



Support Services
401 McIntire Road, Room 329
Charlottesville, Virginia 22902
Phone: (434) 296-5877 Fax: (434) 296-5805

**MINUTES OF THE ALBEMARLE COUNTY SCHOOLS
EMPLOYEE ADVISORY COMMITTEE
November 20, 2008**

All in bold present

PRESENT: Carolyn Herring, Vicki Miller, Leslie Brown, Jo Ann Harris, Tammy Skinner, Sam Strong, Tracey Baber, Lisa Spradlin, Frances Wood, Steve Floyd, Jeannette Armstead, Peggy Cooney, Marianne Barbour, Deborah Riddick, Jane Mathias, Nancy Mason, Carolyn Monger, Betty Knight, Sharon Ayres, Karen Mayry, Jean Page, Wendy Graney, Cindy Morris, Leslie Chisholm, Sharon Cash, Kim Gibson, Jan Benson, Kathy Halvorsen, Diana Cheston, Katherine Burton, Danny Yates, Traci Brooks, Claudine Cloutier

Carole opened the meeting and said that today, Employee Advisory would be doing something different. Since the group is the Superintendent's Advisory group for classified employees, it's important to get advice from its members. The Continuous Improvement model depends heavily on customer service to include the employer's relationships with its employees. Carole said that EAC would be watching a short film, IT'S SO SIMPLE, about Southwest Airlines. The group was asked to think about questions as it watched the film and afterwards small group discussions took place. The following were reported from these discussions:

WHAT THINGS MAKE SOUTHWEST AIRLINES A COMPANY THAT RECEIVES GREAT RATINGS FROM ITS CUSTOMERS AND STAFF?

- | | |
|-------------------------|--------------------------------------|
| *Team spirit | *Enjoyment of each other |
| *Enthusiasm | *Willingness to do whatever it takes |
| *Respect for each other | *Support for employees |

GIVEN THAT WE HAVE STATE LAWS AND BOARD POLICIES THAT HAVE TO BE FOLLOWED, DO YOU THINK THAT THE SCHOOL DIVISION WOULD GET THE SAME RATINGS FROM CUSTOMERS AND STAFF?

***Most EAC members thought we would receive better ratings from our external customers vs. our employees. HR reports that in previous staff surveys, however, our employees seem very satisfied with their employment.**

WHAT COULD WE IN THE SCHOOL DIVISION DO TO CREATE THAT ATMOSPHERE OR IMPROVE IT IN OUR DIVISION?

- *Hire people for their attitudes then train for the jobs;**
- *Have supervisors consider employees their customers;**
- *Trust employees to do their jobs and to make decisions about their work**



Carole encouraged the EAC members to continue thinking about these issues and to seek feedback from other classified employees about how we can improve employee commitment to, engagement in and enjoyment of their work in the Division.

2. What's On Your Minds?

Carole reviewed the attached questions and answers that had been submitted by the group:

QUESTION

One question or concern is why do our social security numbers need to be printed on our paycheck stubs? These sometimes travel through the mail. I've been told the people that submit payroll are no longer allowed to use these numbers for ID purposes. I speak for a large number of people who would prefer this practice be stopped.

RESPONSE

As we recognize the issues related to social security numbers, this is currently being looked at by Payroll & IT. We are in the very early stages right now. One option we are looking at is to suppress the social security numbers on the check. We hope to arrive at a solution in the near future.

QUESTION

Why don't married couples, who work for the County/schools, have to pay anything toward medical/dental insurance?

RESPONSE

The Joint Board adopted benefits strategy is to maintain a benefit program that is slightly above market. As the medical plan is a critical component of the benefits package, the plan design, employee premium amounts, and the Board contribution for our medical plan are carefully reviewed annually.

The Board contribution is not based on type (high, middle, low) or level (Employee only, Employee and Spouse, Employee and Children, etc) of coverage an employee selects. A full time employee receives 100% of the Board contribution. I have attached the rate sheet, which illustrates the variance in premiums depending on type and level selected.

Part-time employees receive prorated an amount equivalent to their FTE status (for example, an employee regular scheduled at a .6 position receives an amount equivalent to 60% of the Board contribution).

Lisa provided some examples to help clarify the health insurance premium implications for married County employees

Example 1 Employee #1- full time employee receiving 12 paychecks receives 100% of Board contribution equaling \$554.00

Employee #2 - part-time (50%) employee receiving 12 paychecks receives 50% of the Board contribution equaling \$277.00

Employee #1 is married to Employee #2

Total Board contribution for Employee #1 \$554.00 plus Employee #2 \$277.00 equals \$831.00

Premium paid monthly for the High Option family coverage over 12 paychecks is \$925.00

This couple would owe the County \$94.00 for medical coverage each month.

