

NOTICE OF MEETING



HUMAN RESOURCES COMMITTEE

Wednesday, October 17, 2018 – 9:30 a.m.
Fishbowl – Branson City Hall – 110 W. Maddux

AGENDA

- 1) Call to Order.
- 2) Roll Call.
- 3) Acknowledgment of September 26, 2018 Minutes.
- 4) Discussion of New Hires/Promotions/Reclassifications.
- 5) Discussion of Broker Contract/Renewal for Benefits.
- 6) 2019 Merit Pay Matrix discussion
- 7) Update from the City's Safety Team.
- 8) Human Resources Director's Report.
- 9) Adjourn.

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Lisa Westfall, City Clerk, 417-337-8522

Posted: October 12, 2018

At: _____ By: _____

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MINUTES

HUMAN RESOURCES COMMITTEE

CITY OF BRANSON, MISSOURI

September 26, 2018

1) Call to Order

The Human Resources Committee met in the Fishbowl of City Hall, Wednesday, September 26, 2018. The meeting was called to order by Mayor Karen Best at 9:02 am.

2) Roll Call

Committee Members present: Mayor Karen Best, City Administrator Stan Dobbins, and Community Members Bryan Cossiboom and Bryson Allen. Alderman Kevin McConnell joined at 9:12; Alderman Rick Castillon joined at 9:19 am. Bryson Allen stepped out at 9:44 and returned at 9:51.

Also present: Human Resources Director Jan Fischer, Risk Manager Bob Smither, Senior Human Resources Generalist Kimberly Cooper, Human Resources Generalist Jamie Patrick, Human Resources Clerk Gina Stech, and Communications Manager Melody Pettit, Deputy Clerk Hillary Briand, Executive Assistant to City Administrator Chena Simmons who left at 10:10, and guest speaker John Akers from Ollis, Akers, & Arney who left at 9:49; Rebecca Weddle, Holly Coulter and Brittany Stanfill of Cox joined at 9:08 and left at 9:32; and Nick Meinhardt of Mercy joined at 9:35 and left at 9:55.

3) Acknowledgement of August 15, 2018 minutes.

The minutes of the August 15, 2018 meeting were acknowledged.

Motion to approve: City Administrator Stan Dobbins; Second: Bryan Cossiboom; Vote: 4 Yes, 0 No, 0 Abstain.

4) Discussion of New Hires/Promotions/Reclassifications.

Update given by Human Resources Director Jan Fischer.

5) Discussion of Wellness Program Direction.

Discussion led by Jan Fischer and John Akers.

6) Presentation of Wellness Program Proposals.

First presentation given by: Rebecca Weddle, Holly Coulter, and Brittany Stanfill of Cox. Second presentation given by Nick Meinhardt of Mercy. Concern about cost of cessation programs versus success rates between Cox and Mercy was discussed by committee. More information was requested from Cox on success rate of their cessation program.

Motion to allow Human Resources to move forward with the Wellness Program proposal that shows success with wellness factors like smoking cessation, etc. with the least expensive cost: Alderman Kevin McConnell, Second: City Administrator Stan Dobbins; Vote: 6 yes, 0 No, 0 Abstain.

7) Review of 2019 Health Insurance Rates.

Presented by John Akers. Four Anthem plans were presented: \$0, \$250, and \$500 deductible PPO plans; and \$3000 deductible H.S.A. plan. Discussion of cost to City and employees of a \$250 deductible plan versus \$500 deductible plan and savings to City with addition of either one of these plans. Both plans would have similar co-pays and prescription plans. H.S.A. plan presented would have new \$3000 deductible. Discussed that employees may use FSA monies to cover co-pays, prescriptions, deductibles, and any other out of pocket medical, dental, or vision expenses with the PPO plan and that there is a \$500 rollover allowance with FSA year end balances.

MINUTES

HUMAN RESOURCES COMMITTEE

CITY OF BRANSON, MISSOURI

September 26, 2018

Motion to approve the addition of the presented \$500 deductible health insurance plan in 2019: Bryan Cossiboom, Second: Alderman Rick Castillon; Vote: 6 yes, 0 No, 0 Abstain.

