



Michigan Municipal Services Authority

PO BOX 12012, LANSING MI 48901-2012

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## **PUBLIC NOTICE OF A REGULAR MEETING**

The **Executive Committee of the Michigan Municipal Services Authority** (Authority) will hold a regular meeting on the following date, at the following time, and at the following location:

<b><u>Date</u></b>	<b><u>Time</u></b>	<b><u>Location</u></b>
Thursday, January 14, 2016	1:30 PM	Capitol View Building Constitution Room – 9th Floor 201 Townsend Street Lansing, MI 48933

The meeting is open to the public and this notice is provided under the Open Meetings Act, 1976 PA 267, MCL 15.261 to 15.275.

The meeting location is barrier-free and accessible to individuals with special needs. Individuals needing special accommodations or assistance to attend or address the meeting should contact the Authority at (248) 925-9295 prior to the meeting to assure compliance with Subtitle A of Title II of the Americans with Disabilities Act of 1990, Public Law 101-336, and 42 USC 12131 to 12134.

A copy of the proposed meeting minutes will be available for public inspection at the principal office of the Authority within 8 business days. A copy of the approved minutes of the meeting, including any corrections, will be available for public inspection at the principal office of the Authority within 5 business days after approval.



Michigan Municipal Services Authority

PO BOX 12012, LANSING MI 48901-2012

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**EXECUTIVE COMMITTEE  
REGULAR MEETING**

Thursday, January 14, 2016 at 1:30 PM

Capitol View Building  
201 Townsend St Suite 900  
Lansing, MI 48933

**AGENDA**

- I. Call to Order**
- II. Roll Call**
- III. Approval of Agenda**
- IV. Approval of Minutes**
  - a. Minutes of the December 10, 2015 regular Executive Committee meeting
- V. Administrative Report**
  - a. Financial Report
  - b. FMS Program Update
  - c. VHWM Program Update
  - d. Program Development Update
- VI. New Business**
- VII. Public Comment**
- VIII. Other Business**
- IX. Adjournment**

A copy of the proposed minutes of the meeting will be available for public inspection at the principal office of the Authority within 8 business days. A copy of the approved minutes of the meeting, including any corrections, will be available for public inspection at the principal office of the Authority within 5 business days after approval.



Michigan Municipal Services Authority  
PO BOX 12012, LANSING MI 48901-2012

**EXECUTIVE COMMITTEE  
REGULAR MEETING**

Thursday, December 10, 2015 at 1:30 p.m.

Cadillac Place, Conference Room C-100  
3044 W Grand Blvd  
Detroit, MI 48202

**MINUTES**

Proposed Minutes       Approved Minutes

MEETING TYPE:     Regular     Special

**I.      Call to Order**

The meeting was called to order at 2:27 PM.

**II.     Roll Call**

Executive Committee Member Attendance:

Stacie Behler, Chairperson	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
James Cambridge, Secretary	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Eric DeLong, Treasurer	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Doug Smith, Member	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Al Vanderberg, Member*	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent

\*Participated via teleconference.

Other attendees:

- Robert Bruner, Michigan Municipal Services Authority
- Kristen Delaney, Michigan Municipal Services Authority
- Kimberly Wixson, The Segal Group

**III. Approval of Agenda**

Moved by: Smith  
Supported by: DeLong

Yes: X            No: \_\_\_

**IV. Approval of Minutes**

a. Minutes of the November 12, 2015 regular Executive Committee meeting

Moved by: Smith  
Supported by: DeLong

Yes: X            No: \_\_\_

**V. Administrative Report**

The administrative report was delivered by CEO Robert Bruner at the earlier Authority Board meeting.

a. Health Benefit Risk Pool Financial Model

Wixson presented an overview of the research on a proposed health benefit risk pool.

**VI. New Business**

a. Resolution 2015-18 Schedule of Regular Meetings for Calendar Year 2016

Moved by: Smith  
Supported by: DeLong

Yes: X            No: \_\_\_

b. Resolution 2015-19 CEO Employment Agreement Amendment

Cambridge stated that he would like Executive Committee to look at Bruner's total compensation. Behler concurred, stating that they should also perform annual evaluations of Bruner.

Moved by: Cambridge  
Supported by: Smith

Yes: X            No: \_\_\_

**II. Public Comment**

None

**III. Other Business**

Smith stated that he would not be in attendance at the January meeting.

**IV. Adjournment**

Motion to adjourn the meeting at 3:38 PM.

Moved by: Vanderberg

Supported by: DeLong

Yes: X      No: \_\_\_

**Certification of Minutes**

Approved by the Executive Committee on January 14, 2016.

\_\_\_\_\_  
Authority Secretary

\_\_\_\_\_  
Date



Michigan Municipal Services Authority

Administrative Report

Prepared January 11, 2016

Collaborate • Innovate • Serve

# Financial Report

MMSA Administrative Report

**Michigan Municipal Services Authority  
General Fund**

<b>Fund</b>	<b>Activity</b>	<b>December 2015</b>
<b>Operating Revenues</b>		
101	539	State Grants
		\$ -
		Transfer from VHWM
		\$ 12,022
		Transfer from FMS
		\$ 12,022
		<b>TOTAL OPERATING REVENUES</b>
		<b>\$ 24,044</b>
<b>Operating Expenses</b>		
101	101	Governing Body
101	173	Chief Executive
		\$ 15,948
101	191	Accounting
		\$ 200
101	212	Budget
		\$ 99
101	223	External Audit
101	228	Information Technology
101	266	Attorney
101	270	Personnel
		\$ 7,797
		<b>TOTAL OPERATING EXPENSES</b>
		<b>\$ 24,044</b>
		<b>Change in Net Position</b>
		<b>\$ (0)</b>



**Michigan Municipal Services Authority  
VHWM**

<b>Fund</b>	<b>Activity</b>	<b>December 2015</b>
<b>Operating Revenues</b>		
501	539	State Grants \$ 15,481
501	600	Charges for Services \$ 222,062
		<b>TOTAL OPERATING REVENUES \$ 237,542</b>
<b>Operating Expenses</b>		
501	266	Attorney \$ 881
501	271	Program Management
501	272	Contractual Services \$ 213,845
501		Transfer to General Fund \$ 12,022
		<b>TOTAL OPERATING EXPENSES \$ 226,748</b>
		<b>Change in Net Position \$ 10,794</b>

**Michigan Municipal Services Authority  
FMS**

<b>Fund</b>	<b>Activity</b>	<b>December 2015</b>	
<b>Operating Revenues</b>			
502	539	State Grants	\$ 14,903
502	600	Charges for Services	\$ -
<b>TOTAL OPERATING REVENUES</b>			<b>\$ 14,903</b>
<b>Operating Expenses</b>			
502	266	Attorney	
502	271	Program Management	
502	272	Contractual Services	\$ 4,173
502		Transfer to General Fund	\$ 12,022
<b>TOTAL OPERATING EXPENSES</b>			<b>\$ 16,195</b>
Change in Net Position			\$ (1,292)

**Michigan Municipal Services Authority**  
**Balance Sheet**  
**As of December 31, 2015**

**ASSETS**

**CURRENT ASSETS**

Cash in Bank \$ 501,929.99

**Total Current Assets** 501,929.99

**PROPERTY AND EQUIPMENT**

**TOTAL ASSETS** \$ 501,929.99

**CURRENT LIABILITIES**

Accrued State W/H \$ 804.06  
Accrued Federal W/H 2,520.00  
Accrued FICA 3,177.08  
Accrued MESC 27.63

**Total Current Liabilities** 6,528.77

**LONG-TERM LIABILITIES**

**Total Liabilities** 6,528.77

**FUND BALANCE**

Fund Balance Retained 431,181.71  
Current Revenue over Expenses 64,219.51

**Total Fund Balance** 495,401.22

**TOTAL LIABILITIES AND  
FUND BALANCE** \$ 501,929.99

**Michigan Municipal Services Authority**  
**Statement of Income**  
**For the 1 Month and 3 Months Ended December 31, 2015**

	<u>1 Month Ended</u> <u>December 31, 2015</u>	<u>3 Months Ended</u> <u>December 31, 2015</u>
<b>Revenues</b>		
Contract Revenue	\$ 252,444.86	\$ 1,442,975.57
<b>Operating Expenses</b>		
Salary Director	\$ 13,615.38	\$ 31,769.22
Wages - Administrative Staff	7,149.99	16,683.31
Outside Service Contractors	213,844.81	1,286,352.37
Payroll Taxes	1,588.53	3,706.57
Office Expense	0.00	1,175.40
Legal & Accounting	5,253.60	28,202.65
Seminars & Education	0.00	20.00
Insurance - General	0.00	2,209.00
Mileage Reimbursement	704.55	3,191.26
Travel Expenses	686.77	5,118.21
Bank Service Charges	98.89	328.07
<b>Total Operating Expenses</b>	242,942.52	1,378,756.06
<b>Revenues over Expenses</b>	<u>\$ 9,502.34</u>	<u>\$ 64,219.51</u>

# MICHIGAN MUNICIPAL SERVICES AUTHORITY

## Summary of Revenues and Expenditures

Date	Check Number	Invoice Number	Description	Check Amount	Deposits/ Other Credits	Account Balance
11/30/15			Beginning Balance			\$ 490,260.60
12/3/15	Direct Deposits		Payroll	\$ 5,284.26		\$ 484,976.34
	EFTPS	payroll tax	US Treasury	\$ 3,798.05		\$ 481,178.29
	5234	payroll tax	State of Michigan SUW	\$ 536.04		\$ 480,642.25
12/4/15	ACH	Expenses Reim	Robert J Bruner	\$ 666.77		\$ 479,975.48
	ACH	Expenses Reim	Robert J Bruner	\$ 624.05		\$ 479,351.43
		Service Charge		\$ 98.89		\$ 479,252.54
12/16/15	ACH	Expenses Reim	Kristen Delaney	\$ 20.00		\$ 479,232.54
	ACH	Expenses Reim	Kristen Delaney	\$ 80.50		\$ 479,152.04
	ACH		Segal Consulting	\$ 15,000.00		\$ 464,152.04
		DEPOSIT			\$ 30,383.20	\$ 494,535.24
12/17/15		DEPOSIT			\$ 222,061.66	\$ 716,596.90
	Direct Deposits		Payroll	\$ 5,284.25		\$ 711,312.65
12/18/15	ACH		Dykema Gossett	\$ 881.10		\$ 710,431.55
	ACH		Michael A Tawneuy & Co PC	\$ 200.00		\$ 710,231.55
	ACH		Plante Moran	\$ 4,172.50		\$ 706,059.05
	ACH		Benefits Express	\$ 124,070.59		\$ 581,988.46
	ACH		Benefits Express	\$ 74,774.22		\$ 507,214.24
12/31/15	Direct Deposits		Payroll	\$ 5,284.25		\$ 501,929.99
<b>TOTAL MI MUN SERV AUTH CASH BALANCE</b>						<b><u>\$ 501,929.99</u></b>



Michigan Municipal Services Authority  
Check Register

Check Number	Check Date	Payee	Amount
Payroll Checks			
5235	12/03/15	Robert J. Bruner Jr.	0.00
5236	12/03/15	Kristen A. Delaney	0.00
5237	12/17/15	Robert J. Bruner Jr.	0.00
5238	12/17/15	Kristen A. Delaney	0.00
5239	12/31/15	Robert J. Bruner Jr.	0.00
5240	12/31/15	Kristen A. Delaney	0.00
			<u>0.00</u>
Vendor Checks			
5233	12/03/15	EFTPS - FICA	3,798.05
5234	12/03/15	State of Michigan - WH	536.04
20151201	12/04/15	Robert J. Bruner Jr.	666.77
20151202	12/04/15	Robert J. Bruner Jr.	624.05
20151203	12/16/15	Kristen Delaney	20.00
20151204	12/16/15	Kristen Delaney	80.50
20151205	12/16/15	Segal Consulting	15,000.00
20151206	12/18/15	Dykema Gossett PLLC	881.10
20151207	12/18/15	Michael A. Tawney & Co PC	200.00
20151208	12/18/15	Plante Moran	4,172.50
20151209	12/18/15	Benefit Express Services LLC	124,070.59
20151210	12/18/15	Benefit Express Services LLC	74,774.22
			<u>224,823.82</u>
Total checks	18	Total	<u><u>224,823.82</u></u>



Statement Period Date: 12/1/2015 - 12/31/2015  
Account Type: Comm'l 53 Analyzed  
Account Number: 7166385711

