

Core Contribution Processing

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BIDMC

Introduction/Problem

The BIDMC Retirement Team is responsible for ensuring the employee eligibility and core contribution calculations are accurate for all BIDMC employees. This process includes eligibility determination on seven factors with four resulting categories, an eligibility date and eligible earnings based on earning codes that are matched with the employee category. Since the inception of the Core Contribution in 2013 to 2016 the number of eligible employees had increased from ~6,400 to ~7,000 and with that the number of manually calculated employee cases had increased from 159 to 276 resulting in weeks of manual calculations and eligibility research to ensure complete accuracy. Each manual case requires about 30 minutes of individual effort, and with an additional 30 employees requiring manual effort each year this resulted in a compounding workload of 15 hours per year, which was unsustainable.

Aim/Goal

The goal of this project was to reduce the manual effort and ensure accurate calculations for the 2017 core processing. Manual cases were reduced from 276 for 2016 to 68 for 2017, with an increase of 221 eligible employees.

The Team

- Mary Browne, Sr. Retirement Plans Analyst - Human Resources
- Ron Graham, Retirement Plans Analyst – Human Resource
- Bennett Walker, PeopleSoft Development Team Leader – Information Systems

The Interventions

- Retirement team compiled a list of issues from previous two years of processing and presented to IS
- IS created a graphical representation of the logical flow and discussed with the Retirement team
- IS updated the Core process with the feedback from the Retirement Team
 - Initial updates were for the largest impact, with subsequent updates for smaller affected populations
- Coordinated processing for 2017 with the Retirement team and IS working side by side to ensure results were as expected

