

**MINUTES OF THE HUMAN RESOURCES COMMITTEE MEETING
OF THE WATER WORKS BOARD OF THE CITY OF BIRMINGHAM
Wednesday, July 26, 2023**

A Human Resources Committee meeting of the directors of The Water Works Board of the City of Birmingham was held on Wednesday, July 26, 2023, at 1:00 p.m., or immediately after the Regular Board of Directors' Meeting.

The following Committee members were present: Directors NeSmith, and Taylor. Also, present were Directors Huffman, Burbage, Henderson, and Munchus who are not Committee members. Committee Chairman Mims was not present.

Others present were: Michael Johnson, General Manager; Iris Fisher, Assistant General Manager; Anitra Clark, Corporate Governance Specialist; Vanessa Washington, Executive Assistant; Colandus Mason, Paul Lloyd, Joyce Dupree, Rosalind Jones, Jacqueline Hill, Jessica Fadlevich, Jeff Wade, David King, and David Walker, BWWB Employees; K. Mark Parnell, Parnell Thompson Law, LLC; Kelvin Howard, Kelvin W. Howard, LLC; Tiffanie Agee, Agee Law, LLC; Bill Todd and Angela Riley, O2 Ideas; Rusty Agi, Itron; Mark Niblett, Jeffrey Moxley, and Bonnie Huckaby, Insurance Office of America; and Kessia Crenshaw, State of Alabama Attorney General's Office.

Inasmuch as two Committee members were present, Director Taylor presided over the meeting and declared a quorum in attendance. Director Taylor called the meeting to order at 12:18 p.m.

Following, Director Taylor asked the Committee to approve the agenda. Director NeSmith made a motion to approve the agenda, and Director Taylor seconded the motion. On a motion duly made and seconded, the agenda was approved by unanimous vote.

Next, the Committee proceeded to agenda item one, Request Committee to approve minutes of the Human Resources Committee Meeting held May 24, 2023. Director NeSmith made a motion to approve the minutes, and Director Taylor seconded the motion. On a motion duly made and seconded, the minutes were approved by unanimous vote.

Subsequently, the Committee proceeded to agenda item two, Request Committee to recommend to the Board to approve a three-year agreement with Office of America (IOA), effective August 9, 2023 through August 8, 2026, to serve as benefits consultant and broker for health insurance, wellness programs, stop loss, and other related ancillary benefit products and services, at an estimated out-of-pocket cost to the Board of \$115,000.00 annually (\$345,000.00 for three years); and to authorize the General Manager and/or the Assistant General Manager to execute the agreement. Paul Lloyd, Human Resources Manager gave an overview of the process for selecting Insurance Office of America as the Board's benefits consultant broker. He stated five firms responded to the request for proposals solicited March 2023 for said services. He stated Birmingham Water Works Human Resources' benefits team completed a scorecard to evaluate the proposals, which resulted in selecting the top three firms: Fisher Brown Bottrell Inc., Cobbs Allen, and Insurance Office of America. Mr. Lloyd stated each firm gave a presentation on the services they could provide to Birmingham Water Works in said role. Next, Joyce Dupree, Assistant Human Resources Manager, discussed the various factors, which led to selecting Insurance Office of America as the company's benefits consultant and broker. She stated the factors that stood out for choosing Insurance Office of America are: the proposed open enrollment

timeline, hands on service throughout the open enrollment process, assistance with carrier files, an open enrollment call center, debriefing meeting at the close of open enrollment, a mobile application at no cost to the company with ongoing support for employees and retirees, a customized benefits guide for recruiting and retention purposes, a customized monthly newsletter, and competitive pricing. In addition, Ms. Dupree stated Insurance Office of America received the 2021 Power Broker of the Year Award and Insurance Office of America has a current client retention rate of 96 Percent. Next, Mr. Lloyd commented that one purpose of the request for proposals is to move towards a flat fee structure and to include the health insurance, wellness programs, and broker services such as stop loss, life, and disability insurance benefits, etc., under one umbrella. He stated a flat fee service incentivizes the consultant to making the best recommendation for the company. Afterwards, Mr. Lloyd stated members of the Insurance Office of America were present and asked Mr. Mark Nibblet, Senior Account Executive to introduce his team. He introduced Jeffrey Moxley and Bonnie Huckaby. Following, Mr. Moxley stated his role is the Healthcare Strategist, which involves taking data points and ensuring that Insurance Office of America is implementing the best programs to help employees through cost containment and best outcomes. Ms. Bonnie Huckaby stated her role as the Account Manager is to handle claim issues, employees' questions, and help employees understand benefits. Next, Director Taylor inquired whether the mobile application Insurance Office of America is introducing to employees, has been previously utilized. She asked what resources are available to ensure employees can use the tools being provided and to eliminate or reduce the digital divide. Mr. Moxley responded that there will be training, and education offered on the benefit's mobile application. He stated the mobile application is currently being used by approximately 50 or more clients. Also, Mr. Moxley stated the mobile app will incorporate Telehealth to assist employees in tracking their claims and deductibles. Director Munchus asked whether paper and telephone communication with employees regarding their benefits would be omitted/discontinued, to which Mr. Moxley responded no. Mr. Moxley stated that customized benefits enrollment guides and call centers are also used for communication. Following, Director NeSmith made a motion to recommend said item be moved to the full Board for approval, and Director Taylor seconded the motion. On a motion duly made and seconded, the item was approved by unanimous vote.

As there was no further business before the Committee, Director NeSmith made a motion to adjourn the meeting, and Director Taylor seconded the motion. On a motion duly made and seconded, the motion was approved, and the meeting adjourned at 12:30 p.m.

_____/s/_____
Michael Johnson
General Manager

_____/s/_____
Dalton NeSmith
Director

_____/s/_____
Mashonda Taylor
Director