



Special Human Resource Committee

CareerSource Tampa Bay

Sep 8, 2021 4:00 PM - 4:30 PM EDT

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A. Next Human Resource Meeting: October 27, 2021

**CareerSource Tampa Bay
Minutes of Special Human Resource Committee Meeting**

Date: August 26, 2021
Location: Zoom Meeting

Call to Order and Introductions

Chair Michael Bach called the meeting to order at 10:00 a.m. There was a quorum present with the following Human Resource Committee members participating.

Board Members in attendance

Mike Bach, Rick Bennett, and Sophia West.

Board members not in attendance

Andrea Cichon.

Staff Present

John Flanagan, Sheila Doyle, Barry Martin, Dolores Martinez, and Tammy Stahlgren.

Others

Craig M. Urquhart, HUB International.

BOCC Liaison/Representative

Ken Jones.

The items are listed in the order of discussion.

- ▶ Indicates Committee Action
- Indicates Action Needed

Pledge of Allegiance

The Pledge of Allegiance was led by Michael Bach.

Public Comments

There were none.

Discussion Items

1. Health Plan Update 2021.
 - Over the past year we had 44 employees were outsourced.
 - 75 current employees.
 - 72 employees currently using the current health plan.
 - Employee Benefit Program – Experience Rating
 - Insurance companies look at an 80-85% loss ratio. CSTB is currently at 118% and have a claim expecting to be over \$100,000.
2. Health Plan Process for 2022
 - Cigna would like to keep CSTB as a customer. If as a committee we decide not to go to Market, Cigna will agree to renew us at the exact same rates as they currently are. It would be a flat renewal. This is unusual especially since our loss ratio is at 118% and we are under 100 employees.
 - Discussion occurred around employee satisfaction. Barry Martin and Craig Urquhart have not heard of any concerns about current insurance but before the committee decides to move forward with Cigna, they would like to send a survey out to staff for their feedback.

Next Steps

- 1) Send out a survey for employee feedback about the healthcare only. Not pricing or rates.
- 2) Special HR Committee meeting – September 8, 2021, to discuss results.
- 3) Create a motion to support the next steps regarding benefits to move forward.

Other Administrative Matters

None.

Adjournment

The meeting was adjourned at 10:27 a.m.

Minutes submitted by Tammy Stahlgren, Administrative Services Coordinator.

DRAFT



TO: HR Committee Members
FROM: Barry Martin, Director of HR
DATE: September 7, 2021
RE: Employee Health Plan Satisfaction Survey

.....

Attached you will find the survey results from the Employee Health Plan Satisfaction Survey that you requested to be done. We had a 53% response rate (40 of 75 participants) to the nine questions that were presented.

Of the 40 respondents, 90% were enrolled in one of our health plans offered through CIGNA. The questions asked respondents if they were happy with the medical, dental and vision plan and the provider network. The final two questions asked if the respondents found the CIGNA web portal easy to use and if they found the CIGNA customer service representatives knowledgeable and helpful.

For each question you can see the responses to the right. Most participants responded from a neutral to strongly agree position on their overall satisfaction with the three health plans provided. We did have one person that strongly disagreed with their satisfaction with the medical health plan, 2 were dissatisfied with the dental plan and there was not dissatisfaction with the vision plan. Overall people were happy with the CIGNA web portal and of the 16 people that had used the customer service assistance line 15 were happy.