Motion to approve the addition of essential formulary to prescription coverage and approve 2019 plan changes as presented: City Administrator Stan Dobbins; Second: Alderman Kevin McConnell; Vote: 6 yes, 0 No, 0 Abstain.

8) Update from City's Safety Team.

Update given by Bob Smither. The near miss program is up and running and through it some issues have already been reported and corrected to avoid potential accidents. Several trainings currently being done – Brian is conducting lock out/tag out training; City-wide annual sexual harassment training is being completed online through Lezage. AEDs in City Hall have been installed and records are now being kept on maintenance. Currently working with PD on security at City Hall – cost of card readers on all doors is being gathered. Bob attended the MPR quarterly meeting on disaster planning and brought back ideas to research further. Reminded that there is an Employee Appreciation Picnic and BBQ competition on October 19th at Pavilion D at the RecPlex.

9) Human Resources Director's Report.

Update given by Jan Fischer. Jan summarized that the survey conducted by HR for benefit comparison to area businesses and other area municipalities showed that we have very good benefits here at the City at a very good price. Human Resources held the Health and Safety Fair on September 21st; HRAs were conducted on both Friday, September 21st and Monday, September 24th. It was noted how smoothly the Health Fair and HRAs went and that Brittany Stanfill and the rest of the Cox support staff did a great job attending to the City's and employees' needs during the fair and HRAs; also noted that their customer service level was very good. Discussed upcoming HRC meetings and times; it was decided to cancel the November meeting scheduled on Wednesday, November 21st and that the starting meeting time will go back to 9:30 am beginning with the next meeting October 17th. Review of broker selection criteria for City benefits will be on the agenda for the next HRC meeting.

10) Adjourn.

A motion to adjourn was made.

Motion: Alderman Rick Castillon; Second: Alderman Kevin McConnell; Vote: 6 Yes, 0 No, 0 Abstain.

Time Adjourned: 10:58 am.

Promotions and Transfers

Name	Date of Change	Position	Department	Promotion or Transfer
Ben Stabo	09/17/18	Operations Manager	Public Works/Engineering	Reclassification - Supervisor II - Streets
Chris Morgan	10/27/18	Battalion Chief	Fire	Promotion - Captain
Josh Boehm	10/27/18	Battalion Chief	Fire	Promotion - Captain
Scott Cizek	10/27/18	Battalion Chief	Fire	Promotion - Captain
Jason Bruck	10/27/18	Fire Captain	Fire	Promotion - Engineer
Nate Jones	10/27/18	Fire Captain	Fire	Promotion - Engineer
Jeff Duckworth	10/27/18	Fire Captain	Fire	Promotion - Engineer
Jared Novak	10/27/18	Engineer	Fire	Promotion - Firefighter
Markus Blevins	10/27/18	Engineer	Fire	Promotion - Firefighter
Heath Hudson	10/27/18	Engineer	Fire	Promotion - Firefighter

Hires

Name	Date of Hire	Position	Department	Rehire or New Hire
Aaron Butler	10/01/2018	Firefighter	Fire	New Hire
Joshua Burton	10/01/2018	Firefighter	Fire	New Hire
Dalton Pennington	10/01/2018	Firefighter	Fire	New Hire
Austin Robertson	10/01/2018	Firefighter	Fire	New Hire
Noah Cherry	10/01/2018	Police Officer I	Police	New Hire
Scott Stroupauer	09/24/2018	Crew Leader – SC	Utilities	Rehire - Utilities

MEMORANDUM

TO: Human Resources Committee
FROM: Jan Fischer, Human Resources Director
DATE: October 17, 2018
SUBJECT: Medical Insurance Broker

The City of Branson's Medical Insurance (medical, dental, vision and wellness) Broker contract is set to expire on March 1, 2019. Generally speaking, the practice has been that the City renews contracts of this nature every three years.

