




Milwaukee County
Department of Human Resources
INTER-OFFICE COMMUNICATION

File 24-521

Date: May 16, 2024
To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors
From: Tony Maze, Director of Benefits, Department of Human Resources 
Subject: **Report from the Director of Total Rewards, Department of Human Resources, requesting authorization to execute a one year contract extension with Voya for Short-Term Disability, Long-Term Disability and FMLA administration from January 1, 2025 – December 31, 2025**
File Type: Action Report

REQUEST

The Benefit Division of Human Resources request to extend our contract with Voya for Short-Term Disability, Long-Term Disability and FMLA administration. This extension will continue to have all the County's Leave Administration under one vendor to ease administration.

As we strive to become an employer of choice and attract and retain talented employees at Milwaukee County, providing a competitive Total Rewards package is critical. Our Total Rewards package includes elements of compensation, benefits, work-life balance, recognition, and career development opportunities. These components all contribute to employee satisfaction and increased employee engagement.

POLICY

Short-Term and Long-Term Disability

These programs would pay for a percentage of an employee's salary for a specified amount of time if an employee was ill or injured and could not perform the duties of their job. As a result, many employees do not have adequate sick time to supplement their income in the event of illness or injury. By having an employee-sponsored Short-Term Disability (STD) and Long-Term Disability (LTD) group policy, we would continue to have a more consistent process for administering a paid time off program for an employee's own illness.

This program would be 100% employee paid at a significant discounted rate as this program would be provided at a group rate versus an individual rate. Additionally, the new employee sponsored Short-Term and Long-Term group policies consists of the following benefits and guidelines:

- Employees are eligible for a maximum of six (6) months of short-term disability benefits paid at 60% salary replacement for each employee's own individual illness or sickness. They would also be able to receive 40% from their remaining vacation time if available.
- Short-term disability benefits begin after missing work for seven (7) consecutive calendar days.
- If the employee is unable to return to work after six (6) months, the employee transitions to long-term disability.
- The employee will receive 60% pay replacement up to the age of 65 as a long-term disability benefit.

FMLA Administration

Account Management: Voya will assign Milwaukee County an account manager who will serve as the contact person and provide the County with reports and feedback on the Services.

- Service Access:** Toll-free access to FMLA experts.
- FMLA Administration:** Voya will provide the following administrative services:
 - a) Receive leave requests.
 - b) Administer FMLA eligibility based on Milwaukee County guidelines. Any administrative decisions outside of the guidelines shall be referred to Milwaukee County for final determination. Voya shall utilize its own medical certification forms to certify leaves of absence.
 - c) Issue legally required notifications, all based on Milwaukee County's procedural guidelines.
 - d) Maintain and update the FMLA eligibility database based on information provided by Client

Vendor Selection

An RFP process identified Voya as the firm most capable of administering the County's leave administration services. They are an effective, highly rated employee-owned company, whose core business is helping their clients achieve financial viability through the services they offer.

They are financially stable, have a proven track record of quality customer service and will continue to offer the same convenience.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the objectives in the [strategic plan](#):

As we strive to become an employer of choice and attract and retain talented employees at Milwaukee County, providing a competitive Total Rewards package is critical. Our Total Rewards package includes elements of compensation, benefits,

work-life balance, recognition, and career development opportunities. These components all contribute to employee satisfaction and increased employee engagement.

1A: Reflect the full diversity of the County at every level of County government
These services will be offered to all benefit eligible employees

1B: Create and nurture an inclusive culture across County government
These services will be offered to all benefit eligible employees

1C: Increase the number of County contracts awarded to minority and women-owned businesses

RFP was requested and no minority or women-owned business responded

2A: Determine what, where, and how we deliver services to advance health equity
These services will allow employees to receive some type of compensation when ill and will allow employees to take time away from work to care for themselves and/or family members without any fear of job loss.

2B: Break down silos across County government to maximize access to and quality of services offered

These services will be offered to all benefit eligible employees

2C: Apply a racial equity lens to all decisions

These services will be offered to all benefit eligible employees and they are significantly discounted due to offering a group plan design. This will mostly help Milwaukee County's lower wage earners.

3A: Invest "upstream" to address root causes of health disparities

3B: Enhance the County's fiscal health and sustainability

The Short and Long-Term Disability Group Plan is 100% paid by the employees

3C: Dismantle barriers to diverse and inclusive communities

These services will be offered to all benefit eligible employees

FISCAL EFFECT

There will be no change to the current amount already budgeted for FMLA Administration and The Short and Long-Term Disability Group Plans are 100% paid by the employees.

TERMS

Request for authorization to purchase FMLA Administration through Voya for January 1, 2025 – December 31, 2025 with the option to renew at the end of the contract term.

VIRTUAL MEETING INVITES

Tony.Maze@milwaukeecountywi.gov

PREPARED BY:

Tony Maze, Director of Total Rewards, Human Resources

APPROVED BY:

Tony Maze, Director of Total Rewards, Human Resources

ATTACHMENTS:

Resolution
Fiscal Note

cc: County Executive David Crowley
Mary Jo Meyers, Chief of Staff, County Executive's Office
Margo Franklin, Chief Human Resources Officer
Scott Brown, Interim Corporation Counsel
Aaron Hertzberg, Director, Department of Administrative Services (DAS)
Liz Sumner, Comptroller
Stephen Cady, Research & Policy Director, Comptroller's Office
Joe Lamers, Director of Strategy Budget and Performance (SBP)