



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Benefits Administration

Sub-functions: Open Enrollment Communication & Education

- "As-Is"
 "To-Be"

Description:

This "As-Is" flow provides an overview of the open season communication and benefits education process. Employee Relations Specialists at HRG attend training courses and conferences sponsored by OPM and insurance carriers to stay abreast of changes throughout the year. The Employee Relations team at HRG is responsible for educating all ED employees about important changes in health benefits. They educate ED employees by organizing an annual Health Fair, sponsoring monthly service days, and sending informational emails to employees. The Employee Relations Specialists also order and distribute supplies for each upcoming year and for the annual Health Fair.

Handoffs:

There are no handoffs in the "As-Is" Open Enrollment Communication & Education process.

Average Process Completion Time:

The Open Enrollment Communication & Education process continues throughout the year, and therefore, there is no average process completion time.

Position title	Agency name	Time/year	Number of positions	Percent of time/year	Number processed/year
Employee Relations Specialist	HRG	200 hrs.	2	10%	4977*

* Includes employees in the regions

Cost:

- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)
- OPM conferences: \$1870 annually per Employee Relations Specialist
- Open season supplies are free

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Assumptions:

- The process flow refers to the thirteen insurance carriers that attend the annual Health Fair. This assumes that there will always be thirteen insurance carriers when in fact, the number of insurance carriers varies from year to year. OPM determines which and how many carriers are available to employees.
- The process flow assumes that insurance carriers will notify employees of changes in coverage every year before open season.

Exclusions:

- None

Regions:

- HR employees in the regions do not have to order and distribute supplies for open season because headquarters is responsible for doing that each year.
- The Employee Relations team in Washington DC sends communications regarding health benefits open season. All Department of Education employees receive these communications, including those in the regions. Therefore, regional HR employees do not have to send informational emails about open season or important changes in benefits. While they do not send communications about open season, they do attend conferences and read Benefits Administration letters to stay abreast of health benefits changes. They are also available and prepared to answer employees' questions throughout the year like HRG's Employee Relations Specialists in headquarters.
- With the exception of Kansas City, employees in the regions work in federal buildings with government employees from several different agencies. Typically, regional offices coordinate with other agency employees in their building and hold a joint Health Fair. Employees in all of the regions, including Kansas City, have access to a Health Fair. The main difference is that regional ED employees do not typically sponsor the Health Fair on their own. Instead, the regions offices co-sponsor the Health Fair with other government agencies.
- Insurance carriers have offered to hold monthly service days in the regions, but the regional HR employees decided that there is not enough demand for them at this point. The service is available to the regions and can be utilized when needed.

Strategic Direction:

SFA depends upon the Department of Education's Human Resources Group (HRG) to communicate and educate employees about health benefits. The open enrollment communication and education flow depicts what HRG does to prepare for the health benefits open season. With the information from the flow, SFA HR will be better equipped to make smart decisions about which services HRG should continue to provide and which services SFA HR will bring in-house.