 29	116	2.38
Employee Assistance Program	0.86% 1	6.90% 8	31.90% 37	60.34% 70	116	3.52
Voluntary Benefits (AFLAC)	6.03% 7	15.52% 18	22.41% 26	56.03% 65	116	3.28

Q17: Please mark the answer that best describes your overall feeling about the indicated City of Branson Group benefit plans or plan elements?

o Answered: 116 Skipped: 8



	Poor	Below Average	Average	Above Average	Excellent	Not Applicable	Total	Weighted Average
Medical Plan	0.00%	3.45%	19.83%	44.83%	30.17%	1.72%	116	4.07
Prescription Drug Plan	0.86%	1.72%	40.52%	36.21%	16.38%	4.31%	116	3.76
Medical Plan Provider Network	0.86%	6.03%	37.07%	34.48%	18.10%	3.45%	116	3.73
Dental Plan	0.00%	6.03%	46.55%	27.59%	17.24%	2.59%	116	3.64
Dental Plan Provider Network	0.00%	6.90%	45.69%	25.86%	16.38%	5.17%	116	3.62
Vision Plan	6.90%	10.34%	41.38%	15.52%	5.17%	20.69%	116	3.64
Vision Plan Provider Network	6.90%	14.66%	38.79%	12.93%	5.17%	21.56%	116	3.50
Life Insurance	0.00%	2.59%	56.90%	22.41%	9.48%	8.62%	116	3.55
Flexible Spending Account	1.72%	2.59%	37.93%	16.38%	6.03%	35.34%	116	4.26
Wellness Program	7.76%	6.90%	47.41%	18.97%	9.48%	9.48%	116	3.44
Employee Assistance Program	3.45%	3.45%	41.38%	23.28%	5.17%	23.28%	116	3.63
Voluntary Benefits (AFLAC)	0.00%	3.45%	40.52%	21.55%	5.17%	29.31%	116	4.16

Marketplace Review

- o Four players left – Anthem, United Health Care, Aetna & Cox Healthplans
- o Self-funded plans through third party administrators

Health Insurance Pricing Explanation

- o Insurance companies are pass-through entities.
- o You and the City will pay the cost of your health care over time.

Renewal Premium Calculation

o Actual Medical Bills
o - Insurance Company Discounts
o + Administrative Costs
o + Inflation / Underwriting Estimate
o + Profit

o Premium Billed



Uncontrollable Costs

- o Large claimants had bills totaling \$639,211 or 27.8% of total group claims.
- o The remaining 98.5% of you had claims totaling \$1,656,480.
- o Next year it could be you as the large claimant.
- o That's why we are all on the plan.

Controllable Costs

Place of Service

- o Office Visit
- o Outpatient
- o Emergency Room

Type of Prescriptions

- o Generic vs. Brand Name

Network Utilization

Wellness

It's your choice

- o We do not get individual claims data.
- o No one will know how you individually use the plan.

Wellness Kick-off



Wellness Past

- o The City of Branson Introduces a Wellness Program for all employees (2011) as part of a long term strategy.
- o Incentives are put in place to promote participation.
- o Wellness presentations are well received and attended.
- o Logging activity/nutrition accepted if not loved.

Wellness Present

- o Program continues but needs to be refreshed.
- o Personnel changes, limited program changes have made things a little stale.
- o Time to reenergize and reinvigorate the program.
- o 2016 will provide education and awareness as we ramp up our efforts to bring you a program you can be excited about in 2017 and beyond.

Wellness Future

- o Based on a solid foundation of education and awareness the wellness program will look to move from a participation based to a results based status.
- o Providing resources, skills and tools the City will enable all employees to achieve their health goals.

So Why Do You Care?

- o We are in this together.
- o Healthcare costs continue to rise.
- o Improved health is a win/win.

Anthems Medical Director Dr. Moore found:

- o We are experiencing a high level of musculoskeletal (Muscles, Bones & Joints) claims.
- o It turns out we're not tall enough.
- o ER utilization is much higher than average.
- o Live Health Online.

THANK YOU

Questions & Comments



CITY OF BRANSON

Human Resources Department

110 West Maddux St. • Suite 315 • Branson, Missouri 65616
417.337.8555 • Fax 417.337.5466

Date: May 11, 2016
To: Human Resources Committee
From: Jan Fischer, Human Resources Director
Subject: Classification and Compensation Study

On March 31, 2016, the Finance Department published a Request for Proposal (RFP) for a Classification and Compensation Study for the City of Branson. The requested delivery date for these proposals was set at April 29, 2016. The City last performed a "salary study" in 2010.

There were six firms that submitted proposals: Arthur J. Gallagher & Co.; Evergreen Solutions (the previous vendor chosen); Management Partners, Inc.; McGrath Human Resources Group; Springsted Incorporated; and the Austin Peters Group, Inc.

The Human Resources team evaluated all proposals against a set of non-negotiable and negotiable criteria. Not all criteria was able to be evaluated as some could only be reviewed during the next phase of the selection process.

However, all firms were evaluated on these non-negotiable items:

- Legally and functionally able of doing the job
- Have experience preparing compensation structures for municipalities
- Able to address all aspects of compensation and at all levels
- Address all positions with a comparable "desk audit"

All firms were evaluated on these negotiable items:

- Able to provide clear, relevant and logical instruments that fit Branson's future needs
- Price
- Able to complete the study early (as needed)
- References by five past clients
- Able to divide field work and home office work to meet City expectations
- Able to provide value added service at no cost
- In business for more than 10 years
- Able to meet with multiple departments simultaneously
- Able to work on-site with City staff
- Able to provide value added service at a cost

From this list of firms, the Human Resources team narrowed the selection to the following for further consideration and review:

- The Austin Peters Group, from Overland Park, KS
- McGrath Human Resources Group, from Wonder Lake, IL
- Springsted Incorporated, from Saint Paul, MN



CITY OF BRANSON

Human Resources Department

110 West Maddux St. • Suite 315 • Branson, Missouri 65616
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The goal is to have the classification and compensation study completed in time for making any budget adjustments for 2017. Of the three finalist, the costs are in line with the amount budgeted for the project.

Next Steps

The Human Resources team will invite the finalist to Branson to review specific needs of the City, and evaluate the services/products provided that meet those needs. The team will include the City Administrator for the final decision before bringing a recommendation to the Board of Aldermen.