



**City of Dallas**

# **Human Resources Benefits Operations Fund**

**Government Performance &  
Financial Management  
April 23, 2024**

Nina Arias, Director  
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Human Resources

# Purpose



- Provide an overview of the Department of Human Resources
- Highlight department programs, services, and activities

- *Briefing reflects FY 2024-25 Planned Budget as developed Summer 2023*
- *The starting point of every Budget Development process (February – September) is the Planned Budget from prior year*
- *Revenue and expenditure assumptions will change prior to CMO recommendation on August 13, 2024*



# Role of the Department / Fact Sheet



## STRATEGIC FOCUS

IMPROVE HEALTHCARE  
CONSUMERISM

PROMOTE PREVENTIVE  
CARE

MANAGE COST LONG-  
TERM THROUGH  
TARGETED PROGRAMS  
AND WELLNESS

GIVE CHOICE AND  
OPTIONS FOR  
PERSONAL  
ACCOUNTABILITY

## WELLBEING PILLARS

**Social**  
Promoting and sustaining supportive, positive relationships.

**Financial**  
Access to resources that support managing economic life and security.

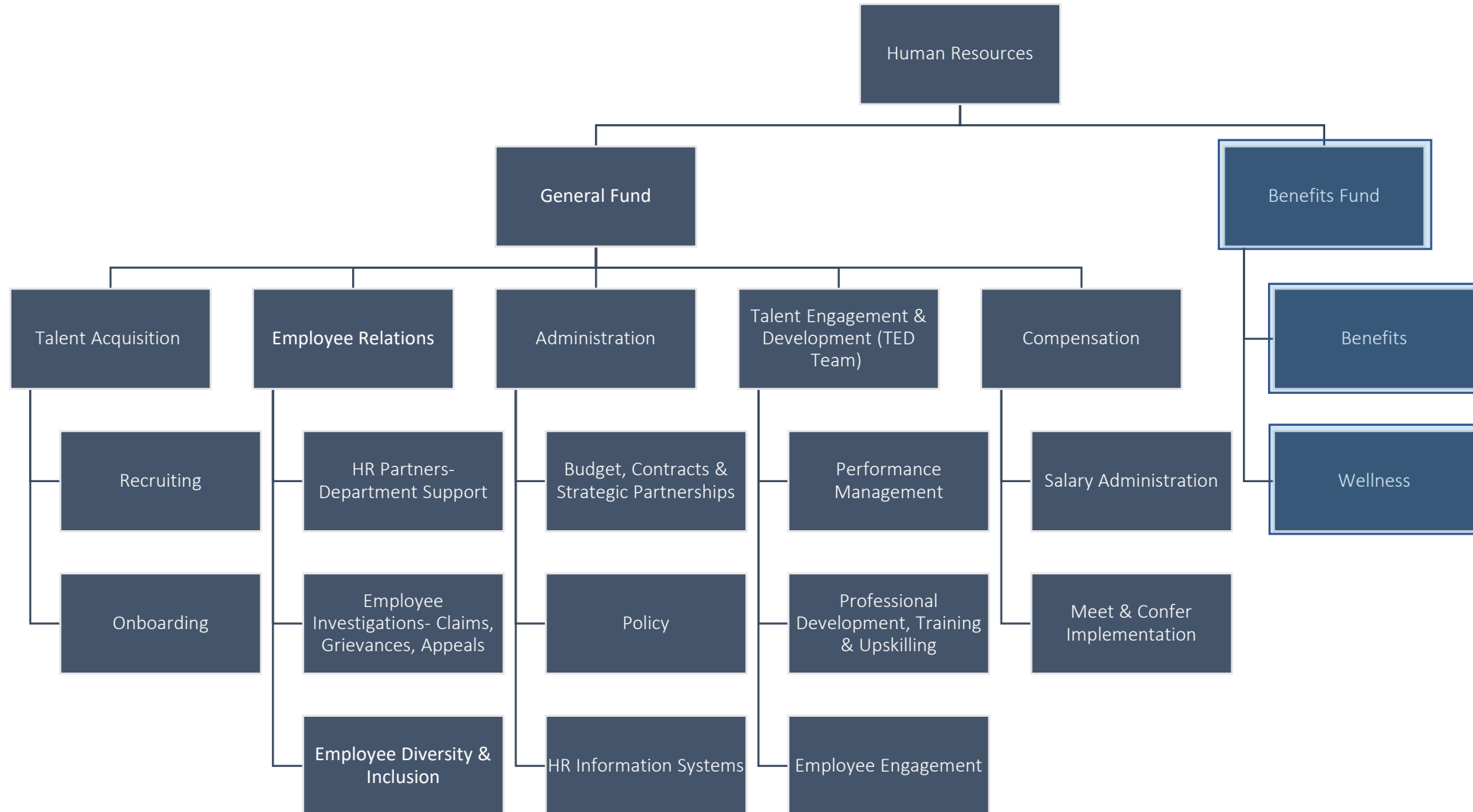
**Physical**  
Good health and energy to perform daily life tasks.

