

Balanced Scorecard

People Resources

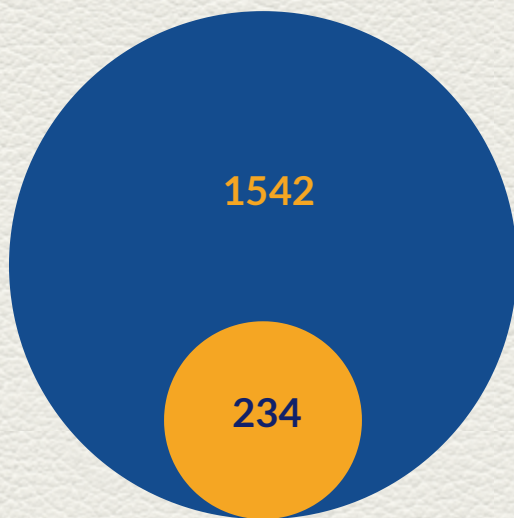
CY 2018

Delivering organizational capability within a professional and rewarding culture that offers career growth, best-in-class benefits, and workplace safety programs all of which foster an engaging, long-term and sustainable career for Cherokee County employees.

Cherokee County Board of Commissioners

In 2018, the County experienced an Employee Retention Rate of just under 90% for all Full-Time & Part-Time Employees.

~ 87.61% RETENTION



■ Active FT & PT Employees ■ Separations

PROMOTIONS



MILESTONE ANNIVERSARIES



PUBLIC SERVICE RECOGNITION WEEK

1458

Number of employees who received either breakfast, lunch, or dinner delivered.

126

Number of locations PRC visited to drop off either breakfast, lunch, or dinner.

A deeper-dive into Cherokee's Employment Data ...

How does Cherokee's Turnover Compare?

12.39%

Cherokee's 2018 Turnover Rate

-----VERSES-----

19.50%

2018 Turnover Rate for State & Local Government (excluding education) reported by the US DOL's Bureau of Labor Statistics

THE AVERAGE LENGTH OF EMPLOYMENT FOR ALL EMPLOYEES WHO WERE ACTIVE AS OF 12/31/2018 WAS 7 YEARS.

THE AVERAGE LENGTH OF EMPLOYMENT FOR ALL EMPLOYEES WHO SEPARATED EMPLOYMENT IN 2018 WAS 5 YEARS.

LEARNING & DEVELOPMENT

In 2018, introduced a new & simple Performance Review process that launched Jan 1, 2019... **BIG 5**

BIG 5 ASKS EMPLOYEES & MANAGERS TO
FOCUS ON 2 QUESTIONS:

- (1) What are your 5 most significant **accomplishments** since our last meeting?
- (2) What are your 5 biggest **goals** until next time?



WHAT IS BIG 5 ABOUT?

INCORPORATING PERIODIC RECOGNITION.

DEMONSTRATING THAT EMPLOYEES ARE VALUED.

EXPLAIN THE IMPACT OF THEIR CONTRIBUTION.

TAKE STEPS TO ENSURE EMPLOYEES ARE
PROGRESSING & GROWING.

Leadership Foundations

Leadership Foundations is a series of leadership training sessions to better prepare those who manage people to effectively lead. The program consists of four, two-hour sessions that are offered on a quarterly basis every year.

Q1: WORKPLACE SAFETY | Q2: POLICY | Q3: DOCUMENTATION & COMMUNICATION | Q4: EMPLOYMENT LAW

New L&D Opportunities in 2018 & 2019!!

BEHAVIORAL-BASED INTERVIEWING

A workshop for leaders focused on Behavioral-Based Interviewing - facilitated in-house.
Launched October 2018

&

FINANCIAL WELL-BEING

The 2019 Monthly Benefit Informational Sessions will be focused on Financial Well-Being - facilitated by outside professionals.
Launched January 2019

Offering employees 1:1 meetings with GEBCorp and MassMutual professionals throughout the year.
Launched October 2018

Additional Learning & Development Opportunities

1. Reasonable Suspicion (Non-DOT)
2. EEO / Workplace Harassment
3. HIPAA
4. Distracted Driving
5. Monthly Benefit Informational Sessions
6. Monthly New Employee Orientation
7. Open Enrollment Benefit Meetings

CONTACT
US

For more information or to schedule a tailored training for your Office, please contact the People Resources Center.

"Learning is a treasure that will follow its owner everywhere." - Chinese Proverb

BENEFITS

In 2018, the County's benefits program continued to offer multiple \$0 co-pay voluntary healthcare options to all plan members. For the \$0 co-pay telemedicine and imaging service programs, both member utilization and savings to the County increased in 2018, as well as member satisfaction rates for telemedicine went up, which is not only a \$0 co-pay option for plan members but it's also very convenient. Another healthcare option offered in 2018 that's convenient for plan members was the mobile eye clinic which received member satisfaction scores of 10 out of 10.

