

CONSULTING STRATEGY

PHASE I

DISCOVERY/FACT FINDING

Completion: 30 days

During this phase, we will develop a clear understanding of the District's benefits, its objectives, and the timeline for accomplishing them.

Your Keenan consultant will initially meet with the District representative for a complete briefing on current budget concerns, labor relations, history of the employee benefits program and any other matters that are material to the success of the partnership. We will next schedule an on-site visit with the employee benefits administrator and technicians to gain an understanding of your systems and procedures. At this time we will gather all essential information for Phase II. We would also recommend an introductory meeting with the District's joint labor-management committee to better understand the culture of the organization and hear concerns from employee representatives.

PHASE II

ANALYSIS & EVALUATION

Completion: 30 days

Our consulting, technical and administrative staff will undertake a complete review of your current programs. We will look for any gaps or duplications in coverage and will assess the current systems and procedures for overall efficiency. All employee communication pieces will be reviewed for accuracy as well as legislative compliance.

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PHASE III

RECOMMENDATIONS & ACTION PLAN

Completion: 60 days

Based on the fact-finding and evaluation accomplished in Phases I and II, we will present our recommendations to the District representative. We will then work together on a specific action plan and timeline designed to achieve the District's identified goals and objectives. This phase will most likely involve input from the joint labor-management committee so that all parties are working together to achieve a positive outcome.

PHASE IV

IMPLEMENTATION

Completion: Varied Based on Projects

Using the specific action plan developed in Phase III, we will take the steps necessary for implementation. These may include any or all of the following:

- Negotiations with incumbent carriers and/or other insurance markets to deliver the highest quality program available within current budget restrictions
- Identification and pricing of options that result in cost savings
- Development of a communications program
- Assistance to staff throughout the year in support of the ongoing program

Specialized Expertise and Dedicated Services For California Community Colleges



Keenan is the only Insurance Brokerage and Consulting Firm with a dedicated Community College Business Unit

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KEENAN MAKES THE DIFFERENCE FOR CALIFORNIA COMMUNITY COLLEGES

NICHE FOCUS

Throughout our four decades of serving educational institutions, Keenan has understood that *California Community Colleges face unique challenges* and that your risks, your employee and student populations are different. Therefore, Keenan has established a dedicated team of employee benefits and risk management professionals who are assigned *exclusively to serve Community Colleges*. As such, we have unique insights into the budget implications and risk profiles of Community Colleges.

- Keenan provides employee benefits services to over 30 California Community Colleges and property & casualty services to more than 50 California Community College Districts.
- With over \$1.4 billion of public agency health insurance premium volume in force, and nearly 600,000 of California Community College FTES in our property & liability programs, our superior market leadership brings value and negotiating strength to our customers.
- Keenan participates in all Community College-related Conferences to be certain we can be part of the solutions needed by your institutions. We regularly attend ACBO, ACHRO, ACCCA, CCLC, CCFC, CPFA, FACCC, AACC, CCCC, NorCal CEO, and SoCal CEO conferences.
- Keenan has developed a state-wide Community Colleges Benefits Survey to be used as a benchmarking tool for Community Colleges.

A Long-Term Perspective

Keenan is the largest privately-held insurance brokerage and consulting firm in California. This allows us to maintain the *independence and long-term view of business cycles to reinvest into programs and services that effectively meet our clients' needs*.

Innovations Designed to Fulfill Your Needs

As circumstances have changed over the years, Keenan has proactively developed *innovative solutions to respond to the changing needs of California Community Colleges*.

Community Colleges need specialized solutions for employee benefits. Our BenefitBridge online portal delivers automated eligibility, enrollment, employee communication and self-service benefits administration. We offer a program to provide health benefits to part-time Community College faculty that requires no district administration. Keenan's programs for retiree health benefit liabilities (GASB 43 & 45) and early retirement incentives are comprehensive, flexible budget solutions that also help reduce your administrative burden.

SCOPE OF SERVICES

Analyze Employee Benefits & Retirement Programs

- All lines of coverage; e.g. medical, dental, vision, life, LTD
- Recommend program improvement and cost savings

Present Leading Edge Products & Services

- Wellness - KeenanFit
- Keenan Pharmacy Purchasing Coalition (KPPC)
- BenefitBridge Benefits Administration Portal
- Healthcare programs for part time faculty

Work As A Resource To Administration And Insurance Committee

- Meet with labor and management team on a monthly basis
- Meet and coordinate Insurance Committee meetings quarterly
- Inform and educate on current industry trends

Present Employee Benefits Report To District Biannually

Prepare Request For Proposals

- Market search and complete assessment
- Negotiate renewals if possible

Provide Technical And Actuarial Support

Provide Study Benchmarking District's Program and Costs With Other Districts

Provide Legislative & Compliance Updates

- Examples Including:
COBRA, FMLA, HIPAA, AB 1200/3141, ADA, Section 125, Health Care Reform

Additional Services

- Claims resolutions
- Open enrollment meetings and materials
- Rate matrix
- Benefit summaries
- Employee communications
- Plan implementation