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**MICHIGAN MUNICIPAL SERVICES  
AUTHORITY  
PO BOX 12012  
LANSING MI 48901-2012**



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Banking Center: Grand Rapids  
Banking Center Phone: 616-653-5440  
Commercial Client Services: 866-475-0729

5139

### Account Summary - 7166385711

<b>12/01 Beginning Balance</b>	<b>\$508,512.64</b>	Number of Days in Period	31
3 Checks	\$(3,281.08)		
13 Withdrawals / Debits	\$(41,394.62)		
2 Deposits / Credits	\$252,444.86		
<b>12/31 Ending Balance</b>	<b>\$716,281.80</b>		

#### Checks

**3 checks totaling \$3,281.08**

\* Indicates gap in check sequence i = Electronic Image s = Substitute Check

Number	Date Paid	Amount	Number	Date Paid	Amount	Number	Date Paid	Amount
5226 i	12/01	536.04	5232*i	12/10	2,209.00	5234*i	12/23	536.04

#### Withdrawals / Debits

**13 items totaling \$41,394.62**

Date	Amount	Description
12/01	624.05 ✓	Michigan Municip CREDITS 4616288140 120115 OFFSET TRANSACTION
12/01	666.77 ✓	Michigan Municip CREDITS 4616288140 120115 OFFSET TRANSACTION
12/02	5,284.26 ✓	MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 120215
12/10	98.89 ✓	SERVICE CHARGE
12/15	20.00 ✓	Michigan Municip CREDITS 4616288140 121515 OFFSET TRANSACTION
12/15	80.50 ✓	Michigan Municip CREDITS 4616288140 121515 OFFSET TRANSACTION
12/15	200.00 ✓	Michigan Municip PAYMENTS 4616288140 121515 OFFSET TRANSACTION
12/15	881.10 ✓	Michigan Municip PAYMENTS 4616288140 121515 OFFSET TRANSACTION
12/15	3,798.05 ✓	IRS USATAXPYMT 270574902019872 MICHIGAN MUNICIPAL SER 121515
12/15	4,172.50 ✓	Michigan Municip PAYMENTS 4616288140 121515 OFFSET TRANSACTION
12/15	15,000.00 ✓	Michigan Municip PAYMENTS 4616288140 121515 OFFSET TRANSACTION
12/16	5,284.25 ✓	MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 121615
12/30	5,284.25 ✓	MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 123015

#### Deposits / Credits

**2 items totaling \$252,444.86**

Date	Amount	Description
12/16	30,383.20	SOM MAIN FACS PAYMENTS V03000610064701 MICHIGAN MUNICIPAL SER 121615
12/17	222,061.66	INCOMING WIRE TRANS 121715

#### Daily Balance Summary

Date	Amount	Date	Amount	Amount	
12/01	506,685.78	12/15	474,941.48	12/23	721,566.05
12/02	501,401.52	12/16	500,040.43	12/30	716,281.80
12/10	499,093.63	12/17	722,102.09		



# FMS Program Update

MMSA Administrative Report

# FMS Program Update

## **Program Management**

- Two issues (change orders and reports) identified during January 7 FMS Leadership meeting
- Authority will work with Grand Rapids and Kent County to resolve
- Q4 2015 CGAP grant report is due on January 29, 2016

## **Program Development**

- Met with Genesee ISD on Wed, December 16; More to come
- Contacted other top prospects in early January
- Lansing and Wayne County updates expected in Q1 2016

# FMS Program Update

## Receivables

### Annual

Grand Rapids: \$944,810  
(April)

Kent County: \$944,810  
(April)

Genesee County:  
\$973,810 (Oct)

## Payables

### Annual

CGI: \$ 883,000 (June)

CGI: \$883,000 (June)

CGI: \$912,000 (December)

Munetrix: \$1,047 (May)

### Monthly

Plante Moran: \$8,415  
through November 30,  
2015

# VHWM Program Update

MMSA Administrative Report

# VHWM Program Update

## Invoices

- October 2015: Invoice sent to the City of Detroit for payment on November 2, 2015. Payment was received on December 17, 2015.
- November 2015: Invoice sent to the City of Detroit for payment on December 2, 2015. Payment was received on December 17, 2015.
- Payments to Benefit Express for November and December were processed on December 18, 2015.
- December 2015: Invoice sent to the City of Detroit for payment on January 5, 2016.

# VHWM Program Update

## **Call Center Update**

- The call center is currently staffed with 2 CSRs.
- Average wait times in the queue are between 1-2 minutes for the month of December.

# VHWM Program Update

## Scope Changes and Other Updates

- Work Order #52 for ACA eligibility tracking and reporting services was signed by the City on September 11, 2015. Currently, the City is not ready to meet the ACA tracking and reporting requirements and has selected Benefit Express to provide the reporting service for 2015 and tracking and reporting services in 2016. The cost for this service is capped at \$50,000 per year excluding mailing costs. BE has agreed to these pricing terms. Implementation continues on schedule, even with the extension of reporting deadlines approved by the IRS in late December 2015.
- The City signed Work Order #56 for Open Enrollment system updates and customer service support.
- The City signed Work Order #61 to extend the Open Enrollment period through November 29th.
- The City signed Work Order #62 to send file updates for ACA related employee data.

# VHWM Program Update

## Other Potential Changes/Issues

- Annual open enrollment is now complete. Segal continues to assist the City with finalizing post-enrollment audits and clean-up. Open enrollment for pre-2015 retirees is being managed by their respective TPAs.
- Approximately 750 Water and Sewer transitioned from City of Detroit to the Great Lakes Water Authority (GLWA) effective January 1, 2016. There were some issues with prescription drug coverage during the first week of January, with impacted members having double coverage under both the City and GLWA plans. It appears that BCBSM did not load the open enrollment file received in early December, which caused members moving over to GLWA to not have their coverage terminated on the City's side. BE passes eligibility date to BCBSM who passes it onto Caremark. Segal is working with Caremark and the City to resolve this issue.



# VHWM Program Update

## Retiree Transition Changes

- Benefit Express will provide one final enrollment file to each VEBA at the end of January. Segal will provide support with file auditing and clean-up. Segal has also provided assistance by responding to questions from the Police and Fire VEBA regarding individual retirees. Segal has also provided some additional reporting for retirees turning 65 during 4th quarter 2015.
- Segal has provided support in reviewing and resolving issues with the FlexPlan (Navia Benefits) files due to data clean up required, allowing retroactive changes and the ability to report all retroactivity correctly. This function is expected to fully transition to the pre-2015 retiree VEBA administrators in 2016.

# VHWM Program Update

## **Next Steps – City of Detroit**

- ACA Compliance and Reporting: Segal will work with BE and the City on ACA reporting and filing for 2015. Measurement and eligibility management will be implemented in 2016.
- Fully implement Ultipro payroll system file interfaces – Delayed until April, 2016, census (new hires, terminations, status changes) and payroll deductions are expected to be automated. Benefit Express will receive census files from Ultipro and provide deduction files to Ultipro. BE provided full 2016 deduction files to Ultipro for testing on 12/23/15.

# VHWM Program Update

## **Next Steps – City of Detroit (continued)**

- December 15 meeting with John Hill (CFO) and Mike Hall (Director of Labor Relations) went well. Eligibility and claims audits and cash flow and debt management software were discussed. John Hill had previously requested the City have a seat on the Authority Board, but this is no longer imperative as the City determines its future relationship with the Authority.
- The City of Detroit and Lieutenants and Sergeants Association (LSA) are currently evaluating the addition of a new Pharmacy Benefit Manager, ScriptGuideRx. Segal is providing assistance with the process by working with Caremark to obtaining necessary reporting. We expect to have preliminary findings by January 15, 2016.

# VHWM Program Update

## **Next Steps – Healthcare Risk Pool**

- Segal developed a financial model and presented it at the December 10 Executive Committee meeting
- CEO and Segal met to discuss next steps on December 15
- CEO prepared Market Analysis (attached) of municipalities with population > 16,000 and identified prospects (attached)
- Weekly conference calls began on January 11
- Work on marketing strategy is in progress

## VHWM Market Analysis

Name	Type	Lies Within	2010		Source
			Population	FTEs	
Detroit	City	Wayne County	711,195	8,784	2014 CAFR, page 244
Oakland County	County	01 SEMCOG	1,202,362	4,326	2014 CAFR, page 196
Wayne County	County	01 SEMCOG	1,820,584	3,907	2014 CAFR, page 248
Macomb County	County	01 SEMCOG	840,978	2,785	2014 CAFR, page E-16
Kent County	County	08 WMRPC	602,622	1,762	2014 CAFR, page 236
Grand Rapids	City	Kent County	187,998	1,611	2014 CAFR, page 131
Washtenaw County	County	01 SEMCOG	344,791	1,138	Estimate
Ottawa County	County	08 WMRPC	263,801	936	2014 CAFR, page 153
Ingham County	County	06 TCRPC	280,895	927	Estimate
Genesee County	County	05 GLSPC	425,790	899	2014 CAFR, page 177
Warren	City	Macomb County	134,034	858	Estimate
Kalamazoo County	County	03 SMPC	250,331	826	Estimate
Lansing	City	Ingham County	114,323	732	Estimate
Ann Arbor	City	Washtenaw County	114,008	730	Estimate
Saginaw County	County	07 EMCOG	200,169	661	Estimate
Dearborn	City	Wayne County	97,863	626	Estimate
Livonia	City	Wayne County	96,726	619	Estimate
Livingston County	County	01 SEMCOG	180,967	597	Estimate
Calhoun County	County	03 SMPC	136,146	590	2014 CAFR, page 169
Jackson County	County	02 R2PC	160,248	573	2014 CAFR, page 205
Sterling Heights	City	Macomb County	129,704	570	2015 CAFR, page 151
Muskegon County	County	14 WMSRDC	172,188	568	Estimate
Kalamazoo	City	Kalamazoo County	74,332	543	2014 CAFR, page 130
St. Clair County	County	01 SEMCOG	163,040	538	Estimate
Westland	City	Wayne County	83,921	537	Estimate
Flint	City	Genesee County	102,190	525	2014 CAFR, page 6 - 19
Berrien County	County	04 SWMPC	156,813	517	Estimate
Battle Creek	City	Calhoun County	52,289	511	2014 CAFR, page 223
Monroe County	County	01 SEMCOG	152,021	502	Estimate
Farmington Hills	City	Oakland County	79,750	486	2015 CAFR, pg. 133
Clinton Township	Township	Macomb County	96,806	484	Estimate
Wyoming	City	Kent County	72,122	462	Estimate
Southfield	City	Oakland County	71,747	459	Estimate
Canton Township	Township	Wayne County	89,993	450	Estimate
Taylor	City	Wayne County	62,991	403	Estimate
Macomb Township	Township	Macomb County	79,660	398	Estimate
East Lansing	City	Ingham County	48,568	394	2015 CAFR, page 150
St. Clair Shores	City	Macomb County	59,717	382	Estimate
Pontiac	City	Oakland County	59,488	381	Estimate
Shelby Township	Township	Macomb County	73,830	369	Estimate
Dearborn Heights	City	Wayne County	57,648	369	Estimate
Allegan County	County	08 WMRPC	111,408	368	Estimate
Waterford Township	Township	Oakland County	71,714	359	Estimate
Bay County	County	07 EMCOG	107,771	356	Estimate
Eaton County	County	06 TCRPC	107,759	356	Estimate
Midland	City	Midland County	41,885	339	2014 CAFR, pg. 6-26
Lenawee County	County	02 R2PC	99,892	330	Estimate