In preparation of that contract expiration date and continuation of past practice, Human Resources wants to establish the appropriate evaluation criteria for preparation of the Request for Qualification (RFQ) that will be published prior to the end of this calendar year.

In the past, when a broker submitted a response to the RFQ, Human Resources would evaluate it, score the responses, and tally the score. Based on that scoring, it would then be assumed that the higher the score, the better the Broker's qualifications. After the scoring process was completed, the top two or three scorers (depending on the score spread) would be invited to present to the Human Resources Committee at its next (for this instance, January 2019) meeting.

As a point of order, the requirement of competitive bid process for insurance coverages every three years aligns with state statute. However, there is no such requirement for professional services as exempted by City code. Specifically, Article V, Sec. 2-353 (b) (1) a. and b. of the City code states, "the city may encourage firms engaged in the lawful practice of these professions to submit annual statements of qualifications and performance data or may request such information as needed...[however] the city is not required to use competitive bidding for the procurement of professional services allowed per state statute."

Regardless of City code, the practice has been to follow the RFQ process for broker services every three years. The attached evaluation template has two parts to it: non-negotiable and negotiable. In the non-negotiable section, every "no" answer would be a disqualification for consideration. In the negotiable section, there are no disqualifiers, however the responses will be evaluated on a one to five scale, and each item is weighted on a one to ten scale. The higher the score, the better the qualifications.

The primary request of the Human Resources Committee is to answer the following:

1. Do we need to do the RFQ process, or do we simply extend our current agreement?
If the answer to 1 is to complete the RFQ process...
2. Do we have the right framework to select the best Broker?
 - a. Is anything missing?
 - b. Is there too much or unnecessary duplication?
 - c. Is there something that is under the wrong section and should be in the other?
3. Do we have the correct weighting?
4. What else should we consider?

