

# Balanced Scorecard

## People Resources

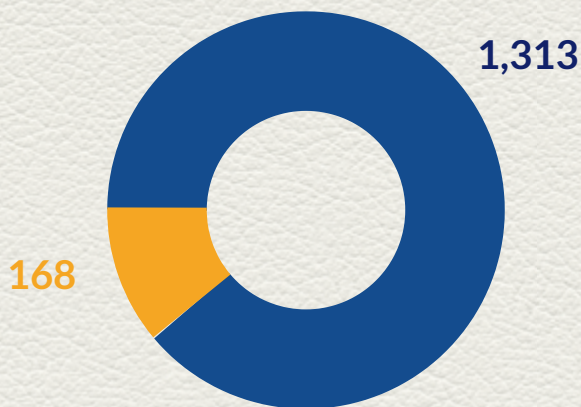
CY 2017

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 2017, the County experienced an Employee Retention Rate of nearly 90% for all Full-Time & Part-Time Employees.

~ 90% RETENTION



1,313

168

PROMOTIONS



218

MILESTONE  
ANNIVERSARIES



207

EMPLOYEES PER CAPITA

5.5

Cherokee's Employees per Capita; **2nd lowest** across all Counties in metro-Atlanta

VERSES

7.35

Metro-Atlanta Counties' Average Employees per Capita

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

How does Cherokee's Turnover Compare?

11.35%

Cherokee's 2017 Turnover Rate

VERSES

20.60%

2017 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 12/31/2017 WAS 7 YEARS.

THE AVERAGE LENGTH OF EMPLOYMENT FOR ALL EMPLOYEES WHO SEPARATED EMPLOYMENT IN 2017 WAS 4 YEARS.

# LEARNING & DEVELOPMENT



## 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.  
Launching October 2018

&

#### FINANCIAL WELL-BEING

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

#### 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

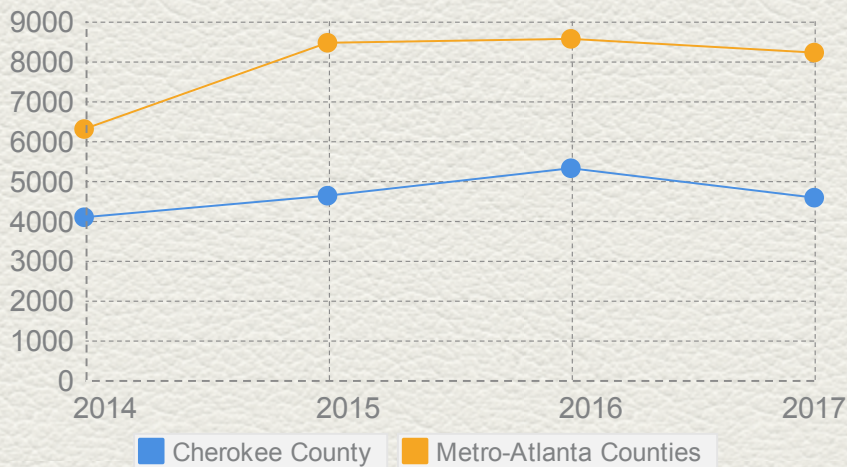
CONTACT  
US

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*



# HEALTHCARE



2014 - 2017 Healthcare Costs Per Participant

44.5%

Cherokee's Cost Per Participant was 44.5% Less than the Metro-Atlanta Counties' Average



Cherokee County's Healthcare Plan is a Self-Funded Plan. Keeping healthcare costs down has a direct correlation to Employee Insurance Premiums, Fully Insured Equivalent Rates, and to the overall Insurance & Benefits Fund. Even after enrollment in the County's Healthcare Plan increased by 5.4% in 2017, overall costs were significantly lower and below budget for the first time in years!