**Community**  
Liking where one lives, feeling safe, and giving back.

**Mental**  
Ability to endure daily stress and strengthen resiliency.



# Functional Organizational Chart



# Total Budget



Service	FY 2023-24 Budget	FY 2024-25 Planned
Benefits Operations Fund	\$2,175,603	\$2,249,169



# Position Overview



Positions	FY 2023-24 Budget	FY 2024-25 Planned	Change
Benefits Operations Fund	12	12	0



# Budget Summary by Service



Service	FY 2022-23 Actual	FY 2023-24 Adopted Budget	FY 2023-24 Forecast*	FY 2024-25 Planned Budget
Administrative	\$1,671,923	\$2,175,603	\$2,104,648	\$2,249,169
Expense Total	\$1,671,923	\$2,175,603	\$2,104,648	\$2,249,169

\*January 2024 Forecast



# Operating Expense and Revenue



Service/Division	FY 2022-23 Actual	FY 2023-24 Adopted Budget	FY 2023-24 Forecast*	FY 2024-25 Planned Budget
Personnel Services	\$1,070,516	\$1,147,929	\$1,148,410	\$1,184,679
Supplies - Materials	\$884	\$22,755	\$11,569	\$22,755
Contractual - Other Services	\$600,524	\$1,004,919	\$944,670	\$1,041,735
Capital Outlay	\$0	\$0	\$0	\$0
Reimbursements	(\$0)	(\$0)	(\$0)	(\$0)
Department Expense Total	\$1,671,923	\$2,175,603	\$2,104,648	\$2,249,169
Department Revenue Total	\$1,761,379	\$2,175,603	\$2,175,603	\$2,249,169

\*January 2024 Forecast





# Revenue Overview



- **Benefits Fund**
  - Provides funding for Employee Benefits Operations Fund
- Human Resources manages three funds for City of Dallas employee Benefits:
  - Benefits Fund - Health care contributions, Medicare
  - Benefits Fund - Life Insurance
  - Benefits Fund - Voluntary Benefits: Vision, Dental, etc.

## Benefits Fund

- Active Employee Health Contributions, City-Paid Contributions
- Retiree(Pre & Post 65) Contributions, Medicare Part A & B/Supplemental Plans
- Expenses: Medical Claims, Active and Retiree HSA
- FY 24 Contribution Projection \$134,878,640

## Benefits Fund

- City Paid Basic Life
- Grandfathered Life Insurance Policy Administration

## Benefits Fund

- Voluntary Benefits: Vision, Dental, Legal Services, Pet Insurance, etc.
- Negotiated group rates
- Employee paid benefits



# Performance Measures



Department Measures	FY 2022-23 Actual	FY 2023-24 Target	FY 2023-24 Forecast*	FY 2024-25 Target
Percentage increase in wellness program participation from prior year	2.5%	5.0%	5.0%	5.0%
Percentage increase in annual physical completion of Wellness program from prior year	13.1%	5.0%	5.0%	5.0%

\*FY 2023-24 – 1Qtr Report





# Summary of Services, Programs and Activities

# Summary of Benefits Services and Activities



## Open Enrollment - 2023 (Active Employees)

- 11,000 Employees took enrollment actions
- 1,226 Employees attended the Open Enrollment Information meetings
- **24,850 covered lives**