Telemedicine via Teladoc



■ Excellent (91%) ■ Good (9%)

Member Satisfaction Rates

16.6% increase in Member Satisfaction Ratings of Excellent compared to 2017

35.3% UTILIZATION

11% increase in utilization from 2017

\$0 CO-PAY FOR HEALTH PLAN MEMBERS

\$216,106 SAVINGS TO THE COUNTY

49.8% increase in savings from 2017

Zero Out-of-Pocket Imaging Services

374 Scans Performed

(10.6% increase in utilization from 2017)

\$0 CO-PAY

for health plan members

57.5%

savings to the County

(33.5% increase in savings from 2017)

20 | 20 Mobile Eye Clinic

90 Eye Exams Performed

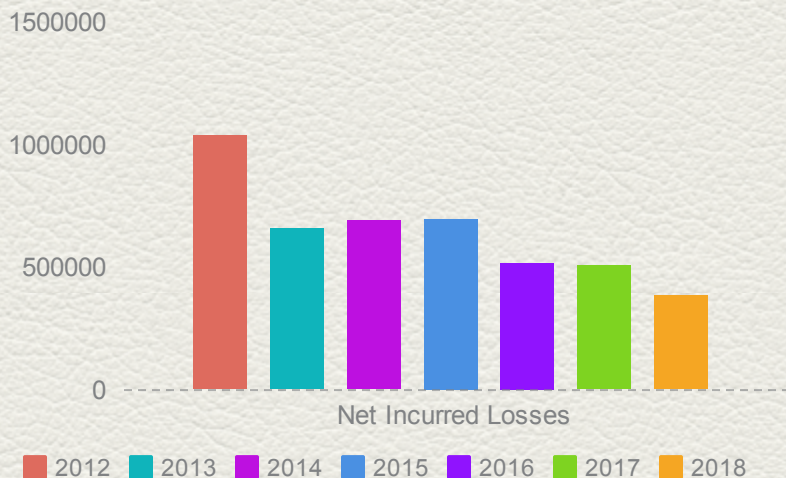
10 OUT OF 10
Member Satisfaction Scores



Monthly Benefit Informational Sessions were offered for all Employees to have the opportunity to learn more about \$0 Co-Pay Benefits (such as Teladoc, Zero Out-of-Pocket, and ScriptSourcing), the 457(b) Plan, and the Pension Plan. The sessions were well attended and were an important avenue to ensure communication about the new \$0 Co-Pay benefits that employees can utilize to save themselves \$\$.

WORKPLACE SAFETY

Workers' Comp Net Incurred Losses



45% Decrease in Net Incurred Losses comparing 2015 to 2018

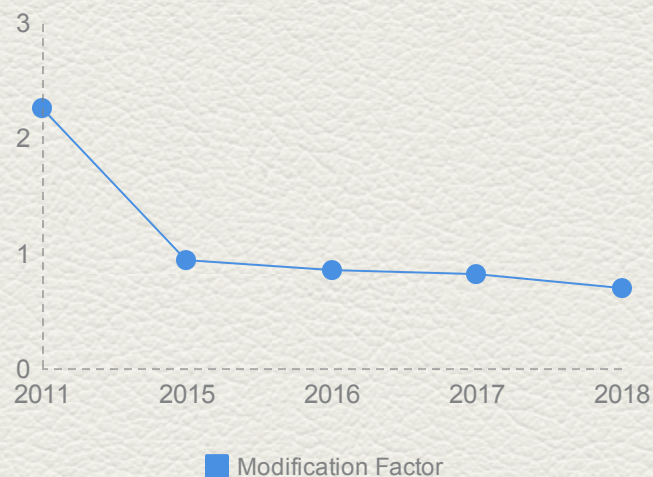
Total Cost of Risk per \$100/Payroll

\$1.55
FY 2015

Compared to

\$1.08
FY 2018

Modification Factor (MOD)



The County's Workers' Compensation Program is Self-Funded. A "Mod" factor of 1.00 is Average; numbers below 1.00 are better than Average. A "Mod" factor adjusts an employer's premium to reflect the difference between the employer's loss experience & the average experience that is expected for its classification(s) & size. Therefore, the amount in premium paid by the County is directly impacted by the "Mod" factor.

2.24
VS
0.68

The County has successfully brought the "Mod" factor down from 2.24 in 2011 to 0.68 as of Jan 2019!

Creating a culture of Workplace Safety.

2018 AWARDS



GLOBAL AWARDS

Cherokee County was announced as a prestigious winner of two 2018 Optimas Awards by Workforce magazine. Cherokee being the only local government organization to win compared against organizations from around the world. The two categories where the County achieved a Gold award and a Silver award are detailed below.



Benefits - GOLD Award

Cherokee achieved the Gold award in the Benefits category for the successful implementation of the 2017 Health Management Strategy that was launched Jan 1, 2017.



Business Impact - SILVER Award

Cherokee achieved the Silver award in the Business Impact category for implementation of a successful Risk Management Program.



STATE-LEVEL AWARD

Cherokee achieved the 2018 Entity Achievement Award from Georgia PRIMA for implementation of a successful Risk Management Program.



LOCAL-LEVEL AWARD

Cherokee was a 2018 Awards Finalist in the Society of Human Resources Management (SHRM) - Atlanta IMPACT Awards.

DATA SOURCES & CLOSING REMARKS

Thank You



WE ARE HONORED TO SUPPORT THE
EMPLOYEES WHO SERVE CHEROKEE COUNTY.

Data Sources

DATA MAINTAINED BY CHEROKEE
COUNTY & MUNIS

TPA DATABASE OF CHEROKEE
COUNTY WORKERS' COMPENSATION
DATA

DATA CALCULATED BY EXCESS
COMPENSATION CONSULTANT

2018 U.S. DOL BUREAU OF LABOR
STATISTICS

VENDOR DATA GATHERED BY
CHEROKEE COUNTY'S BENEFITS
BROKER