OPRA HR COMMITTEE MEETING

7/10/2012

Hyatt Place Columbus, OH

Attendance: P. Schlosser, R. Hammond, Jamie Zelewicz (Wells Fargo), K. Truesdell, A. Allen (OPRA), A. Montgomery, L. Emmons, S. Kellum, J. Brooks, T. Grooms, P. White, N. Disbrow, T. Derry (OPRA)

1. Jamie Zelwicz, Wells Fargo, OPRA Benefits

* Gave an overview of the Dental & Vision products offered
* Price discount through Anthem for medical
* Wells Fargo works with all carriers however
* New Program through Dental Care Plus
* Dental Max network
* Can customize your plan to your agency
* VSP Vision Plan
* Rates guaranteed through July 2015
* Can just have dental &/or vision through Wells Fargo
* Aflac an option through Jamie as well
* Can offer all benefits except for 401(k)
* Consolidation of services through Wells Fargo
* Wellness is important but not a benefit that OPRA is investigating at this time
* Law HelpLine offered free through Wells Fargo for participating members through 2012
* Many value added services, including COBRA Administration
* Jamie distributed materials for further review.
* Health Care Reform upheld but Medicaid is the big catch
* US Government sent Medicaid administration back to the State Governments
* 50+ employees is the threshold
* Companies can offer insurance or pay a penalty
* Employees cannot pay more than 9.5% of income towards benefits or deemed unaffordable
* It is unknown at this point what Ohio is doing about Medicaid
* Wells Fargo has a Health Care Reform Analyzer that companies can utilize
* $2500.00 for companies up to 500 employees, $3250.00 for companies up to 1000 employees
* 1 time cost to the company
* The state is waiting on the following: 1. Medicaid, 2. Participate in the Exchange Program, 3. What does an Exchange look like or mean.
* Jamie spoke on a Health Care Reform timeline in his materials
* Helps companies ensure proper notices are completed
* Self Funding employers will become more and more common
* Wellness programs can currently cut the premiums for employees by as much at 20%.
* Can go as high as 30-50% in future
* This benefit program is being offered to OPRA Members as one of the services to its members at a discounted rate and is encouraging members to review their products especially because we are seeing the increase to our benefits – One of the presentations at the Fall conference is going to be about Health Care Reform, presented by Wells Fargo and we are encouraging CFO’s, and CEO’s to attend their HR Directors/or their staff member who is responsible for benefit administration.
* One of the HR Managers stated he refers his employees for Free vision screenings and glasses through “Prevent Blindness Ohio,” for those employees who qualify - he said this is offered to his employees who meet certain financial standards and they are another avenue for you to help your staff who are struggling financially.

1. Anita Allen, OPRA, Turnover Survey

* Provider turnover different from Provider to Provider is drastically different
* 40 agencies reported
* Draft format of report distributed
* Survey confusion – did the email get shot out to the listserve?
* Turnover data acquired, 1 or more months data
* No statistical difference
* Additional questions to get difference
* Is there factors that will distinguish difference?
* Goal is to provide data to member agencies
* Get more in-depth information from roundtable discussion of low turnover agencies
* TalentTell – screening tool of applicants for hire
* Feedback from longevity staff at agencies as to why they stay?
* Recruitment discussion about finding quality staff
* Questions asked to be reviewed with information by HR Committee
* Feedback to A. Allen by email by July 24th.
* Review “follow-up” survey that was distributed
* What is considered “normal turnover” for an agency?
* Is there anything we can do differently to retain staff?
* Survey employees at low turnover reported companies?

1. Teri Derry, OPRA, Fall Conference

* Conference dates – 9/25-9/26/2012 – Teri said you can register for your room now.
* Day 1: Attorney on Health Care Reform for employer
* Day 1: Vorys – Policy & DD specific
* Day 1: Wells Fargo – CEO track & HR group
* Day 2: Tom Dickson – HR University
* Sessions build on each other on Day 2
* Compliance, Training in HR
* HR Credits should be good for all sessions
* Red Flag Reporting webinar upcoming, August 8th, 12 pm-1 pm
* Need moderators for the conference, contact Teri if you are able to help it would be much appreciated

1. Covering Shifts for Call-offs? How is it done?

* The committee discussed supervisors being on call or rotating being on call and when an employee calls off, the supervisor has to go in to work because they cannot get anyone to fill the open position; making it difficult for the supervisor being the one who typically has to fill in, which seems to be on weekends; The committee discussed other avenues Providers could use by having staff be on call.
* Stipends to cover on-call status to direct care
* Supervisor on call for home 24/7
* Larger counties have on-call staff hired specifically for that purpose
* Disciplinary measures taken for attendance violations of staff
* Try to avoid supervisor coverage of call-offs
* Direct Care staff on call 2 hours prior to start of shift to cover call off on rotating basis
* Scheduled hours on schedule, but not paid unless work.
* Does not count as hours worked in pay cycle
* Some agencies hire “float” staff and pay a higher rate of pay to those employees for flexibility
* Guarantee them a certain # of hours per week
* One of the members shared there is an Excel program that will text call offs to fill shifts to staff to respond to supervisor

1. Unemployment & Attendance Policy

* Hearing Officer’s say? “Cannot hold days against employee with MD excuse?”
* General opinion – Hearing Officer won’t say that but will side with employee in that situation
* Has anyone changed policy as a result? The committee members said no, they have not.
* The members shared if you terminate someone because they called off sick too much by abusing the sick time policy that the unemployment bureau will favor the employee if they had doctor’s excuses for the calls off – most of the members have experienced this and have not found a way to win these claims; this situation is not due to a valid FMLA situation however.

1. Provider Fill Rate Metrics

* The committee discussed if anyone does Metrics on how long it takes them to fill a direct care position to see if there are differences throughout the year – the members said they do not typically do this because they fill most direct care positions within 35-60 days.

1. LPN hiring/retention issues discussed

The Committee discussed how to recruit and retain LPN’s, because some providers having a difficulty with recruiting good quality LPN’s. Discussion occurred.

Meeting adjourned at 2:00p.

The next Committee meeting is August 9, 2012 at 10:30a-2:00p at the OPRA Offices.