## VHWM Market Analysis

Name	Type	Lies Within	2010		Source
			Population	FTEs	
Saginaw	City	Saginaw County	51,413	329	Estimate
Troy	City	Oakland County	81,001	327	2015 CAFR, pg. 161
West Bloomfield Township	Township	Oakland County	64,706	324	Estimate
Kentwood	City	Kent County	48,726	312	Estimate
Royal Oak	City	Oakland County	57,245	303	2015 CAFR, pg. 168
Roseville	City	Macomb County	47,298	303	Estimate
Lapeer County	County	05 GLSPC	88,319	291	Estimate
Bay City	City	Bay County	34,895	291	2014 CAFR, page 155
Grand Traverse County	County	10 Networks Northwest	86,986	287	Estimate
Midland County	County	07 EMCOG	83,629	276	Estimate
Ypsilanti Township	Township	Washtenaw County	53,366	267	Estimate
Rochester Hills	City	Oakland County	71,023	256	2014 CAFR, pg. 167
Van Buren County	County	04 SWMPC	76,258	252	Estimate
Novi	City	Oakland County	55,260	250	2015 CAFR, pg. 151
Clinton County	County	06 TCRPC	75,382	249	Estimate
Lincoln Park	City	Wayne County	38,058	244	Estimate
Redford Township	Township	Wayne County	48,263	241	Estimate
Georgetown Township	Township	Ottawa County	47,039	235	Estimate
Port Huron	City	St. Clair County	30,076	234	2015 CAFR, pg. 165
Shiawassee County	County	05 GLSPC	70,648	233	Estimate
Isabella County	County	07 EMCOG	70,311	232	Estimate
Muskegon	City	Muskegon County	38,241	228	2015 CAFR, pg. 133
Marquette County	County	12 CUPPAD	67,077	221	Estimate
Chesterfield Township	Township	Macomb County	43,397	217	Estimate
Holland	City	Ottawa County	33,052	212	Estimate
Ionia County	County	08 WMRPC	63,905	211	Estimate
Montcalm County	County	08 WMRPC	63,342	209	Estimate
Birmingham	City	Oakland County	20,098	209	2015 CAFR, pg. 162
Eastpointe	City	Macomb County	32,435	208	Estimate
Bloomfield Township	Township	Oakland County	41,088	205	Estimate
Saginaw Township	Township	Saginaw County	40,790	204	Estimate
Saint Joseph County	County	03 SMPC	61,295	202	Estimate
Commerce Township	Township	Oakland County	40,208	201	Estimate
Meridian Township	Township	Ingham County	39,732	199	Estimate
Jackson	City	Jackson County	33,498	197	2014 CAFR, page 190
Barry County	County	03 SMPC	59,173	195	Estimate
Portage	City	Kalamazoo County	46,359	193	2014 CAFR, page 158
Southgate	City	Wayne County	29,983	192	Estimate
Burton	City	Genesee County	29,933	192	Estimate
Madison Heights	City	Oakland County	29,705	190	Estimate
Grand Blanc Township	Township	Genesee County	37,445	187	Estimate
Tuscola County	County	07 EMCOG	55,729	184	Estimate
Allen Park	City	Wayne County	28,148	180	Estimate
Holland Township	Township	Ottawa County	35,686	178	Estimate
Orion Township	Township	Oakland County	35,407	177	Estimate
Garden City	City	Wayne County	27,631	177	Estimate
Pittsfield Township	Township	Washtenaw County	34,848	174	Estimate

## VHWM Market Analysis

Name	Type	Lies Within	2010		
			Population	FTEs	Source
Independence Township	Township	Oakland County	34,684	173	Estimate
Cass County	County	04 SWMPC	52,293	173	Estimate
Monroe	City	Monroe County	20,703	166	2014 CAFR, pg. 136
Wyandotte	City	Wayne County	25,805	165	Estimate
Delta Township	Township	Eaton County	32,417	162	Estimate
Inkster	City	Wayne County	25,310	162	Estimate
Newaygo County	County	14 WMSRDC	48,460	160	Estimate
Flint Township	Township	Genesee County	31,861	159	Estimate
Bedford Township	Township	Monroe County	31,126	156	Estimate
Plainfield Township	Township	Kent County	30,986	155	Estimate
Hillsdale County	County	02 R2PC	46,688	154	Estimate
Norton Shores	City	Muskegon County	23,970	153	Estimate
Romulus	City	Wayne County	23,940	153	Estimate
Brownstown Township	Township	Wayne County	30,572	153	Estimate
Walker	City	Kent County	23,538	151	Estimate
White Lake Township	Township	Oakland County	30,102	151	Estimate
Branch County	County	03 SMPC	45,248	149	Estimate
Oak Park	City	Oakland County	29,324	147	2014 CAFR, pg. 147
Van Buren Township	Township	Wayne County	28,773	144	Estimate
Hamtramck	City	Wayne County	22,378	143	Estimate
Northville Township	Township	Wayne County	28,460	142	Estimate
Sanilac County	County	07 EMCOG	43,114	142	Estimate
Mecosta County	County	08 WMRPC	42,798	141	Estimate
Gratiot County	County	07 EMCOG	42,476	140	Estimate
Plymouth Township	Township	Wayne County	27,466	137	Estimate
Auburn Hills	City	Oakland County	21,409	137	Estimate
Marquette	City	Marquette County	21,365	137	Estimate
Adrian	City	Lenawee County	21,154	135	Estimate
Delhi Township	Township	Ingham County	25,895	129	Estimate
Ferndale	City	Oakland County	19,905	127	Estimate
Chippewa County	County	11 EUP	38,520	127	Estimate
Gaines Township	Township	Kent County	25,164	126	Estimate
Washington Township	Township	Macomb County	25,162	126	Estimate
Harrison Township	Township	Macomb County	24,585	123	Estimate
Delta County	County	12 CUPPAD	37,069	122	Estimate
Houghton County	County	13 WUPPDR	36,628	121	Estimate
Trenton	City	Wayne County	18,812	120	Estimate
Blackman Township	Township	Jackson County	24,049	120	Estimate
Mount Pleasant	City	Isabella County	26,020	117	2014 CAFR, page 192
Summit Township	Township	Jackson County	22,487	112	Estimate
Wayne	City	Wayne County	17,553	112	Estimate
Kalamazoo Township	Township	Kalamazoo County	21,945	110	Estimate
Huron County	County	07 EMCOG	33,118	109	Estimate
Oshtemo Township	Township	Kalamazoo County	21,752	109	Estimate
Wexford County	County	10 Networks Northwest	32,735	108	Estimate
Emmet County	County	10 Networks Northwest	32,694	108	Estimate
Genesee Township	Township	Genesee County	21,520	108	Estimate

## VHWM Market Analysis

Name	Type	Lies Within	2010		Source
			Population	FTEs	
Mount Morris Township	Township	Genesee County	21,457	107	Estimate
Hamburg Township	Township	Livingston County	21,165	106	Estimate
Hazel Park	City	Oakland County	16,403	105	Estimate
Mount Clemens	City	Macomb County	16,309	104	Estimate
Allendale Township	Township	Ottawa County	20,736	104	Estimate
Grosse Pointe Woods	City	Wayne County	16,084	103	Estimate
Oxford Township	Township	Oakland County	20,532	103	Estimate
Clare County	County	07 EMCOG	30,926	102	Estimate
Frenchtown Township	Township	Monroe County	20,384	102	Estimate
Byron Township	Township	Kent County	20,349	102	Estimate
Scio Township	Township	Washtenaw County	20,174	101	Estimate
Genoa Township	Township	Livingston County	19,795	99	Estimate
Davison Township	Township	Genesee County	19,572	98	Estimate
Alpena County	County	09 NEMCOG	29,598	98	Estimate
Highland Township	Township	Oakland County	19,208	96	Estimate
Mason County	County	14 WMSRDC	28,705	95	Estimate
Muskegon Township	Township	Muskegon County	17,822	89	Estimate
Park Township	Township	Ottawa County	17,818	89	Estimate
Ypsilanti	City	Washtenaw County	19,580	89	2014 CAFR, pg. 141
Brighton Township	Township	Livingston County	17,793	89	Estimate
Oceana County	County	14 WMSRDC	26,570	88	Estimate
Green Oak Township	Township	Livingston County	17,479	87	Estimate
Dickinson County	County	12 CUPPAD	26,168	86	Estimate
Cheboygan County	County	09 NEMCOG	26,152	86	Estimate
Cascade Township	Township	Kent County	17,157	86	Estimate
Charlevoix County	County	10 Networks Northwest	25,949	86	Estimate
Iosco County	County	09 NEMCOG	25,887	85	Estimate
Gladwin County	County	07 EMCOG	25,692	85	Estimate
Oakland Township	Township	Oakland County	16,818	84	Estimate
Grand Rapids Township	Township	Kent County	16,678	83	Estimate
Manistee County	County	10 Networks Northwest	24,733	82	Estimate
Garfield Township	Township	Grand Traverse County	16,248	81	Estimate
Roscommon County	County	09 NEMCOG	24,449	81	Estimate
Otsego County	County	09 NEMCOG	24,164	80	Estimate
Menominee County	County	12 CUPPAD	24,029	79	Estimate
Antrim County	County	10 Networks Northwest	23,580	78	Estimate
Osceola County	County	08 WMRPC	23,528	78	Estimate
Leelanau County	County	10 Networks Northwest	21,708	72	Estimate
Ogemaw County	County	09 NEMCOG	21,699	72	Estimate
Benzie County	County	10 Networks Northwest	17,525	58	Estimate
Kalkaska County	County	10 Networks Northwest	17,153	57	Estimate
Gogebic County	County	13 WUPPDR	16,427	54	Estimate

**Total: 66,902**



## VHWM Prospects

<b>2010</b>							
<b>Name</b>	<b>Type</b>	<b>Lies Within</b>	<b>Population</b>	<b>FTEs</b>	<b>Source</b>	<b>Contact</b>	<b>Title</b>
Oakland County	County	01 SEMCOG	1,202,362	4,326	2014 CAFR, page 196	Phil Bertolini	Deputy County Executive
Macomb County	County	01 SEMCOG	840,978	2,785	2014 CAFR, page E-16	Mark Deldin	Deputy County Executive
Kent County	County	08 WMRPC	602,622	1,762	2014 CAFR, page 236	Daryl Delabbio	County Administrator/Controller
Grand Rapids	City	Kent County	187,998	1,611	2014 CAFR, page 131	Eric DeLong	Deputy City Manager
Ottawa County	County	08 WMRPC	263,801	936	2014 CAFR, page 153	Al Vanderberg	County Administrator
Genesee County	County	05 GLSPC	425,790	899	2014 CAFR, page 177	Keith Francis	County Controller
Livonia	City	Wayne County	96,726	619	Estimate	Dave Varga	Director of Administrative Services
Calhoun County	County	03 SMPC	136,146	590	2014 CAFR, page 169	Kelli Scott	County Administrator/Controller
Jackson County	County	02 R2PC	160,248	573	2014 CAFR, page 205	Mike Overton	County Administrator
Sterling Heights	City	Macomb County	129,704	570	2015 CAFR, page 151	Mark Vanderpool	City Manager
Kalamazoo	City	Kalamazoo County	74,332	543	2014 CAFR, page 130	James Ritsema	City Manager
Battle Creek	City	Calhoun County	52,289	511	2014 CAFR, page 223	Rebecca Fleury	City Manager
Farmington Hills	City	Oakland County	79,750	486	2015 CAFR, pg. 133	Dave Boyer	City Manager
Southfield	City	Oakland County	71,747	459	Estimate	Fred Zorn	City Administrator
East Lansing	City	Ingham County	48,568	394	2015 CAFR, page 150	George Lahanas	City Manager
Midland	City	Midland County	41,885	339	2014 CAFR, pg. 6-26	Jon Lynch	City Manager
Troy	City	Oakland County	81,001	327	2015 CAFR, pg. 161	Brian Kischnick	City Manager
Royal Oak	City	Oakland County	57,245	303	2015 CAFR, pg. 168	Don Johnson	City Manager
Roseville	City	Macomb County	47,298	303	Estimate	Scott Adkins	City Manager
Bay City	City	Bay County	34,895	291	2014 CAFR, page 155	Rick Finn	City Manager
Rochester Hills	City	Oakland County	71,023	256	2014 CAFR, pg. 167	Bryan Barnett	Mayor
Novi	City	Oakland County	55,260	250	2015 CAFR, pg. 151	Pete Auger	City Manager
Redford Township	Township	Wayne County	48,263	241	Estimate	Susan Kopinski	Finance Director
Port Huron	City	St. Clair County	30,076	234	2015 CAFR, pg. 165	James Freed	City Manager
Muskegon	City	Muskegon County	38,241	228	2015 CAFR, pg. 133	Frank Peterson	City Manager
Birmingham	City	Oakland County	20,098	209	2015 CAFR, pg. 162	Joe Valentine	City Manager
Eastpointe	City	Macomb County	32,435	208	Estimate	Steve Duchane	City Manager
Bloomfield Township	Township	Oakland County	41,088	205	Estimate	Leo Savoie	Township Supervisor
Jackson	City	Jackson County	33,498	197	2014 CAFR, page 190	Patrick Burtch	City Manager
Portage	City	Kalamazoo County	46,359	193	2014 CAFR, page 158	Larry Shaffer	City Manager
Madison Heights	City	Oakland County	29,705	190	Estimate	Ben Myers	City Manager
Monroe	City	Monroe County	20,703	166	2014 CAFR, pg. 136	George Brown	City Manager
Oak Park	City	Oakland County	29,324	147	2014 CAFR, pg. 147	Erik Tungate	City Manager
Auburn Hills	City	Oakland County	21,409	137	Estimate	Tom Tanghe	City Manager