## \$0 Co-PAY BENEFITS

### Telemedicine via Teladoc



Member Satisfaction Rates

24.3% UTILIZATION

\$0 Co-PAY FOR HEALTH PLAN MEMBERS

\$144,243 SAVINGS TO THE COUNTY

### Zero Out-of-Pocket Imaging Services

338 Scans Performed  
Source:

\$0 Co-PAY  
for health plan members

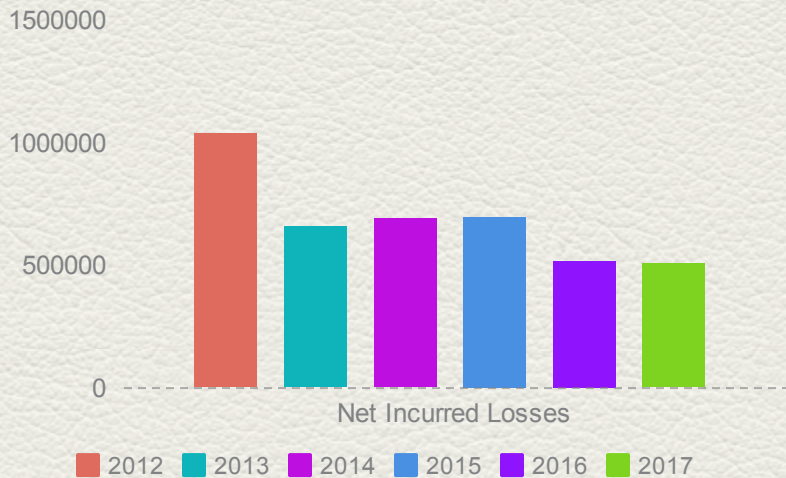
24%  
savings to the County

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

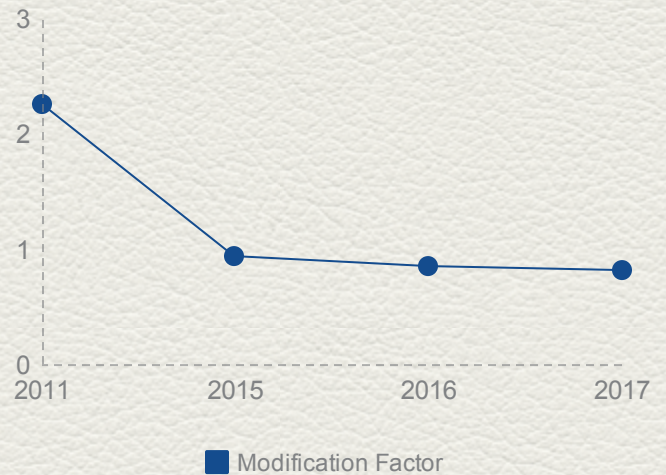
## Workers' Comp Net Incurred Losses



# \$529,499

Decrease in Net Incurred Losses  
comparing 2012 to 2017

## 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.

## Awards

AWARDED NATIONAL UNDERWRITER'S 2017  
EXCELLENCE IN WORKERS' COMPENSATION  
RISK MANAGEMENT



# CHAMPIONS

Every year, NU's Excellence in Workers' Compensation Risk Management Award is given to three organizations that demonstrate exceptional loss control, safety and return-to-work programs. They are among the top performers in managing workers' comp costs, all of them with unique success stories to share.

This year's winners are Butterball LLC, Cherokee County, Ga., and Nations Roof LLC, all of which will be recognized on Aug. 7 during the general session at the 72nd annual Workers' Compensation Educational Conference (WCEC), set for Aug. 6-9 at the Orlando World Center Marriott in Florida. The 2017 award is co-sponsored by Safety National and Sedgwick.

On Aug. 8 from 9:45-11 a.m., NU Editor-in-Chief Shawn Moynihan will lead a special panel discussion (presented as part of the conference's "National Trends in Workers' Compensation" track) during which attendees can learn the secrets behind these award-winning programs directly from award winners Robert Alford, human resources manager for Cherokee County, Ga.; Nations Roof Director of Risk Management Neftali Ortiz; and Brian Rodgers, Butterball's senior director of corporate risk management.

Presented by the Workers' Compensation Institute, WCEC is the largest conference of workers' comp-related professionals of its kind in the U.S. and offers a vast program of breakout sessions featuring hundreds of speakers.

# 2.24 VS 0.81

The County has successfully brought the "Mod" factor down from 2.24 in 2011 to 0.81 in 2017!

## Interesting Award Facts

A NATION-WIDE AWARD INCLUSIVE OF PRIVATE & PUBLIC SECTOR ORGANIZATIONS.

&  
CHEROKEE COUNTY IS ONLY THE SECOND PUBLIC ENTITY TO RECEIVE THIS PRESTIGIOUS AWARD.



# DATA SOURCES & CLOSING REMARKS

Thank You



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

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## Data Sources

STATEMENT OF REVENUES,  
EXPENDITURE, AND CHANGES IN FUND  
BALANCE, GOVERNMENTAL FUNDS

&

STATISTICAL SECTION OF CAFR,  
RATIOS OF OUTSTANDING DEBT BY  
TYPE AND EMPLOYEE POSITIONS BY  
FUNCTION/PROGRAM

&

HEALTHCARE DATA RECEIVED DIRECTLY  
FROM JURISDICTIONS

&

DATA MAINTAINED BY CHEROKEE  
COUNTY, MUNIS