< Employee Health Plan Satisfaction Survey

[Launch](#)

Response Rate	Opt Out Rate	No Response Rate	Responses	Overall Sentiment Score ⁱ
53%	3%	44%	40	N/A

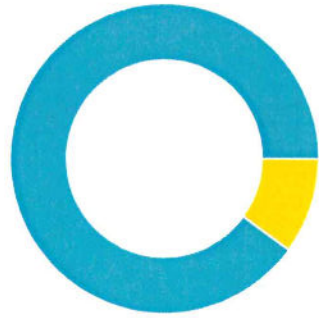
[Survey Instances](#) [Survey Summary](#) [Scheduled Instances](#)

[Export Results](#) 

[Overall](#) [Trends](#)

1. Do you currently enroll in one of more of our health plans offered through CIGNA Health Insurance?

● Yes: 36 (90%)
● No: 4 (10%)



40 responses out of 75 participants (53%)

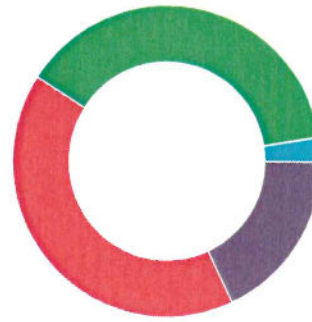
2. Overall, I am happy with the choice of CIGNA health plans provided?

● Strongly Disagree: 1 (3%)
● Disagree: 0 (0%)
● Neutral: 17 (43%)
● Agree: 15 (38%)
● Strongly Agree: 7 (18%)



40 responses out of 75 participants (53%)

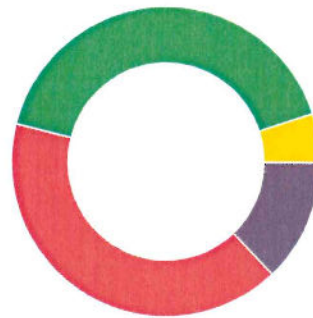
3. How satisfied are you with the medical plan provider network offered through CIGNA?



Very Dissatisfied: 1 (3%)
Dissatisfied: 0 (0%)
Neutral: 15 (38%)
Satisfied: 16 (41%)
Very Satisfied: 7 (18%)

40 responses out of 75 participants (53%)

4. How satisfied are you with our dental plan?



Very Dissatisfied: 0 (0%)
Dissatisfied: 2 (5%)
Neutral: 16 (41%)
Satisfied: 16 (41%)
Very Satisfied: 5 (13%)

40 responses out of 75 participants (53%)

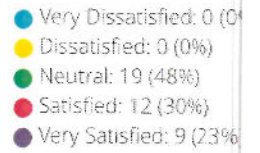
5. How satisfied are you with the dental plan provider network offered through the CIGNA dental plan?



Very Dissatisfied: 0 (0%)
Dissatisfied: 2 (5%)
Neutral: 19 (48%)
Satisfied: 12 (30%)
Very Satisfied: 7 (18%)

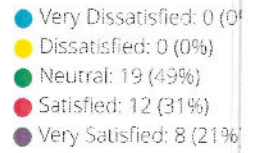
40 responses out of 75 participants (53%)

6. How satisfied are you with our vision plan?



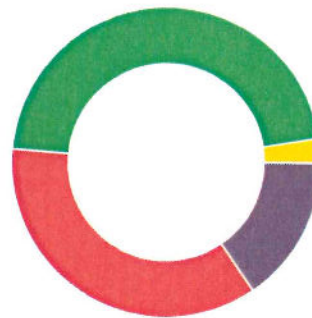
40 responses out of 75 participants (53%)

7. How satisfied are you with our vision plan providers offered through the CIGNA network?



40 responses out of 75 participants (53%)

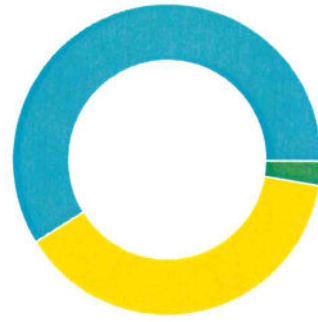
8. Do you find the CIGNA web portal, "mycigna.com" easy to use to manage your health care needs and expenses?



40 responses out of 75 participants (53%)

9. Do you find the CIGNA customer service representatives knowledgeable and helpful?

- Not Applicable: 23 (59%)
- Yes: 15 (38%)
- No: 1 (3%)



40 responses out of 75 participants (53%)

Overall Sentiment Analysis

N/A

N/A