

Joint Administrative Services Board  
September 23, 2019 Regular Meeting 10:00 am

At a regular meeting of the Joint Administrative Services Board held on Monday, September 23, 2019, at 10:00 am in the Meeting Room AB, Berryville Clarke County Government Center, 101 Chalmers Court, 2nd Floor, Berryville, Virginia.

**Members Present:** David Ash, Chuck Bishop, Sharon Keeler, Chip Schutte, David Weiss

**Members Absent:** None

**Staff Present:** Tom Judge, Brian Lichty, Gordon Russell, Ed Shewbridge, Brianna Taylor

**Others Present:** None

**1. Call to Order - Determination of Quorum**

At 10:00 am, Chairman Chip Schutte called the meeting to order having determined that a quorum was present.

**2. Approval of Minutes**

**David Ash, seconded by Chuck Bishop, moved to approve the August 26, 2019 minutes as presented. The motion carried by the following voice vote:**

David Ash	- Aye
Chuck Bishop	- Aye
Sharon Keeler	- Aye
Chip Schutte	- Aye
David Weiss	- Aye

**3. CyberSecurity Update**

Ed Shewbridge Highlights:

- Gordon Russell set up a campaign for both Government and Schools
  - o School had an issue with Gmail flagging but was able to correct so end users could receive.
- After one week, the results for the click rate / return rate were higher than expected.
- Few teachers stated that they did not click the link and found out that on the school side there were false positives.

- Believe that Gmail is making these false positives occur because Gmail is scanning that material and clicking the link to check it so looks as if the end user did click the link.
- Heard from Gmail support, going to try a few more things to get a true baseline since we know that they are not as low as they should be.
- Positive feedback from teachers that they are becoming aware and know to hover over the link to see if it is actually going where it should go.
- Even with all of the false positives, school side is still under what Knowbe4 states as the industry percentage.

Gordon Russell Highlights:

- Believes that the Government has a good baseline.
- Baseline around 10%, which is low.
- Next thing to figure out with this whole project is what type of training campaigns to embark on. Knowbe4 gives many training choices and material that you can provide your users.
- Experimenting on the government email, any email coming in from external sources can be appended in the subject line to state that it is an external email.
  - This would alert users that it was from an external source.
  - If it came from another employees county email address, then they would be able to see clearly that something is not right.
  - Clarified that if an employee sends an email using their cell phone from their county email it would still come through as internal.
- Through Knowbe4, there is an array of training that is interactive, through email, vishing (voicemail phishing), etc.
- IT Departments will proceed, and, once at a point, will come to the Board for input.

#### 4. Human Resource Tasks

Tom Judge stated that the benefits have become more and more complicated.

Tom Judge reviewed the following Human Resource Tasks:

##### Human Resource Tasks

An accumulation of new regulations and benefit options suggests a reconsideration of how human resource tasks are managed. These tasks are currently distributed somewhat haphazardly across JAS, the School Personnel office, and government Agency Personnel Administrators. Employees are often left trying to obtain answers from multiple sources, and often feel ill-served. They are faced with myriad websites and logins to access complex information and legal documents regarding their benefits. There have been complaints and suggestions on this problem from agencies. There will soon be over 100 full-time employees for the Government, and 250 for the School Division.

**Worker's Compensation.** There have been many questions recently about how to manage Worker's Comp claims. These claims don't arise often, but are complicated to manage when they do. Some agencies allow leave to accrue during missed work, and some do not. The County Administrator has mentioned the need for claims management training for certain Agency Personnel Administrators.

**Leave and Absence Management, including Short-Term Disability Insurance.** Leave and Absences are approved at the agency level, but anecdotally there are differences among agencies in what is approved, both in schools and among government Agency Personnel Administrators.

**Retirement and Investment Counseling.** JAS payroll processes retirement paperwork with VRS, and VRS can answer questions, but employees are often looking for guidance regarding Medicare, health insurance, continuing optional life and long term care benefits, the best way to invest leave payouts, and the various VRS options they face, etc. In particular, the increasing number of employees in the Hybrid Retirement plan has created an information vacuum where many employees don't understand how it works, much less which investment option to choose. Only 34% of Government Hybrid Plan employees currently make a voluntary contribution to their defined contribution plan. Hybrid Plan members are currently 33% of members, or 116 of the total 353 VRS eligible employees.

**Disability Retirement, Social Security Disability, and LODA.** There have been no recent LODA claims, but there have been disability retirement claims. These can be complicated, they occur at a difficult time for the employee, and employees are generally looking for someone to guide them through the process.