## Benefit administration activities and Services

- Benefit Vendors Managed - 13
- Benefits Center Activity - 829 calls
- On-Site Clinic -2023
- 847 Visits - Employee/Spouses/Dependents
- Health Advocate- Retiree Concierge
  - 1,385 Outreach interactions

## Recent offerings and plan enhancements

- Implemented Health Advocate (6/1/23)
- Added new Voluntary Employee Benefits
- Added employer Long Term Disability
- Expanded benefits through Blue Cross Blue Shield for mental health services offered through Headway
- Established Pre 65 and Post 65 Retiree Committees.
- Childcare Subsidy - 218 Enrolled for 2024
- Fire/Police Orientations – 24 Sessions -12 per year for each



# Wellness Services and Activities



## Wellness Incentive Completion 2023 – 9,072 Employees Participated

### **Catapult – Virtual At Home Wellness Incentive Completion Option**

- 4074 Active Employee kits completed
- 94 Pre-65 Retiree kits completed

### **Blue Cross/Blue Shield - 2023**

- 3,673 Active Employee PCP Physical/Biometric Screenings
- 1,029 Pre 65 PCP Physical/Biometric Screenings

### **Care ATC – Onsite Employee Clinic - 2023**

- 202 PCP Physical/Biometric Screenings

## Navigate-Wellness Portal – Implemented 1/1/2023

Provides one stop for all well-being education, support, resources and activities

- 3,507 Registered
- 1,350 Virtual Wellness Program Education Sessions
- 371 Participants-Monthly Webinars (10 Presented)

## Challenges, Wellness Forums - 2023

- Healthy Wage – 90 Participants/62 Teams/796 Total lbs.(8.8 Average)
- Fit to Be Cancer Free Step – 147 Participants/5,508 Steps/2,447 miles
- 5 Wellness Forums since 3/1/2023



1,000+ Attendees

31 Wellness Vendors

11 Benefit Vendors

9 Interactive Activities

Blood Drive & Mammogram Screenings

Food Trucks



# Comeback Option



- A one-time option that can be used within 90 days of Medicare eligibility at age 65 that will allow retirees to come back to a City-sponsored Medicare Advantage plan
- This allows pre-65 retirees to opt-out of the City's pre-65 plans at any time before age 65 and elect coverage outside of the City
- Must show proof of 3 years of continuous coverage right before age 65

Current Pre-65 Blue Choice Copay Retiree Only Monthly Premium	Current Medicare Advantage Retiree Only Monthly Premium
\$613 (pre-2010) / \$1,115 (post-2010)	\$267 (low) - \$329 (high)





# Ongoing Fund Financial Control Activities

The following activities are performed on an ongoing basis to manage and maintain control of the City's self-funded benefits and wellness funds 260, 265, 26A:



# Human Resources

## Appendix

The logo of the City of Dallas, featuring a stylized white 'D' with a three-leaf plant inside, set against a dark blue background with a fine white grid pattern.

**City of Dallas**

Nina Arias, Director  
Tomy Mollas, Assistant Director  
Carmel Fritz, Assistant Director  
Human Resources





# Summary of Benefits Services

We are committed to providing comprehensive benefits, services and programs to eligible employees, retirees, and their dependents that meet and anticipate their individual needs, assure the City's competitiveness with other employers to attract and retain employees, maximize cost effectiveness and assure optimal health and productivity of employees by assisting them in understanding and maximizing their benefits\*.

- Implemented Health Advocate (6/1/23), a retiree concierge service to provide support to our Pre 65, Post 65, employees who will age in from Pre to Post 65 and employees looking to retire.
- Established Pre 65 and Post 65 Retiree Committees.
- Facilitate biannual meetings of the Employee Cares Committee, quarterly meetings for the Benefits and Wellness Committees (civilian and uniform) and Benefits and Wellness Champions.
- Added new Voluntary Employee Benefits , Pet Insurance and PNC Bank
- Added employer Long Term Disability for employees that complete 1 year of service
- Expanded services for women to include coverages for qualified midwife services
- Expanded benefits through Blue Cross Blue Shield for mental health services offered through Headway.