**VHWM Prospects**

<b>2010</b>							
<b>Name</b>	<b>Type</b>	<b>Lies Within</b>	<b>Population</b>	<b>FTEs</b>	<b>Source</b>	<b>Contact</b>	<b>Title</b>
Ferndale	City	Oakland County	19,905	127	Estimate	April Lynch	City Manager
Mount Pleasant	City	Isabella County	26,020	117	2014 CAFR, page 192	Nancy Ridley	City Manager
Wayne	City	Wayne County	17,553	112	Estimate	Lisa Nocerini	City Manager
Emmet County	County	10 Networks Northwest	32,694	108	Estimate	Martin Krupa	County Controller
Hazel Park	City	Oakland County	16,403	105	Estimate	Ed Klobucher	City Manager
Mount Clemens	City	Macomb County	16,309	104	Estimate	Steve Brown	City Manager
Ypsilanti	City	Washtenaw County	19,580	89	2014 CAFR, pg. 141	Ralph Lange	City Manager
Brighton Township	Township	Livingston County	17,793	89	Estimate	Brian Vick	Township Manager

**Total: 22,340**

# Program Development Update

MMSA Administrative Report

# Program Development Update

## **December Activities**

- Michigan Municipal League (MML) program development meeting
- City of Pleasant Ridge program development meeting
- Salesforce/Ferndale demo
- City of Ferndale & Grand Rapids 311 program development meeting
- Plante Moran VOIP program development conference call
- City of Detroit meeting

# Program Development Update

## **December Activities (continued)**

- Genesee ISD FMS meeting
- City of Wayne program development meeting
- Enterprise Fleet Management program development meeting
- Michigan Municipal League (MML) conference call
- Strategic Government Resources program development conference call
- Equipment and Service Sharing Program development conference call

# Program Development Update

## **311/CRM Systems**

- Visited Grand Rapids call center with Ferndale Assistant City Manager in December
- Ferndale City Council will discuss in January
- Authority and Ferndale may schedule another trip to Grand Rapids in March

## **Assessing & Equalization**

- Met with Troy assessor in January
- Planning to meet with former Grand Rapids Assessor in February

# Program Development Update

## Assessing & Equalization

- State Tax Commission announced new education programs in December
  1. Michigan Certified Assessing Technician (MCAT) 2½ day class offered biannually
  2. Michigan Certified Assessing Officer (MCAO) 6 month Online/Lecture Hybrid Program will begin in July 2016 and then biannually in January and July
  3. Michigan Advanced Assessing Officer (MAAO) 12 month Online/Lecture Hybrid Program will begin in April 2016 and then biannually in April and October
  4. Michigan Master Assessing Officer (MMAO) 12 month Online/Lecture Hybrid Program will begin in October 2016 and then biannually in April and October
- Programs cost \$1,000 and are each limited to a maximum of 35 students
- Self-Paced Options for levels 2 – 4 are also available

# Program Development Update

## Assessing & Equalization

- Required Certification Levels for 2016
  - MCAO (2) 1,284 units
  - MAAO (3) 233 units
  - MMAO (4) 103 units
- Based on Certification Level Guidelines approved by the State Tax Commission at their August 25, 2015 meeting.
- Assessors responsible for multiple rolls must take into account the sum of all units in determining the certification level required.



# Program Development Update

## Assessing & Equalization

- Assessor shortage exists at MMAO (4) level required by 103 units
- One MMAO (4) can assess an unlimited number of units
- New education programs may relieve the shortage
- Authority will monitor education program registration to determine whether or not the shortage is relieved
- Authority will also continue seeking units interested in service sharing

# Program Development Update

## Code Inspections

- Met with Brian Meakin and John Hiltz in January
- Planning to meet with Grand Rapids in February
- Seeking interested agencies

## Equipment & Service Sharing Program

- Working with Doug Wiescinski to develop pricing model
- West Michigan participants have been unresponsive
- Meeting with 8 Mile Boulevard Association on February 24
- Plan to proceed with RFP in Q2

# Program Development Update

## **Financial Transparency Software**

- State of Michigan and City of Detroit are using Socrata
- Plainfield Township is using OpenGov
- Cities of Kalamazoo and Midland expressed interest
- Seeking other interested agencies

## **Fleet Management**

- RFP has been drafted
- Waiting for legal review
- City of Kalamazoo expressed interest
- Seeking other interested agencies

# Program Development Update

## **Learning Management System (LMS)**

- Software application for the administration, documentation, tracking, reporting and delivery of electronic educational technology (also called e-learning) courses or training program
- Seeking interested agencies

## **Recruitment & Selection**

- Governments are hiring but the process is burdensome for those without dedicated human resources professionals
- Private sector business models may be transferable to the public sector
- Seeking interested agencies

# Program Development Update

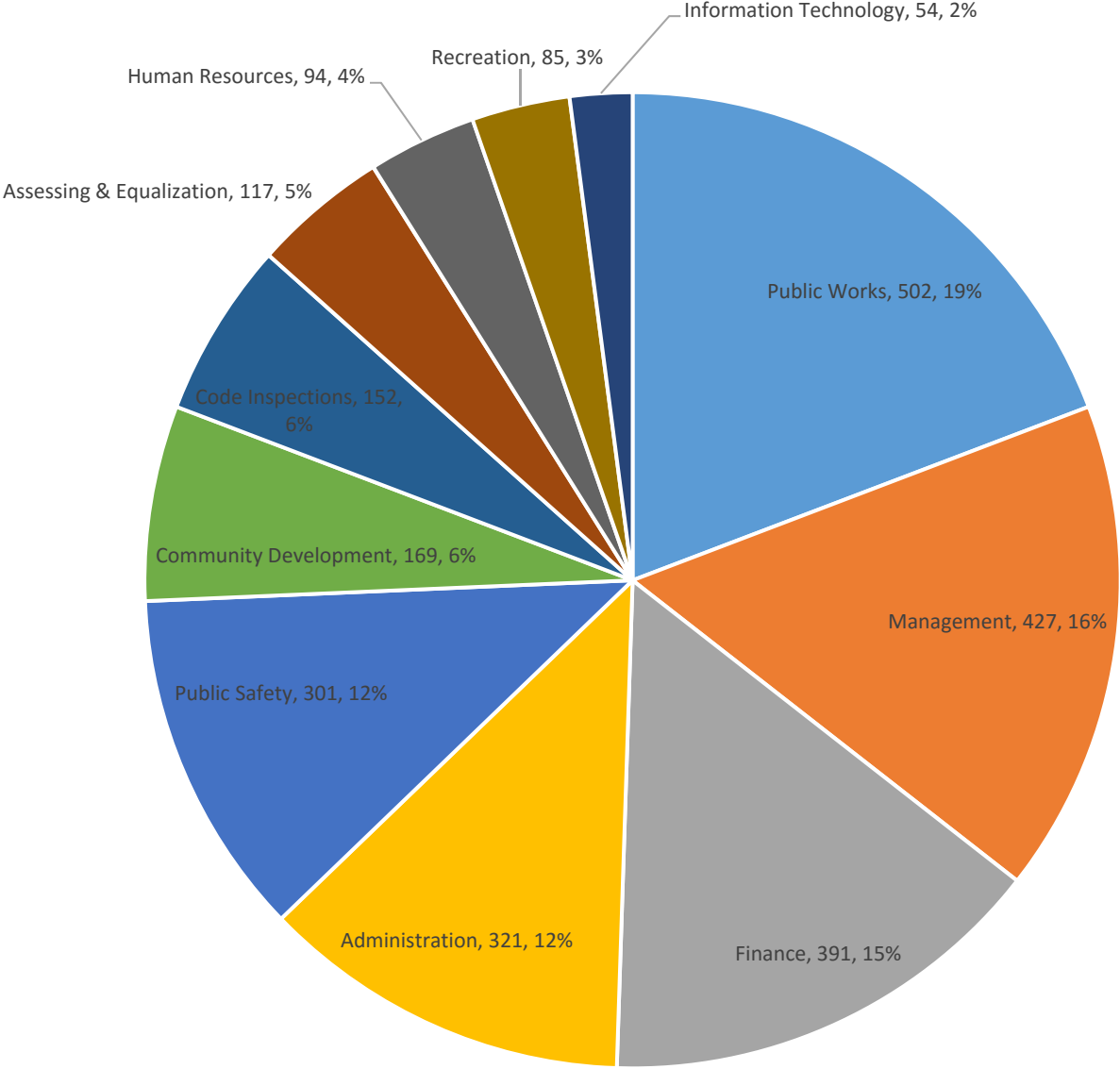
## **Payment Service Provider (PSP)**

- A PSP offers services for accepting a variety of payment methods including credit card, direct debit, bank transfer, and online banking
- Plainfield Township expressed interest
- Seeking other interested agencies

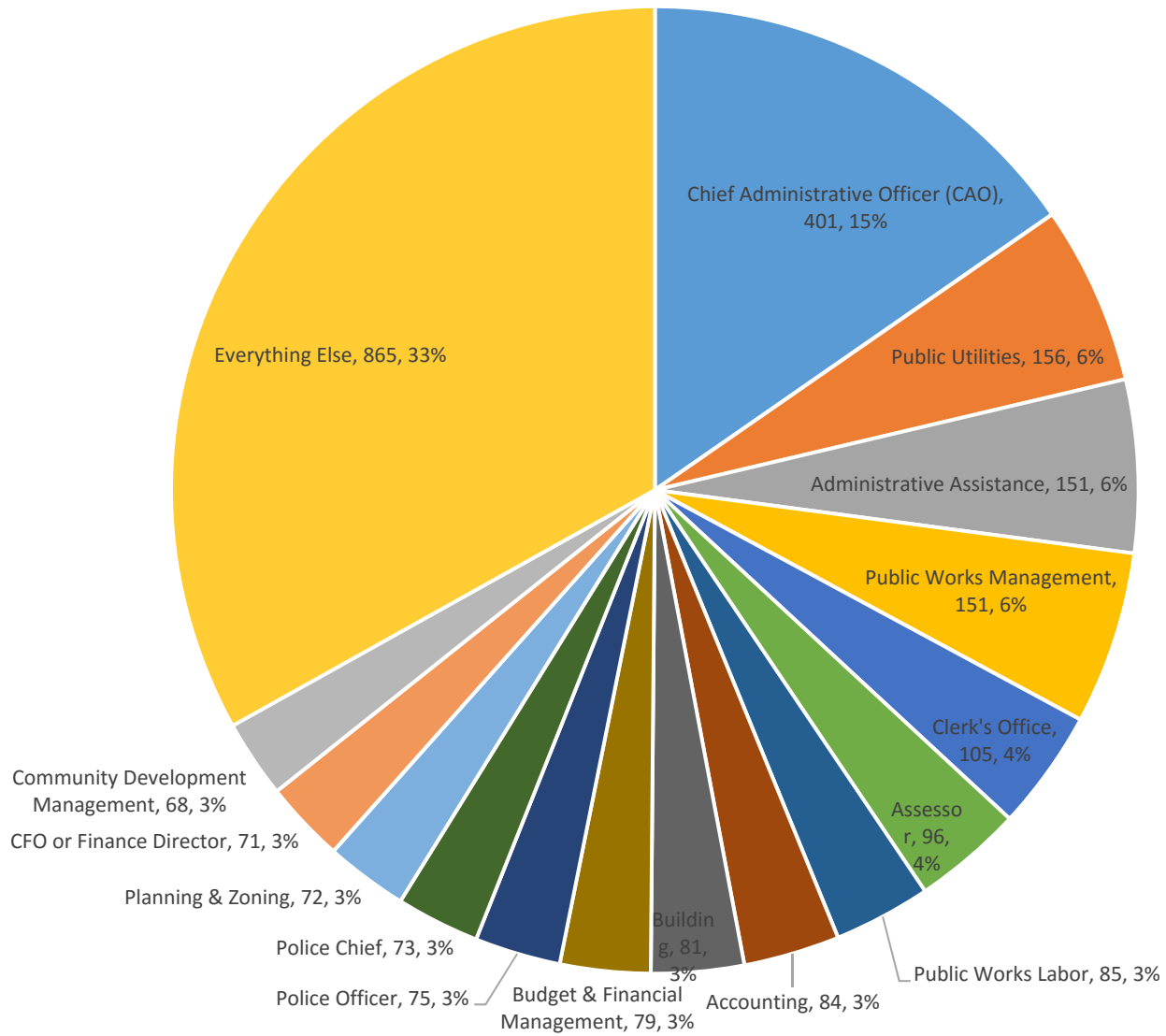
## **MML Research**

- Michigan Municipal League (MML) provided classified ads from January 2009 to November 2015 (more than 2,500 records)
- Analysis is attached
- November and December data has been requested