Selection Criteria for Medical, Dental, Vision, Life and Wellness Program Broker

Non-negotiable		Yes	No			
1.	Must obtain the insurance benefits renewal information to allow for adequate time for going to bid while meeting the City's internal approval process. -- Final approval by Board of Aldermen as indicated yearly by Human Resources -- Open enrollment completed by as indicated by Human Resources -- New benefit year begins January 1 -- Final, accurate enrollment data transfer to payroll in December prior to new benefits	<u> </u>	<u> </u>			
2.	Must act as the City's benefits department with respect handling billing, enrollment and claims issues for medical, dental, vision and life insurances and any necessary reporting. -- Wellness Program, communication and reporting -- ACA Reporting -- COBRA and retiree benefits administration	<u> </u>	<u> </u>			
3.	Must provide online enrollment as the primary means for enrolling employees, tracking wellness and making changes to coverage options.	<u> </u>	<u> </u>			
4.	All licensure for broker service must be current and appropriate to needs.	<u> </u>	<u> </u>			
5.	Evidence of high quality customer service.	<u> </u>	<u> </u>			
6.	Must have demonstrated experience with employee groups greater than 100 in size.	<u> </u>	<u> </u>			
7.	Must engage all employees directly to ascertain needs and to educate coverage options. -- Pre-negotiations or pre-bid employee polling and group meetings -- Post-acquisition education on benefits via group meetings	<u> </u>	<u> </u>			
8.	Must have sufficient liability insurance to meet City requirements.	<u> </u>	<u> </u>			
9.	Must disclose and mitigate conflicts of interests that could have an adverse effect on the City maintaining integrity of the broker/insurance selection process.	<u> </u>	<u> </u>			
10.	Must disclose all claims of adverse actions whether true or not.	<u> </u>	<u> </u>			
11.	Must have access to the major insurance carriers used by healthcare providers in the Branson area and that have plans similar to the City's current plans. -- Demonstrable evidence of relationships with senior staff of Insurance carriers -- Must make advocating of the City's needs the highest priority	<u> </u>	<u> </u>			
12.	Staff that services the City of Branson must have demonstrable experience in benefits administrations, to include technology and on-line enrollment.	<u> </u>	<u> </u>			
13.	Access to legal counsel for related health care legislation advice.	<u> </u>	<u> </u>			
				Weight	Score	Total
	Negotiable	1-10	0-5			
1.	Number/quality of favorable written references by clients	10	x <u> </u>	=	<u> </u>	
2.	Ability to provide the City with the required balance of coverage and price	10	x <u> </u>	=	<u> </u>	
3.	Evidence of excellent negotiating skills	10	x <u> </u>	=	<u> </u>	
4.	Evidence of quality Customer Service in dealing with Employee issues with Carriers	10	x <u> </u>	=	<u> </u>	
5.	Office proximity to Branson (within Branson; <10 miles; <40 miles; <100 miles; <250 miles; >=250 miles)	10	x <u> </u>	=	<u> </u>	
6.	Quality of benefits enrollment process	9	x <u> </u>	=	<u> </u>	
7.	Documented average response time to clients	9	x <u> </u>	=	<u> </u>	
8.	Quality of Customer Service by staff members dedicated to the City	9	x <u> </u>	=	<u> </u>	
9.	Evidence of superior qualifications of staff who will be advising the City	9	x <u> </u>	=	<u> </u>	
10.	Commitment to a timeline that meets the City's desired outcomes	8	x <u> </u>	=	<u> </u>	
11.	Value added services - without rebating - available at no cost to City	8	x <u> </u>	=	<u> </u>	
12.	Length of time in primary broker has continuously been in the broker service industry (>20; >15; >10; >5; >1)	8	x <u> </u>	=	<u> </u>	
13.	Evidence of relationships made with local healthcare providers and insurance carriers	8	x <u> </u>	=	<u> </u>	
14.	Evidence of timely communications of important legal/legislative regulations to clients	7	x <u> </u>	=	<u> </u>	
15.	Number of staff dedicated to the City of Branson	7	x <u> </u>	=	<u> </u>	
16.	Value added services at additional cost to City	7	x <u> </u>	=	<u> </u>	
17.	Wellness program data migrates to medical carriers	6	x <u> </u>	=	<u> </u>	
18.	No adverse claims against the firm	6	x <u> </u>	=	<u> </u>	
19.	Broker provides additional "good to know" information not required by RFQ	6	x <u> </u>	=	<u> </u>	
20.	Ability to provide timely, quality web and/or print-based communications to employees	5	x <u> </u>	=	<u> </u>	
21.	Broker submits a complete RFQ proposal	5	x <u> </u>	=	<u> </u>	
22.	Anticipated organizational changes that could impact service provided to the City	4	x <u> </u>	=	<u> </u>	
23.	Net change in number of customers gained and lost	3	x <u> </u>	=	<u> </u>	
24.	Broker RFQ submission is easily evaluated by Human Resources staff	2	x <u> </u>	=	<u> </u>	
					Grand Total	0

MEMORANDUM

TO: Human Resources Committee
FROM: Jan Fischer, Human Resources Director
DATE: October 17, 2018
SUBJECT: Merit Pay Matrix

The City of Branson has two compensation increase plans: Merit Matrix and the Step Plan. Currently, all employees except Firefighters, Fire Engineers, Fire Captains, Police Officers (both I and II), Police Sergeants, Dispatcher and Animal Control Officers are on the merit plan.

Considering the average City-wide pay increase for the 2018 evaluation year was 2.89%, including an average non-Police/Fire increase of 3.43%, adjustments to the overall merit plan is being presented to the Human Resources Committee for recommendation to the Board of Aldermen.

No change is planned for the step plan until a review committee has completed its recommendation for 2019.

2019 MERIT MATRIX				
Rating	5.00-6.00	4.00-4.99	3.00-3.99	0.00-2.99
Increase	3.00%	2.50%	2.00%	0.00%

2018 MERIT MATRIX							
Rating	5.50-6.00	5.00-5.49	4.50-4.99	4.00-4.49	3.50-3.99	3.00-3.49	0.00-2.99
Increase	5.00%	4.50%	4.00%	3.50%	3.00%	2.05%	0.00%