## Open Enrollment – 2023 Active Employees

- 11,000 Employees took enrollment actions
- 1226 Employees attended the Open Enrollment Information meetings
- 24,850 covered lives

## Benefit Vendors Managed – 13

### CareATC- 2023

- 847 Visits - Employee/Spouses/Dependents

### Health Advocate- Retiree Concierge

- 1,385 Outreach interactions

### Childcare Subsidy

- 218 Enrolled for 2024

### Fire/Police Orientations

- 24 – 12 per year for each

### Benefits Center Activity

- 829calls



# Wellness



We are committed to building a Total Well-Being culture by creating awareness and inspiring actions that leads employees to achieving their well-being goals while preventing disease, increasing worker productivity and employee engagement.

## Benefits & Wellness Expo - 2023

- 1000+ Attendees
- 31 Wellness Vendors | 11 Benefit Vendors
- 3 City Departments
- 9 Interactive Activities
- Blood Drive & Mammogram Screenings
- Food Trucks
- Photo Booth & DJ
- Chair Massages

## Wellness Forums (5) – Began 3/1/2023

- Aviation – 50 Attendees
- Sanitation – 30 Attendees
- Code Compliance – 119 Attendees
- Dallas Water Utilities – 2 events – 175 Attendees
- 15 Benefits & Wellness Vendors

## Wellness Incentive Completion 2023 – 9,072

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### Challenges - 2023

- Healthy Wage – 90 Participants/62 Teams/796 Total lbs.(8.8 Average)
- Fit to Be Cancer Free Step – 147 Participants/5,508 Steps/2,447 miles

### Flu Shot On-Site Clinics - 2023

- 330 Shots/4 dates



# Family Support for a Thriving Workforce



City of Dallas Comprehensive Family Support Strategy for a Thriving Workforce intends to create a supportive and inclusive work environment supporting well-being and success of employees. A comprehensive family care strategy has been developed to support our employees with work/life balance.

- **Subsidized Childcare to alleviate the financial burden of childcare costs for our employees**
  - Up to \$2,000 a year for eligible employees
- **Parental Leave Policies to support employees during important life transitions and ensure work-life balance.**
  - May be eligible for up to six weeks paid leave (in conjunctions with FMLA leave)
- **Employee Assistance Programs to provide employees with resources and support related to childcare and work-life balance. (provided by ComPsych Healthcare)**
  - Services include counseling, coaching, work-life services, legal support
    - City's EAP provider offers assistance and referral to childcare services.
  - Compassionate Leave program- 37 leaves processed in 2023
- **Flexible Work Arrangements may be requested to provide employees with the flexibility to manage their family responsibilities while fulfilling their work obligations.**
- **Maternal Health Support provides comprehensive support for the physical and emotional well-being of expectant mothers and employees undergoing fertility treatments.**
  - Partnerships with certified midwives
- **Total Well-Being Portal creates awareness and inspires action amongst the City of Dallas employees that leads them to achieving their well-being goals while preventing health concerns.**
  - Two City-sponsored Wellness Centers
  - Wellness Incentive
- **Eldercare identifies reliable elder care service options for employees who are taking care of parents, grandparents, or other older family members.**



# Summary of Benefits Services



## Wellness/Consumerism

- Over 1,000 employees participated in the Health Expo Event in 2023
- 6,794 participants have completed the wellness activities as of June 2023
- Implementation of retiree advocate solution through Health Advocate 6/1/23
- Introduced mental health resource, Headway for members enrolled in BCBS medical plan
- New Clinical Engine Reporting (CLUE/Artemis)

## Preventative Care/Choice and Personal Responsibility

- Increased participation in wellness incentive by over 250% to 7,847 EEs in 2022 and 6,794 participants have completed the wellness activities as of June 2023
- Facilitated Wellness Screening Kit to Pre-65 Retirees
- Sponsored Onsite Bexa Breast Screenings
- Outstanding Year 2 Member Rewards Engagement - 7,250 households activated Member Rewards; 3,013 households shopped Member Rewards

## Cost Control

- Implemented Mark Cuban Cost Plus Pharmacy Solution
- Enhanced Advanced Payment Review (APR)\* Projected Savings \$1.2 million
- Negotiated Stop Loss Renewal Savings \$250,000
- Medicare Advantage Negotiation \$1.4 million
- Negotiated Long Term Disability Rate Reduction. Estimated savings \$500,000
- Created Custom Monthly Financial Summary