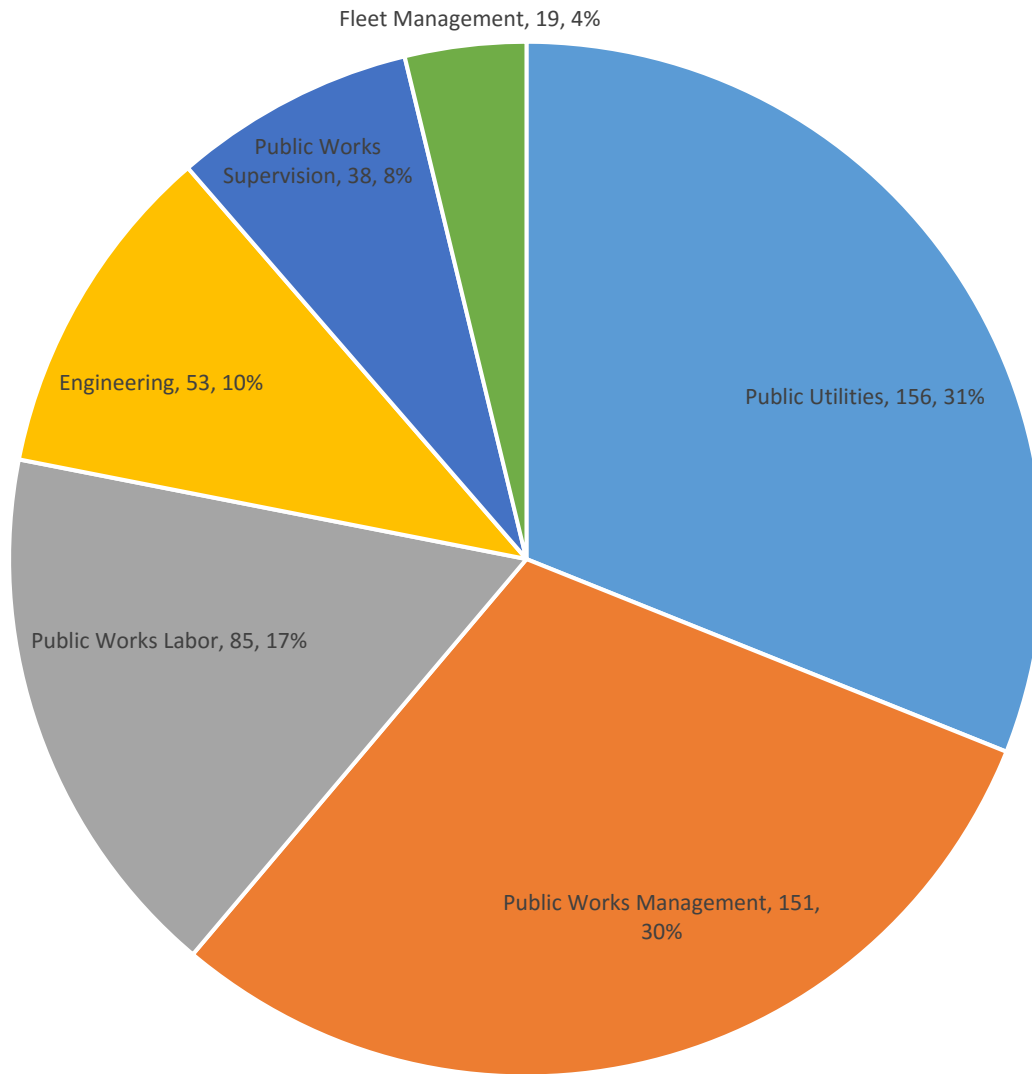
### 2009-2015 MML Classified Ads by Category