Example 2: Using the same example above, but making Employee #2 full time receiving 100% of the Board contribution.

Employee #1 - full time employee receiving 12 paychecks receiving 100% of the Board contribution equaling \$554.00

Employee #2 - full time employee receiving 12 paychecks receiving 100% of the Board contribution equaling \$554.00

Employee #1 is married to Employee #2

Total Board contribution for Employee #1 \$554.00 plus Employee #2 \$554.00 equals \$1108.00

Premium paid monthly for the High Option family coverage over 12 paychecks is \$925.00

This couple would owe nothing as the Board contribution is more than the total premium.

QUESTION

Why is temperature control such a problem at the County Office Building?

ANSWER

The County Office Building was a high school with large classrooms before it was renovated into the current building. Thus, it was never meant to have walls put in all over the building for offices. The County energy management controls are set at 72 degrees in the winter and 76 degrees in the summer. These temperatures can vary by plus/minus 2 degrees AROUND THE ACTUAL THERMOMETER of the room. If an office is not located where the temperature control is, then the variance in the temperature can be another plus/minus 2-3 degrees. So, if it's summer and the room where the temperature control is located is 76 plus 2=78, the adjoining office can be another 2 degrees warmer or 80 degrees. Similarly, in the winter, an adjoining office could be as cool as 68 degrees. The hope is that the current system will be replaced some day when funding is available. Meanwhile, if an employee feels that the temperature is not within the above guidelines, he/she should contact General Services since there may be another problem occurring.

QUESTION

Apparently a number of the local dentists and other dental professionals who were providers under Delta Dental are not providers under United Concordia. This person is facing some extensive dental work and is disappointed that she cannot get more of the cost covered due to the fact that her dentist and endodontist do not participate in this program. I see one endodontist on the list now but, as of last year, I believe there were no local endodontists participating.

I know what drives the County in choosing the providers...cost; but I've heard complaints about the choices offered. Though it may be small percentage of County employees who are dissatisfied, I wonder what input HR seeks from their employees before choosing plans.

ANSWER

Human Resources periodically assesses all of the County's benefits options. In 2007, Delta Dental's contract was up for renewal. Because we had been having many internal customer service issues with Delta Dental, we elected to evaluate the current offerings on the market. In keeping with standard practice, an RFP was issued through the purchasing department. Our benefits consultant, Tom MacKay of KSPH, evaluated the proposals and three vendors (including the incumbent Delta Dental) were selected as finalists.

The selection committee was composed of staff from Finance, Human Resources and Purchasing. All proposals were evaluated in regard to the following: size/location of network, account management staff, claims processing systems, customer service quality, access to account information/utilization reviews, and provider recruitment. As you know, United Concordia was the selected vendor.

United Concordia is one of the nation's largest dental insurance carriers, and includes the military's TRICARE among its clients. In fact, in 2006 they were awarded an unprecedented third 5-year contract to continue administrating TRICARE. Locally, they also cover the University of Virginia, which is the largest employer in this area. United Concordia's network of providers was particularly scrutinized during the final selection process. 85% of the top 25 providers used by our covered members were in the United Concordia network. Because dentists (unlike health care providers) often choose not to participate in any insurance network, it is worth noting that United Concordia's out-of-network reimbursement rate is higher than that of Delta Dental. Since many of our covered employees choose (for personal reasons) to use out-of-network providers, this was of particular concern to us. We also structured the plans to exactly mirror the coverage levels we had previously under Delta Dental.

We were made aware of the lack of endodontists last year. Working with United Concordia, we were able to negotiate extended in-network benefits for covered services by non-participating endodontists. As such, an employee can see any endodontist in the area and receive in-network benefits for covered services.

Our department has received very little negative feedback on United Concordia since their implementation as our dental provider. Employees who experience ANY problem with their coverage are always encouraged to contact the Human Resources department. Many issues, like the endodontist example above, can be corrected once they have been identified.

Finally, it is important to understand that dental insurance is not comprehensive in the way that health insurance is. As noted earlier, many dental providers do not accept any/multiple insurance plans. They are generally small operations and don't have the staff necessary to process insurance claims. As such, the pool of network dental providers is far smaller than that of health providers. We believe - based on the selection criteria previously stated and the lack of negative feedback thus far - the selection of United Concordia as our dental carrier was appropriate and an enhancement of our benefit offering.

There was additional discussion about the use of social security numbers. A question was raised as to whether the Division is assigning different employee numbers to staff. Mitsuko agreed to have more information on this topic available at the next meeting.

The November 20 meeting adjourned at 4:25 with everyone being wished a wonderful Thanksgiving and Happy Holidays. The next meeting is scheduled for January 22, 2008 in room 235.

Respectfully submitted,
Carole A. Hastings