Results/Progress to Date



Manual effort decreased as a part of this project by 75% from the previous year

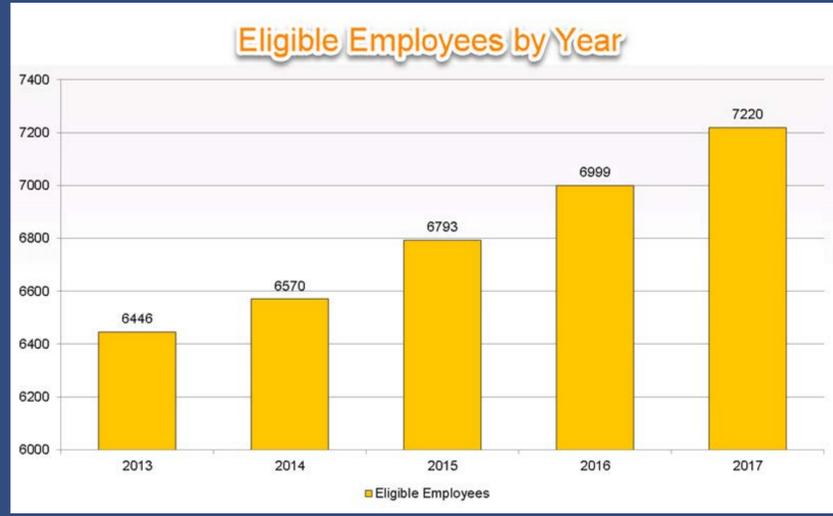


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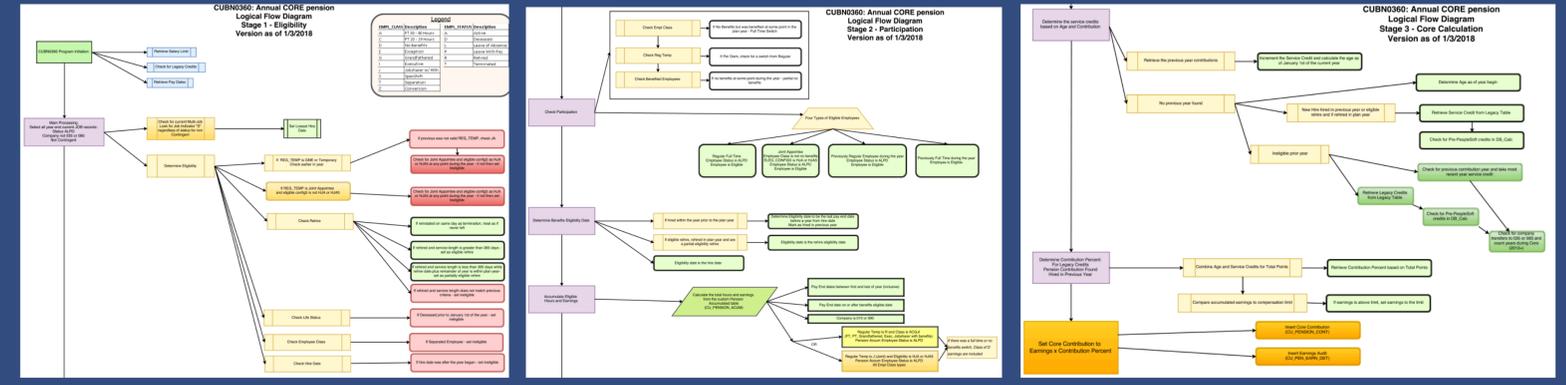
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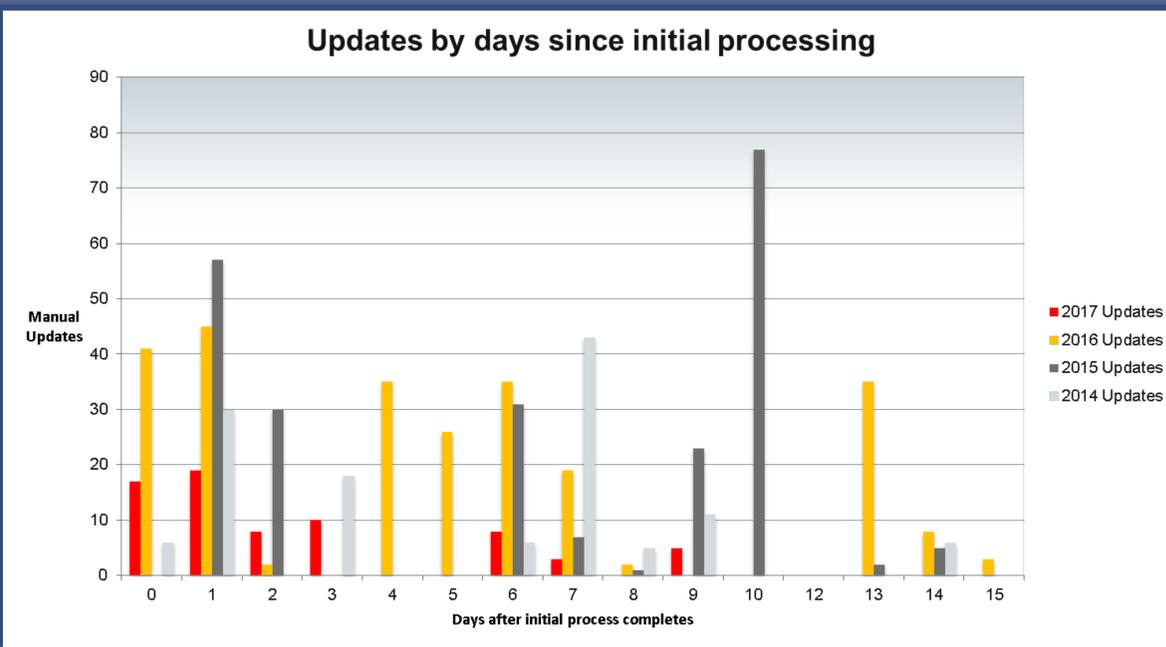
More Results/Progress to Date



The eligible employees have increased year over year



This diagram, which reads left to right and top to bottom, shows the logical branches that are used to determine the core contribution for each employee. Using this diagram, the team was able to determine what employee populations were requiring manual effort and were able to adjust the logic accordingly.



This graph shows the number of manual updates by days since go live by year. The 2017 processing was significantly less each day with no unexpected jumps, such as day 10 in 2015.

Lessons Learned

- Due to the organic nature of employees and jobs, each case contains slightly different data points – from hire date, rehire date, length of employment, benefited positions and company transfers. This results in every case being different and verification that each case falls into the logical branch required. This required the most effort in this project– to determine each classification processed correctly.

Next Steps

- Implement ongoing automated audits to keep ahead of employees that change classification in ways that affect their core calculations.
- Reduce the number of reports required to in the verification process. Up to 400 reports are run for individuals to verify their processing was accurate, reducing this benchmark will correlate directly with less manual effort in the future.

For more information, contact:
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