2009-2015 MML Classified Ads by Subcategory

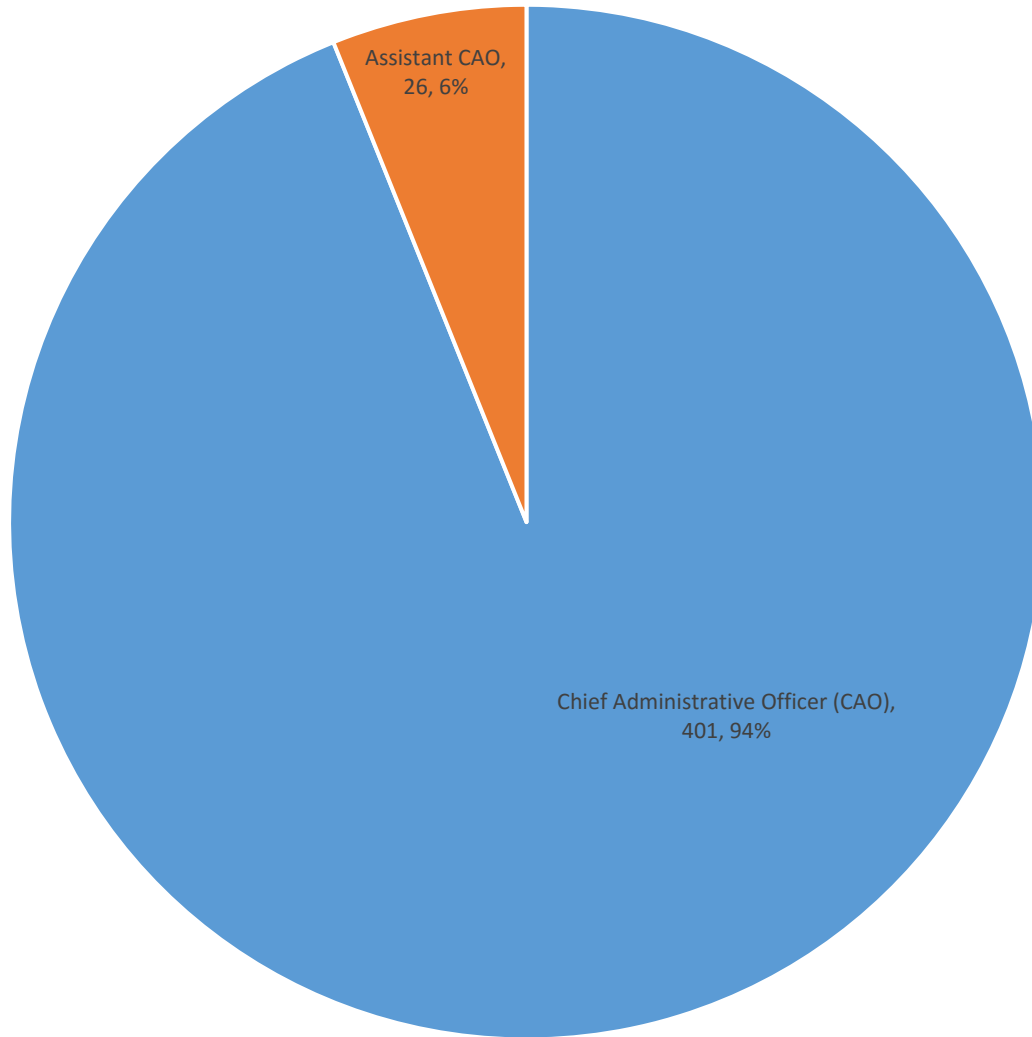


### 2009-2015 MML Classified Ads: Public Works

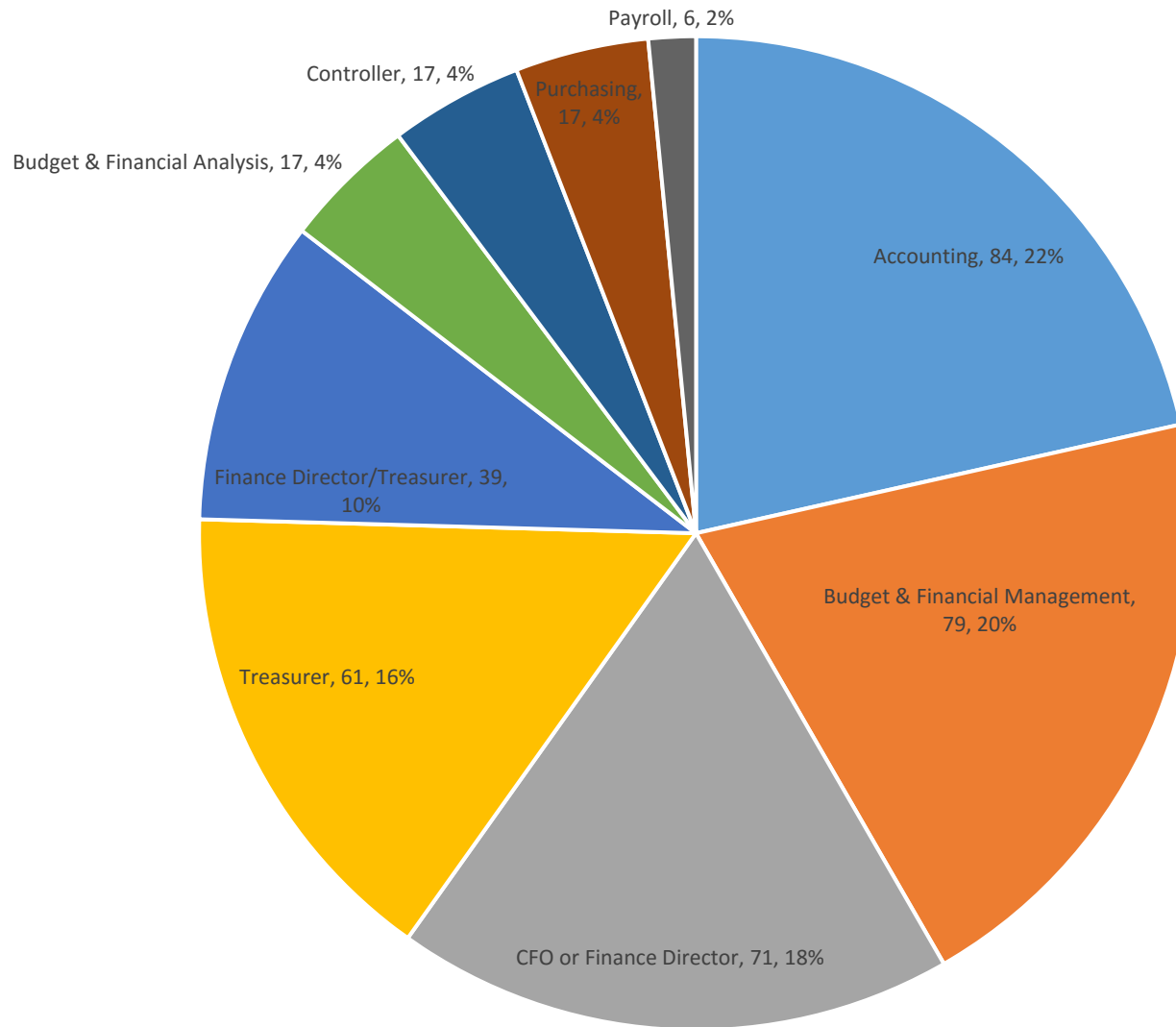




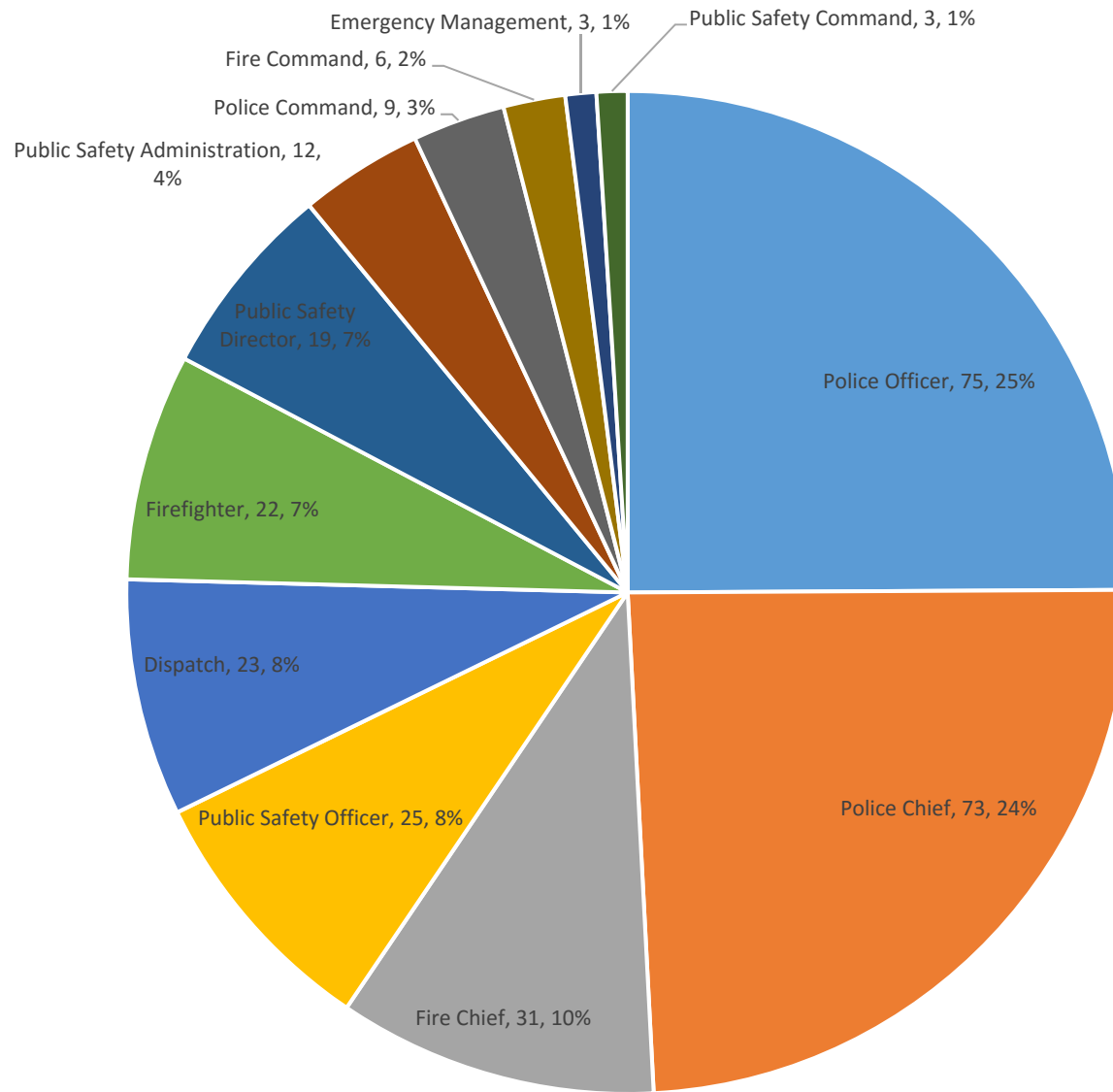
2009-2015 MML Classified Ads: Management



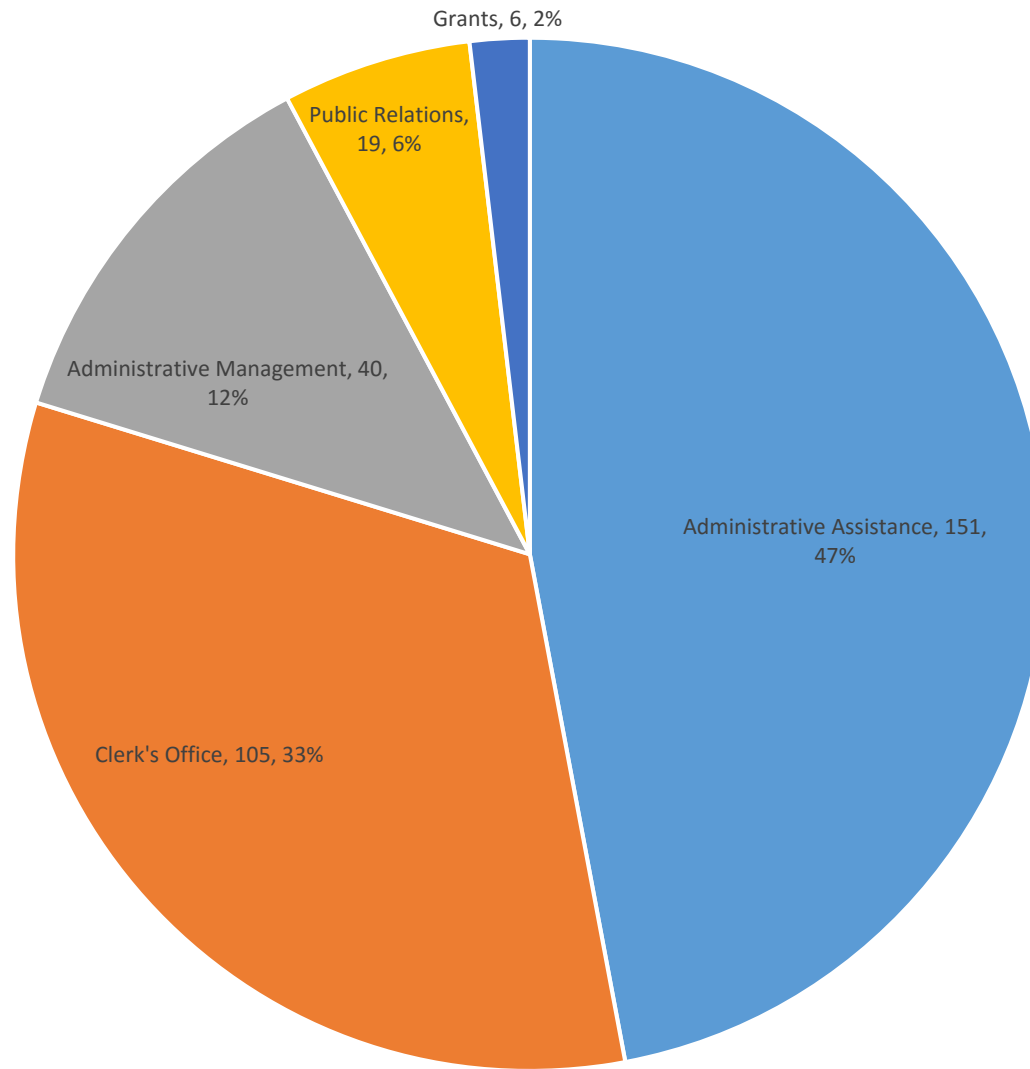
### 2009-2015 MML Classified Ads: Finance



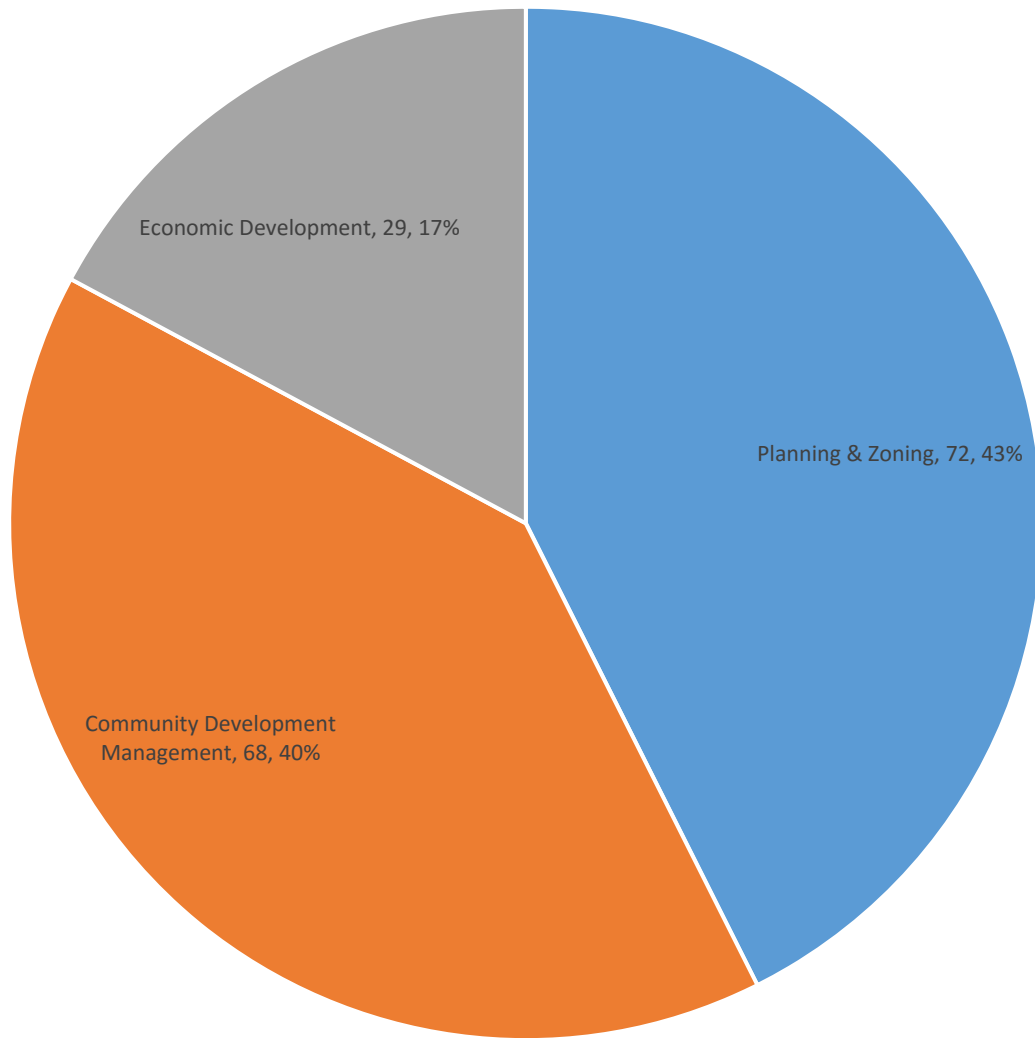
### 2009-2015 MML Classified Ads: Public Safety



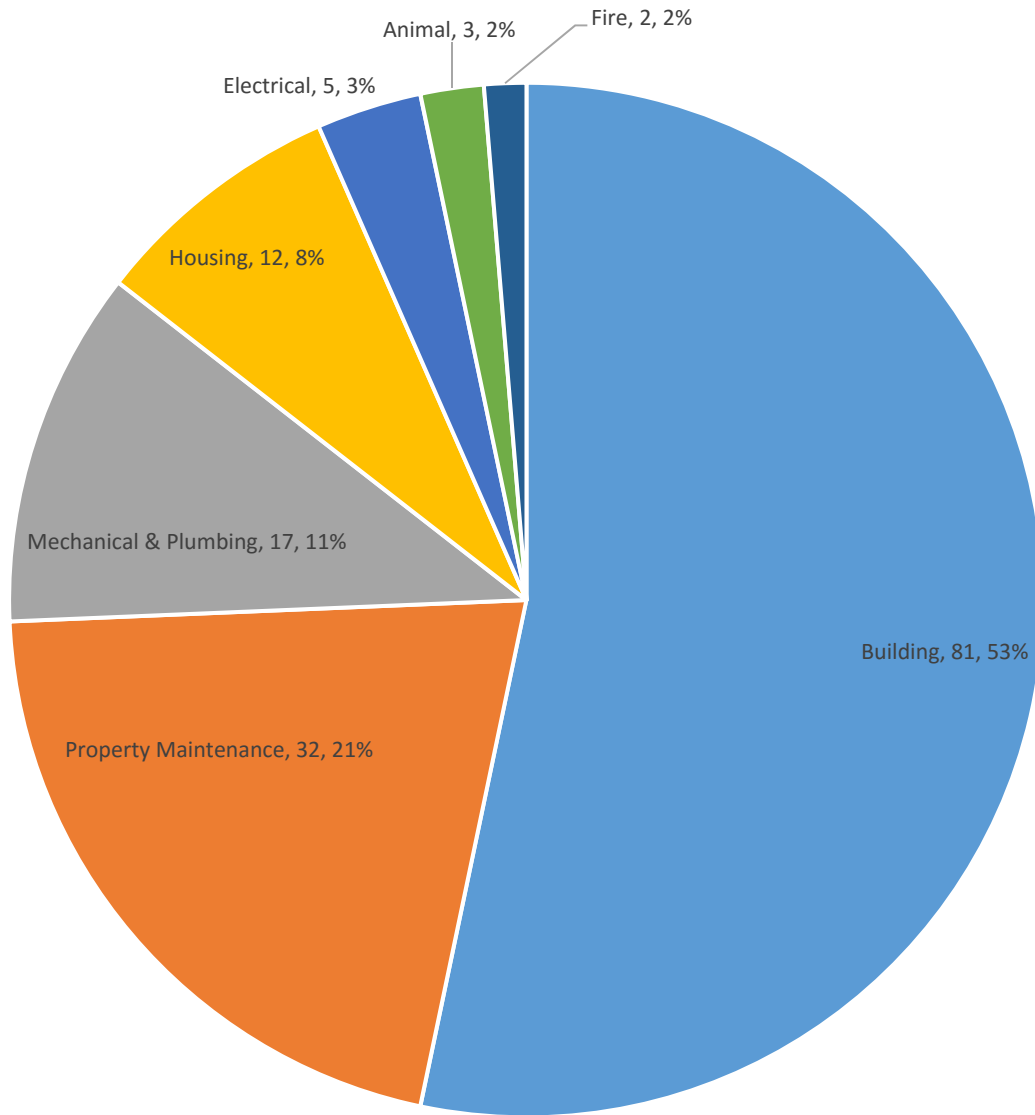
### 2009-2015 MML Classified Ads: Administration



