ORANGE WATER AND SEWER AUTHORITY

A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

MEMORANDUM

TO: **Human Resources Committee**
Will Raymond, Chair
Michael Hughes
Dana Raborn
John Young
Alan Rimer, (ex-officio)

THROUGH: Ed Kerwin

FROM: Stephanie S. Glasgow

DATE: January 31, 2014

SUBJECT: **HUMAN RESOURCES (HR) COMMITTEE MEETING**
Thursday, February 6, 2014, 6:00 PM, OWASA BOARDROOM

Agenda

1) **Detailed Scope of Work as recommended by the Human Resource Committee Chair**
   a) General review and discussion of scope
   b) Discussion regarding interest in meetings with Employee Human Resource Team/Employees

2) **Minority Outreach Efforts**
   Information provided in Attachment #1

3) **Health and Dental Insurance Evaluation**
   Information provided in Attachment #2

4) **Life Insurance, Dependent Life, Long Term Disability and Accidental Death and Dismemberment**
   Information provided in Attachment #3

Stephanie S. Glasgow, MESH, PHR
Director of Human Resources and Safety

Attachments:
Attachment 1 – Minority Outreach Efforts
Attachment 2 – Health and Dental Insurance Evaluation
Attachment 3 – Life Insurance, Dependent Life, Long Term Disability and Accidental Death and Dismemberment

Attachment 1

Minority Outreach Efforts

Background

The Human Resources (HR) Committee Chair requested that information regarding OWASA's Minority Outreach Efforts be shared with the Committee at the February 6, 2014 meeting.

Information

Each year OWASA examines the recruiting practices along with the race and gender make-up of the workforce to ensure we maintain a healthy balance of workplace diversity. Once per year staff provides the Board a detailed Equal Employment Opportunity report representing the previous fiscal year.

Recruiting Efforts

When a vacancy becomes available within OWASA, the position is posted internally as well as externally using the following methods:

- Employment Security Commission
- OWASA Website and Twitter
- Newspapers and other Publications
- Minority Organizations
- Colleges and Universities
- Churches
- Other Organizations

When OWASA recruits for a vacant position, specific diversity efforts include advertising with or notifying the following agencies:

Alamance County	Centro La Communidad
	Women's Resource Center
	Alamance Veterans Services
Chatham County	St. Julia's Catholic Church
	El Vinculo Hispano
	Chatham Family Resource Center
	Chatham Veterans Services
Durham County	Casa Multicultural
	El Centro Hispano
	Hacia La Paz Familiar
	NC Central University Career Planning and Placement
	NC Institute of Minority Economic Development
	Durham Veterans Services
	Durham Literacy Center
	NC Latino Coalition

	Durham County Public Library – Hispanic Services
Guilford County	Amistad de Guilford
	A&T University – Office of Career Services
	Guilford Veterans Services
Lee County	Johnston – Lee – Harnett Community Action
	Lee County Veterans Services
Orange County	Carrboro Mental Health Center
	Chapel Hill Training Outreach Project, Inc.
	Inter-Faith Council for Social Services
	El Futuro, Inc.
	Hispanic Advocacy Group Church of Reconciliation
	The Arc of Orange County
	The Women's Center of Orange County
	Orange County Veterans Services
	Orange County Task Force on Hispanic Issues
Wake County	NC Society of Hispanic Professionals
	Council on Hispanic Latino Affairs
	Hispanic Chamber of Commerce
	Latin American Resource Center
	Wake County Government Veterans Services Office
	Shaw University
Other	Minorityhiring.net
	GovernmentJobs.com
	EmployeNC Website (network of Community Colleges)
	Greater Diversity Newspaper
	The Carolina Times Newspaper
	The Carolina Peacemaker Newspaper
	Que Pasa Newspaper

Diversity in the Workforce

In addition to the EEO report provided the Board of Directors annually, racial and gender diversity information is included in the monthly Key Indicators and Performance Measurements report. Below is OWASA's current diversity compared to other area entities.

Organization	Number of Employees	Racial Diversity	Gender Diversity
OWASA	126	22%	21%
Town of Hillsborough	88	21%	24%
Town of Carrboro	243	22%	26%
Town of Chapel Hill	676	44%	30%
City of Durham	2,223	47%	26%
Orange County	Did not respond		

Inquiries as to Minority Outreach Efforts during recruitment were made to other area entities. See below for a comparison.

Organization	When recruiting, does your organization take specific measures for minority outreach? If yes, please explain.	Do you report to your Board or Council an EEO report? If yes, how often?
OWASA	See above	See above
Town of Hillsborough	Not at this time	Not at this time
Town of Carrboro	Minority Publications	Not at this time
Town of Chapel Hill	Not for every recruitment, mostly Police and Fire; send fliers to veteran agencies and community colleges	EEO report is part of the budget process
City of Durham	Minority Publications, Job Fairs	Not at this time
Orange County	Did not respond	

Selection Process

OWASA's hiring supervisors have attended training regarding the recruitment process. Supervisors are trained to follow a format that includes panel interviews where each panel will contain three to four individuals, have representation from outside the department and be made up of a diverse group.

Health Insurance

Background

On November 20, 2013 the committee reviewed and discussed evaluating the competitiveness of the cost of OWASA's Health Insurance. Before deciding whether to recommend to the Board that we seek competitive bids, the committee asked staff to analyze the feasibility of engaging the services of a consultant to assist in the bid, proposal and evaluation process.

Information

Staff contacted the following health insurance consulting firms to request information such as scope of work, timeline and costs:

1) Eben Concepts
2) Pierce Group Benefits
3) Benefit Controls of the Carolinas
4) Hill, Chesson and Woody

After explaining the project to the groups, none were interested in submitting information or pursuing a project of this size or scope.

The firms would be interested in responding to bids and brokering a plan through its contract duration. Each of them spoke favorably of Blue Cross and Blue Shield of North Carolina (BCBSNC) and described BCBSNC as a good choice and a strong leader in the insurance industry.

Staff Recommendation

Employees and staff are extremely satisfied with BCBSNC as an insurance carrier. Staff believes that premiums have been within or below cost trends each year and with the uncertainty of the Affordable Care Act, we believe it is in the best interest of OWASA to continue to partner with BCBSNC for the upcoming renewal period.

Life Insurance, Dependent Life, Long Term Disability and Accident Death and Dismemberment Insurance

Background

Since 1977, OWASA has provided Life Insurance, Dependent Life, Long Term Disability (LTD) and Accidental Death and Dismemberment (AD&D) Insurance for employees.

On April 18, 2011 the Human Resource (HR) Committee met and discussed the plans. The committee recommended the Board accept the proposal from Blue Cross Blue Shield of North Carolina (BCBSNC) to renew the medical, dental policies as well as award them the Life, Dependent Life, LTD, AD&D.

By selecting BCBSNC for all of these plans, the Health Insurance premium increase went from 6.2% to 2.1%, which resulted in a savings of approximately $55,000. Additionally, from the previous carrier to BCBSNC for Life, Dependent Life, LTD and AD&D, there was a cost savings of approximately $8,500 annually in premiums. The health and dental renewals were for one year and the Life, Dependent Life, LTD and AD&D were for two years.

When the Board agreed to renew the Life, Dependent Life, LTD and AD&D starting July 1, 2013, there was no increase in premiums and we were able to lock in the rate until next renewal effective July 1, 2015.

Staff Recommendation

Staff recommends evaluating prior to July 1, 2015.