

Enhancing Benefits Administration at the City of Boston

SSLC Monthly Round Table

MAY 13, 2021

City of Boston
Office of Human Resources



The City's HR Transformation Journey

WHERE WE WERE

Reactive HR Organization

HR is a **reactive function**, focused on meeting employees' needs through one-off, misaligned, decentralized and often redundant solutions. Many customer-centric HR needs are drastically underdeveloped and are not positioned to evolve.



WHERE WE'RE GOING

Employee-centric, predictive HR Organization

Our goal is to deliver an **exceptional employee experience** and set the standard for HR Service Delivery in municipal governments. HR needs to take a leading to predict disruptions in the workforce and business while focusing on employees.

HOW WE GET THERE



Strong HR Governance

with a clear, consistent strategic direction



Standardized HR

roles, processes, and procedures through the creation of shared services



Centers of Expertise

with dedicated resources to provide solutions that drive business imperatives



Enabling Technology

that connects and empowers the workforce



Data that shapes decisions

and drives business and talent strategies

OUR IMPACT

Employees

- Access standard HR information through **new technology**, with tiered access to HR support with self-service at the forefront
- Managers will have access to **real-time data** and tools that enable better decision-making for the business

HR Professionals

- HR will have a **unified strategy** through the advisement of the HR governance board
- **Standardizing roles** and implementing **workplace tools** that reduce time consuming, administrative tasks will enable HR professionals do add meaningful value to the business

Current HR Priority Areas

Since February 2020, the transformation focused on the initial HR priority areas below.



**RECRUITING &
HIRING**



**CLASS &
COMP**



ONBOARDING



**POLICIES AND
PROCEDURES**



**LEADERSHIP
TRAINING**



**HR CONTACT
CENTER &
PORTAL**

Supported by change management and communications

As we prioritize future HR focus areas, we want to discuss our approach to **enhancing benefits service delivery** at the City.

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- The City manages Health, Benefits and Insurance (HBI) services internally
 - We provide rich, simple plan options to active employees and retirees
 - However, retirees are slowly outnumbering active employees, causing challenges in administering their benefits



Let's discuss

What is the recommended process for making in-house vs. outsourced decisions for benefits administration?



Thank you!