**Family Medical Leave Act (and it's relation to sick leave, donated employee leave, sick leave bank, and Short-Term Disability Insurance).** Family Medical Leave can be complicated when employees lack enough leave to be used to cover health care premiums, VRS contributions, etc. The Schools and Government have different policies, and within the Government different agencies have handled the situations differently.

**Health Insurance:** Questions frequently arise about how health insurance works, lost cards, changes of address, new dependents, qualifying events, COBRA, the Employee Assistance Program, Wellness program, Health Saving Accounts, etc. Anthem is forwarding these calls to JAS Payroll, which cannot respond to them all in a timely way.

**On-Boarding:** (getting a new employee "set up"). This involves getting login ids, keys, benefit enrollment forms, orientation training, a copy of the personnel policy, etc. Munis provides a facility for organizing this, but someone needs to set it up and utilize it. School Personnel has a defined August/September process for this.

**Terminations:** This is the reverse of on-boarding, and involves deactivating logins, getting keys, retrieving cards/laptops/phones, COBRA notices, closing out payroll deductions, obtaining forwarding address, etc.

**Unemployment Claims:** There are 10 to 15 of these each year. Some can be very expensive, and not all are valid. If they are not valid they need to be contested, but agencies vary in their willingness to do so, or their understanding of what needs to be done.

*Human Resource Tasks that could factor into a broader discussion:*

Recruitment

Job Classification

Employee Evaluation

Certifications

Training

Reporting (EEO, ACA, VEC)

<https://www.blr.com/Markets/HumanResources>

Board Discussion:

- These things become difficult for the employer to manage.
- On government side the issue is that, you have to have all of the Agency Personnel Administrators interpret the policy the same way.
- Retirement and investment Counseling:
  - With the hybrid plan, 34% of employees are in the plan are contributing voluntarily, it would be nice to get training for all employees and give those members in the hybrid plan information.
  - David Ash stated that it would be nice to get VRS or ICMA to come in multiple times a year to meet individually with employees and review their situations. Reviewing the best ways of investment for them personally.
  - Tom Judge suggested the possibility of an in-house capability.
  - David Ash stated that the issue with that is that we would have to have a licensed financial adviser.
  - David Ash expressed that if there was a possible firm that could provide some contract kind of assistance for the more difficult issues.
  - Chairman Chip Schutte opined that it will be hard to find an outside firm to come in and do a seminar and become on-call for follow-ups.
  - David Ash stated that with only 34% of Hybrid Plan members participating, then we are not giving those employees enough information about investing options.
  - Chuck Bishop stated that either most of the new hybrid plan members, do not think about contributing or they cannot afford to contribute through voluntary contribution.

- Family Medical Leave Act:
  - Under the law, employees get 12 weeks, still have to have enough money to pay health insurance premium and to keep VRS service credit going.
  - Complicated and employees need to know who can help them.
- David Ash and Vice Chairman David Weiss both opined that it does come up more frequently each year and that the County may not want to be in the financial investment business but maybe look into the Human Resources side.
- Tom Judge expressed that the solution is not clear but it all has to be figured out because some of these issues have big management impacts.
- Vice Chairman David Weiss thanked Tom Judge for bringing these topics up and that we do need to be thinking about how we can do a better job.
- The entire Board agreed that the HR Piece is separate from the Investment piece.
  - Chuck Bishop opined that if there was HR they could give general information about investments like who we deal with and contact information.
- Tom Judge stated that, ultimately, Payroll can only deal with a certain amount, and, with us getting these calls more frequently, it is hard to serve the employee to the full potential and usually have to send them to the different websites.
- Unemployment Claims:
  - Comes in through Payroll and then sent to the specific Agency Personnel Administrator.
- Tom Judge expressed that the totality of these HR functions add up and we are asked often about having an HR department.
- Tom Judge opined that this is a need and it is going to continue to grow.
- Vice Chairman David Weiss opined that on government side it has been discussed over the past few years. We know that it is a need; but whether it is a need that justifies the expense is the question. Adding that each year shows it getting closer to that justification; but, still have to figure out how to get it done.
- Chairman Chip Schutte expressed that, at the very least on the investment side, we may be able to find a firm that is licensed to come in and speak to a group of people. Having a larger group attend will help in finding firms that are willing to speak making it worth their time. After the presentation to the group, they may also go into individual meetings to give advice to individual employees.
- Tom Judge stated that there are 100 government employees and 250 school employees in VRS, so 350 total employees. There could be some cooperative effort, may not be that the government has the justification to serve 100 employees; but, if the government and schools are combined, there could be justification in serving the 350 employees.

## 5. Next Meeting

October 28, 2019 (if needed)

## 6. Adjournment

At 10:38 am, Chairman Chip Schutte adjourned the meeting.

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Minutes Recorded and Transcribed by Brianna R. Taylor