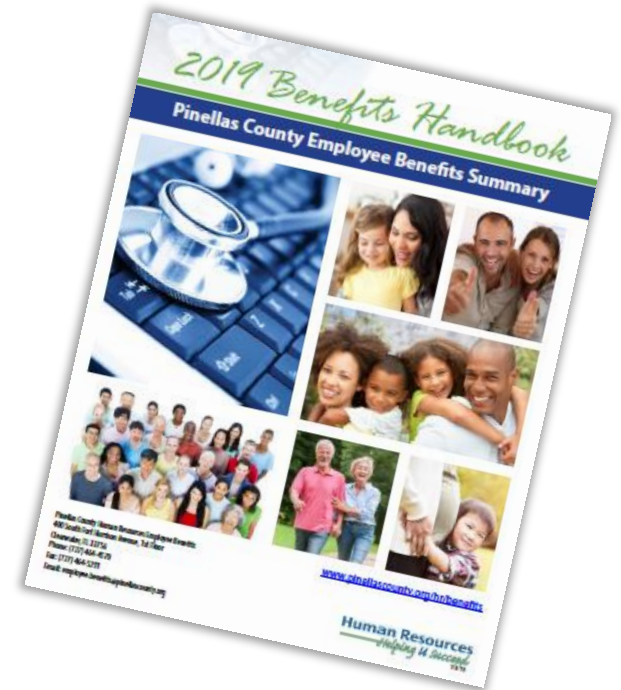


Human Resources Benefits Education Overview

Unified Personnel Board Meeting
July 11, 2019

Benefits Education Overview

- ▶ Year-round education campaign
- ▶ Communication to 3,000+ employees, 2,500 retirees, and their family members
- ▶ Educating employees to help them make good decisions (e.g., Benefits Handbook)
- ▶ Over 107,000 annual hits to the Benefits web pages



Benefits Education Overview

- ▶ With jobs, families and other commitments, employees' benefit challenges include:
 - Many employee benefit vendor partners
 - Vendor customer service
 - Benefits technology
 - Complex terminology
 - Unable to check work email throughout day
 - Compressed schedules, 2nd & 3rd shifts
 - Keeping up with benefit changes

Benefits Education Overview

Why? To help employees:

- ▶ Understand all the benefits that may help protect their families in time of need
- ▶ Appreciate the value and cost of benefits
- ▶ Be good stewards of our health fund and benefits budget

Benefits Education Overview

Align with Human Resources' vision, mission and values:

- ▶ *Vision:* Position Pinellas County Government as a top-choice employer in the Tampa Bay region
- ▶ *Mission:* Cultivate a **diverse, talented and engaged** workforce **prepared** to effectively serve the citizens of Pinellas County
- ▶ *Values:* Earn a reputation as a trusted solution partner through every interaction by demonstrating **credibility, fairness, respect and service**

Benefits Education Overview

Benefits education – national survey findings:

- ▶ Many employees do not read benefit communications
- ▶ At least half say they don't understand benefit materials
- ▶ One-third do not value their benefits

Benefits Education Overview 2018

2018 Benefits Education Campaign included:

- ▶ *Value:* Annual Total Compensation Statements, self-insurance, best site of care
- ▶ *Choice:* Two health plans, Annual Leave Exchange options
- ▶ *Resources:* Total Rewards Team, Nurse Amy, Employee Assistance Program (EAP), benefits information sessions
- ▶ *Partnership:* Preventive care, biometric screening, health survey, tobacco cessation

2019 Strategies for Success

Benefits Education Overview 2019

2019 Benefits Education Campaign expands upon prior successes:

- ▶ *Value*: Expand small group meetings, Total Comp Statements, self-insurance, site of care
- ▶ *Choice*: Simplify language, reduce complexity, highlight options and alternatives
- ▶ *Resources*: Integrate Employee Assistance Program (EAP) and Behavioral Health, benefits information sessions, vendor relationships
- ▶ *Partnership*: Two-way commitment

Summary

Benefits Education Overview Summary

Benefits education will enable employees to:

- ▶ Understand benefit plans and explain to their family
- ▶ Value and appreciate full cost of benefits
- ▶ Be good stewards of benefit funds and budget
- ▶ Effectively use benefits to protect their health and family members' health
- ▶ Maintain or increase workplace engagement
- ▶ Share benefits information with others to help attract other diverse, talented employees

Questions?