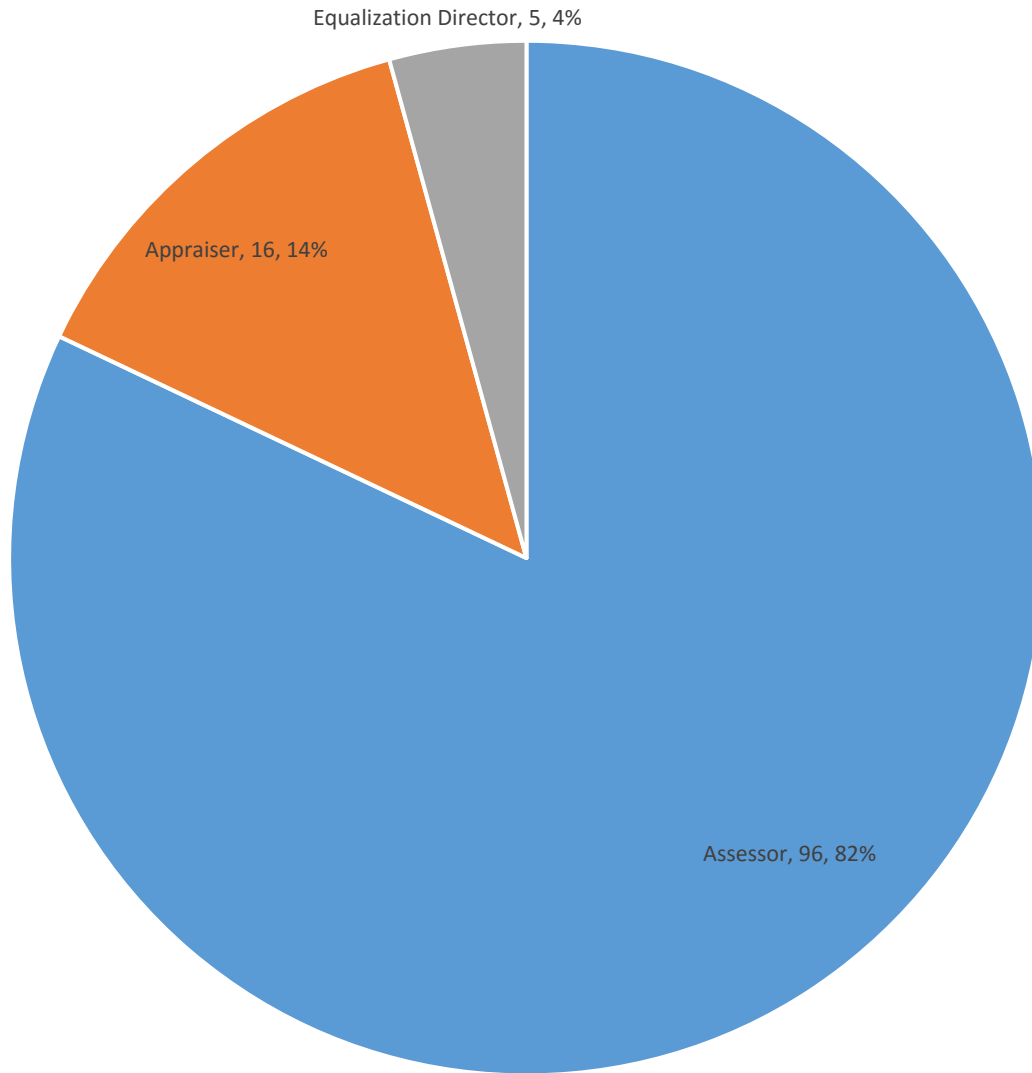
2009-2015 MML Classified Ads: Community Development



### 2009-2015 MML Classified Ads: Code Inspections



# 2009-2015 MML Classified Ads: Assessing & Equalization



## City of Detroit Major Activities by Month Segal Consulting

**Project Scope:** The original scope of the MMSA/City of Detroit project included the implementation of an online enrollment and eligibility system for ongoing use and the implementation of a customer service call center for the active and retiree open enrollment period, originally scheduled for November 2013 for both groups. The items in **bold** below indicate tasks that fall outside of the original project scope due to changes made by the City of Detroit. Some of these changes also resulted in additional programming by Benefit Express, which are managed through work orders. These work orders are also shown in **bold**.

These out of scope changes include the following:

1. The effective date for retiree benefits moved from 01/01/14 to 03/01/14 creating a requirement for a second open enrollment period. The second enrollment period extended the overall timeframe of support required by the Segal team due to planning and project management support, communication/data/system updates, support at retiree enrollment sessions, and our ongoing support of the call center.
2. The City's bankruptcy proceedings produced a settlement agreement that created the requirement for a third open enrollment period. The third enrollment period has further extended the overall timeframe of support required by the Segal team due to planning and project management support, communication/data/system updates, retention and support of a document verification vendor, and our ongoing support of the call center.
3. Complexities in the data needs of the City that were unforeseen at the outset of the project have also extended the timeframe for support required by the Segal team. The City moved from a completely manual benefits administration process to an automated enrollment system. As such, there are multiple factors that require ongoing tracking and support by the Segal team. For example, the City has a number of retirees who return to work as active employees. Per the City's eligibility rules, these people are eligible for benefits as an active employee and as a retiree. As such, they are currently set up with two accounts in Benefit Express. This causes inaccuracies from an audit perspective and may require additional programming to resolve.

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
August 2013	\$15,000	150	<ul style="list-style-type: none"> <li>• Online enrollment and eligibility vendor/customer service vendor review and negotiation</li> <li>• Benefit Express selected as vendor for both online enrollment/eligibility and customer service</li> </ul>
September 2013	\$15,000	307	<ul style="list-style-type: none"> <li>• Implementation of Benefit Express enrollment/eligibility system and call center begins</li> <li>• Implementation kick-off meetings/calls held with all carriers</li> <li>• Developed and edited retiree and active employee benefit communications</li> <li>• Twice weekly implementation/status calls with Benefit Express, City of Detroit and Segal begin</li> </ul>
October 2013	\$15,000	345	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Benefit Express enrollment site development               <ul style="list-style-type: none"> <li>○ Data requests from carriers</li> <li>○ Data requests from City of Detroit</li> <li>○ Finalize carrier group structures</li> <li>○ Finalize and test enrollment site</li> <li>○ <b>Added retiree paid dental and vision plans (7,200 non-Medicare retirees are provided a benefit where enrollment services must be provided)</b></li> <li>○ <b>Work Order #6 – 10/23/2013: Add optional life</b></li> </ul> </li> </ul>



## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p><b>and AD&amp;D coverage selection to the active open enrollment windows. Not included in original programming request.</b></p> <ul style="list-style-type: none"> <li>• Retiree informational meetings held – provided overview of new online system               <ul style="list-style-type: none"> <li>○ 12 sessions were held at the City of Detroit main office and at Macomb Community College</li> </ul> </li> </ul>
November 2013	\$15,000	323	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• <b>Retiree open enrollment is postponed until 3/1/2014</b></li> <li>• Active employee open enrollment begins</li> <li>• Assisted with responses to call center questions and escalations</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Active employee enrollment sessions held               <ul style="list-style-type: none"> <li>○ 15 sessions were held at multiple City of Detroit work locations for active employees to receive one on one assistance with enrollment on the new site.</li> </ul> </li> <li>• <b>Work Order #7A- 11/4/2013: Last minute system changes for open enrollment; includes retirement status code updates, BCBSM/CMS compliance updates, and changes to the retiree HAP Rx only plan.</b></li> <li>• <b>Work Order #8 – 11/5/2013: Additional ports required for toll-free phone line. Call volumes were 2.5 times higher than anticipated and caused the phone line to fail. Benefit Express had to add additional phone line ports in order to properly manage the call volume.</b></li> <li>• <b>Work Order #12 – 11/20/2013: Extension of the active open enrollment period to 11/22/2013.</b></li> <li>• <b>Work Order #13 – 11/21/2013: Extending call center support for 10 weeks. Added due to continued high call volume.</b></li> <li>• <b>Work Order #15 – 11/25/2013: Hiring six additional customer service reps for 4 weeks due to higher than expected call volume.</b></li> <li>• <b>Work Order #18 – 11/24/2013: Adding semi-monthly and monthly payroll schedules. These payroll schedules were not provided during system set-up.</b></li> </ul>
December 2013	\$15,000	273	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Data clean-up from active open enrollment</li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p>to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</p> <ul style="list-style-type: none"> <li>• Planning for retiree open enrollment begins</li> <li>• Developed and edited new retiree benefit communications for 3/1/2014 effective date.</li> <li>• Secured new vendor for printing and mailing of retiree benefit communication, as the usual vendor was not able to accommodate the request over the holidays.</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #14 – 12/2/2013: Change opt-out credit for active employees from \$900 to \$950. The original calculation of the opt-out credit was incorrect. The change was made post-enrollment and applied to all affected records.</b></li> <li>• <b>Work Order #19 – 12/6/2013: Leave administration set-up, which includes two additional rate discriminators not originally included.</b></li> <li>• <b>Work Order #22 – 12/19/2013: Retiree open enrollment changes for new 3/1/2014 effective date.</b></li> </ul>
January 2014	\$15,000	282.75	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Active benefits are effective 1/1/2014</li> <li>• Data clean-up from active open enrollment continues</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Maintain open and closed items logs</li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• <b>Coordinated and scheduled COD and Segal on-site representation for retiree enrollment sessions with BCBSM and HAP</b></li> <li>• <b>Provided BCBSM and HAP representatives training on the Benefit Express enrollment site.</b></li> <li>• <b>Provided on-site assistance with retiree enrollment sessions</b> <ul style="list-style-type: none"> <li>○ <b>41 sessions were held across the City for retirees to receive one on one assistance with their enrollment in a City sponsored or individual plan.</b></li> </ul> </li> <li>• <b>Finalized and tested enrollment site for retiree</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p><b>enrollment</b></p> <ul style="list-style-type: none"> <li>• <b>Retiree open enrollment begins</b></li> </ul>
February 2014	\$15,000	246.75	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• <b>Data clean up from retiree open enrollment.</b></li> <li>• <b>Data clean up from active open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis.</b></li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #28 –2/12/2014: Extension of 12 customer service reps through 3/28/2014.</b></li> </ul>
March 2014	\$15,000	181	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express and the City of Detroit</li> <li>• Maintain open and closed items logs</li> <li>• <b>Retiree benefits are effective 3/1/2014</b></li> <li>• <b>Data clean up from retiree open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Data clean up from active open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• <b>Developed weekly MAPD file reconciliation process</b></li> <li>• <b>BCBSM MAPD file reconciliation for managing deceased retirees/surviving spouses requires additional programming of the Benefit Express system</b></li> <li>• <b>Planning for special enrollment period for retiree settlement changes begins for benefits effective 8/1/2014.</b></li> <li>• <b>Work Order #29 – 3/4/2014: System set-up for special enrollment period for retiree settlement changes.</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• <b>Work Order #32 – 3/18/2014: Add system option for benefits effective date of hire and/or file processing option for ad-hoc benefit effective dates.</b></li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
April 2014	\$15,000	263	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Planning for special enrollment period for retiree settlement changes continues</b></li> <li>• <b>Retiree settlement agreement requires document verification for implementation of stipend changes. Hodges Mace selected as the vendor for this process.</b></li> <li>• <b>Implementation activity with verification vendor begins</b></li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• <b>Prepare data updates for Benefit Express system for special enrollment period.</b></li> <li>• <b>Data clean up from retiree open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Work Order #34 – BCBSM MAPD File Reconciliation/Retiree Death Processing – 04/15/2014</b></li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
May 2014	\$15,000	260.25	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Draft and edit communication material for retirees regarding special enrollment period and verification process. Develop mailing lists for enrollment communication and verification process.</b></li> <li>• <b>Prepare data updates for Benefit Express system for special enrollment period.</b></li> <li>• <b>Assist with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p>open and requires our ongoing support.</p> <ul style="list-style-type: none"> <li>• Data clean up from original retiree open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</li> <li>• Work Order #37 – Amendment to Work Order #29 – Fees due to late rates received, additional field required on stipend export file, payroll data updates for active employees – 05/16/14</li> <li>• Work Order #38 - Transfer EMS to General City Benefits – 05/16/14</li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
June 2014	\$15,000	191.25	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Finalize and test enrollment site for special enrollment period</b></li> <li>• <b>Special enrollment period held from 06/09/14 – 06/20/14.</b></li> <li>• <b>Retiree stipend verification process held from 05/23/14 (date of notification) – 06/23/14.</b></li> <li>• Data clean-up from special enrollment period and stipend verification project begins</li> <li>• Data clean-up from active and retiree enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</li> <li>• Assist with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the addition of this second retiree open enrollment, the call center continues to remain open and requires our ongoing support.</li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
July 2014	\$15,000	152	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Data clean-up from special enrollment period and stipend verification project continues</b></li> <li>• Data clean up from retiree enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</li> <li>• Assist with responses to call center questions and escalations. The call center was originally intended</li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p><b>to be open only during the first enrollment period in November 2013. With the addition of this second retiree open enrollment, the call center continues to remain open and requires our ongoing support.</b></p> <ul style="list-style-type: none"> <li>• <b>Create stipend file to load to Benefit Express</b></li> <li>• <b>Create stipend file to load to pension and Flex-Plan that includes retroactive stipends</b></li> <li>• Assist with finalizing contract between MMSA and the City of Detroit</li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
August 2014	\$15,000	168.75	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Benefits from special enrollment period effective 8/1/2014.</li> <li>• Begin planning for active and retiree open enrollment, tentatively scheduled for 11/10/2014 – 11/21/2014 (e.g. finalize rates, plans, other changes)</li> <li>• <b>Negotiate new pricing terms with Benefit Express for the transition of the retirees to standalone VEBA administrators.</b></li> <li>• <b>Data clean up from special enrollment period continues</b></li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
September 2014	\$15,000	172.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Continue planning for active and retiree open enrollment, tentatively scheduled for 11/10/2014 – 11/21/2014</li> <li>• Training for COD Benefits Administration staff on ongoing processing in the Benefit Express system</li> <li>• Assist with documenting work order necessary for active and retiree open enrollment site changes</li> <li>• Draft and edit communication material and mailing lists for active and retiree open enrollment</li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Coordinate with carriers on open enrollment material needed – SBCs, EOCs, benefit summaries, rates, etc.</li> <li>• Data updates for Benefit Express site for active and retiree open enrollment.</li> <li>• Develop monthly invoice and assist with work order</li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>processing</li> <li>• <b>Finalize pricing terms with Benefit Express for the transition of the retirees to standalone VEBA administrators</b></li> <li>• <b>Develop MMSA project budget estimates for 2014, 2015 and 2016 plan years</b></li> <li>• <b>Work Order #40 – BCN MAPD File Reconciliation/Retiree Death Processing</b></li> <li>• <b>Work Order #41 – Manual Employee Data Update Hourly Charges (Ongoing)</b></li> </ul>
October 2014	\$35,000	232.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Review and finalize work order for active and retiree open enrollment changes – Work Order #42 – 2015 Annual Enrollment Changes</li> <li>• Coordinate with carriers on open enrollment material needed – SBCs, EOCs, benefit summaries, rates, etc.</li> <li>• Set schedule for in-person open enrollment meetings for actives and retirees, coordinate with carriers on additional support needed, and conduct enrollment training with carriers, if needed</li> <li>• Finalize and test enrollment site</li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Finalize contract between MMSA and COD and MMSA and Benefit Express</li> <li>• <b>Begin planning for retiree transition to two separate VEBA administrators tentatively set for 04/01/15</b></li> </ul>
November 2014	\$35,000	150.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Active and retiree open enrollment begins – 11/10/2014 – 11/21/2014</li> <li>• <b>Work Order #43 - Extend open enrollment by nine days to 11/30/14</b></li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Finalize contract between MMSA and Benefit Express</li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> </ul>
December 2014	\$35,000	151.75	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree open enrollment data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #44 - Update active Heritage Vision rates and contributions</b></li> <li>• <b>Add new “active” plan for non-Medicare police and fire surviving spouses and children and conduct another open enrollment</b></li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> </ul>
January 2015	\$15,000	153.25	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree open enrollment and ongoing data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #45 – Update to allow Medicare-eligible, duty disabled retirees to add dependents to dental and vision coverage</b></li> <li>• <b>Work Order #46 - Update to add Medicare information to retiree dental segments on BCBSM eligibility file</b></li> <li>• <b>Work Order #47 – Update BPIDs/group structure for BCBSM active eligibility file</b></li> <li>• <b>Add new “active” plan for non-Medicare police and fire surviving spouses and children and conduct another open enrollment. (Note – an additional open enrollment period was not necessary. This was a closed group of employees. Benefit changes were implemented for this group only).</b></li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> </ul>
February 2015	\$9,275	92.75	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree open enrollment and ongoing data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> </ul>



## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• <b>Work Order #48 – Update to implement tracking for special classes of employees and implement a “waive” option for retiree medical coverage. Also to include an import file to fill in the new fields for the special classes as well as updating other data fields (married to another employee (duplicate SSN issue resolution), union local no, second address, etc.).</b></li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> <li>• <b>Create eligibility and other data files for new VEBA administrators. The VEBAs began requesting data from Benefit Express in February 2015. This process is currently being reviewed and refined.</b></li> </ul>
March 2015	\$15,000	184.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree open enrollment and ongoing data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> <li>• <b>Create eligibility and other data files for new VEBA administrators. The VEBAs began requesting data from Benefit Express in February 2015. The City was provided with data and will coordinate all future data requests</b></li> <li>• <b>Work Order #49 – VEBA Transition Updates: Create new HRA plan to replace current stipend plan, update group structures for carriers where needed, and update 834 files where needed. Develop communication outlining the change for affected retirees</b></li> <li>• <b>Create production file for FlexPlan for new HRA plan</b></li> <li>• <b>Review duplicate SSN report, document necessary changes and provide data to clean up some of the duplicates (Work Order #48 import file)</b></li> </ul>
April 2015	\$12,225	122.25	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up.</li> <li>• Assist with responses to call center questions and</li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			escalations <ul style="list-style-type: none"> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• <b>Coordinate with carriers (BCBSM, BCN, HAP, BCBSM dental, Golden Dental and Heritage Vision) to provide split billing to accommodate both VEBAs</b></li> <li>• <b>Review and document Audit #25 report to clean –up benefit class effective date issues</b></li> <li>• <b>Review and document discrepancies between April and May FlexPlan production files</b></li> <li>• <b>Work Order #50 – Update BCN MAPD eligibility file to add retiree’s phone number</b></li> <li>• <b>Assist with cleaning-up weekly audit reports from Benefit Express</b></li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> </ul>
May 2015	\$15,000	170.75	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• <b>Review and document discrepancies between May and June FlexPlan production files</b></li> <li>• <b>Provide information to City of Detroit benefits manager on ACA hours tracking and reporting vendors; assist with scheduling demos of various systems</b></li> <li>• <b>Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system.</b></li> <li>• <b>Work Order #51 – Provide Medicare Advantage enrollment calls for BCBSM/BCN on a quarterly basis for auditing purposes</b></li> <li>• <b>Coordinate with BCBSM dental to provide split billing to accommodate both VEBAs</b></li> <li>• <b>Provide training to staff to clean–up benefit class effective date issues (Audit #25 report)</b></li> <li>• <b>Develop import file (Work Order #48) to include married/dependent of another employee indicator with corresponding SSN, retiree special tracking classes indicator, pre-2015 retiree indicator, address corrections, union local number corrections</b></li> </ul> <p>(Note that additional hours in May were billed for other Segal staff members for the analysis and development</p>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			for a proposed pooling arrangement for the VHWM, which does not apply to the City.)
June 2015	\$11,025.00	110.25	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Begin review and update of active enrollment guides for the next open enrollment period</li> <li>• <b>Review and document discrepancies between June and July FlexPlan production files</b></li> <li>• <b>Provide information to City of Detroit benefits manager on ACA hours tracking and reporting vendors; assist with scheduling demos of various systems. BE has provided Work Order #52, if the City would like to use their ACA tracking and reporting capabilities.</b></li> <li>• <b>Work Order #53 - Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system</b></li> <li>• <b>Coordinate with BCBSM dental to provide split billing to accommodate both VEBAs</b></li> <li>• <b>Analyze catastrophic drug claim reports for retirees to determine reimbursement amounts (part of the settlement agreement)</b></li> </ul>
July 2015	\$14,200	142	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Continue to review and update the active enrollment guides for the next open enrollment period</li> <li>• <b>Review and document discrepancies between July and August FlexPlan production files</b></li> <li>• <b>Work Order #53 - Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• <b>Work Order #54 – System upgrade to add same-gender spouses to coverage</b></li> <li>• <b>Review data requests from police and fire retiree VEBA actuary</b></li> <li>• <b>Analyze catastrophic drug claim reports for retirees to determine reimbursement amounts (part of the settlement agreement)</b></li> </ul>
August 2015	\$15,000	174.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Begin preparation for open enrollment. Review issues from last year to determine next steps.</li> <li>• Continue to review and update the active enrollment guides for the next open enrollment period</li> <li>• <b>Review and document discrepancies between August and September FlexPlan production files</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• <b>Continue to analyze catastrophic drug claim reports for retirees to determine reimbursement amounts (part of the settlement agreement)</b></li> </ul>
September 2015	\$15,000	183.5	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Continue preparation for open enrollment. Review issues from last year to determine next steps</li> <li>• Continue to review and update the active enrollment guides for the next open enrollment period</li> <li>• <b>Review and document discrepancies between September and October FlexPlan HRA production files</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• <b>Work with BE to audit and prepare census and enrollment data files for each retiree VEBA</b></li> </ul>
October 2015	\$15,000	186.25	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Work Order #56 – Open Enrollment System Updates and Customer Service Support</li> <li>• Continue preparation for open enrollment. Review issues from last year to determine next steps.</li> <li>• Review, update and finalize active enrollment guides for the next open enrollment period</li> <li>• <b>Review and document discrepancies between October and November FlexPlan HRA production files</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• <b>Work with BE to audit and prepare census and enrollment update data files for each retiree VEBA</b></li> </ul>
November 2015	\$15,000	165	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Work Order #61 – Extend Open Enrollment through 11/29/15.</li> <li>• Assist the city with post-open enrollment auditing and data clean-up</li> <li>• <b>Assist the City with informal analysis of ScriptGuideRx proposal</b></li> <li>• <b>Review and document discrepancies between November and December FlexPlan HRA production files</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• <b>Work with BE to audit and prepare refresh census and enrollment update data files for each retiree VEBA</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
December 2015	TBD	TBD	<ul style="list-style-type: none"> <li>• <b>Assist the city with nondiscrimination testing</b></li> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Continue to assist the city with post-open enrollment auditing and data clean-up</li> <li>• <b>Assist the City/Benefit Express to finalize ACA reporting set-up as needed</b></li> <li>• <b>Continue to assist the City with informal analysis of ScriptGuideRx proposal</b></li> <li>• <b>Work Order #62 – Employee data refresh file for ACA reporting</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• <b>Work with BE to audit and prepare final census and enrollment data files for each retiree VEBA</b></li> <li>• <b>Assist the city with nondiscrimination testing</b></li> </ul>
January 2016	TBD	TBD	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued data clean –up</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Assist the city with finalizing post-open enrollment auditing and data clean-up</li> <li>• <b>Assist the City/Benefit Express to finalize ACA reporting as needed</b></li> <li>• <b>Continue to assist the City with informal analysis of ScriptGuideRx proposal</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• <b>Work with BE to audit and prepare final census and enrollment data files for each retiree VEBA</b></li> <li>• <b>Assist the city with nondiscrimination testing</b></li> </ul>