

MAY 2001

NCPA

NORTH COUNTY PERSONNEL ASSOCIATION

San Diego

Coming in June!

*Legal Update
Luncheon*

*at the
Windmill Restaurant
in Carlsbad*

Wednesday, June 13th

Also coming in June...

*Learn about new laws
affecting H.R.*

MAY MEETING

Wednesday May 9th
Del Mar Hilton, Via De La Valle

\$50 Seminar / \$25 Lunch Only
8:00 AM -2:00 PM Lunch 11:30
RSVP 438-1809

NCPA BUSINESS EXPO 2001
By Wendy Evers, Event Chair

"Winds of Change"

Please join the NCPA membership at the Del Mar Hilton, (5 freeway to Via de la Valle) Wednesday, May 9, for our theme " Winds of Change", an all day Business Expo event. First, we will be having two morning seminars, all day business vendor booths, and our honored guest, Ted Owen from San Diego Business Journal speaking on economic change in San Diego.

The first seminar starts at 8:30 a.m. - " Saying Goodbye with Style", with speaker Renee Huston, EDD. At 10:00a.m. - author Marshall Lightner speaks on his book " Adjusting the Sails". For the cost of \$50.00 the two seminars will include continental breakfast, handouts, interactive audience and a seat at the luncheon. 760-944-7002.

During the seminars, our annual Business Expo Booths will be open from 8:00a.m. to 2:00p.m. for everyone to view and network with 25 different companies. Anyone interested in a booth space, the cost is \$200.00 and includes continental breakfast, 8' table with skirt, one luncheon ticket, and lots of interactive exchanging of ideas!

NCPA is proud to announce our keynote speaker for this year's Business Expo 2001 luncheon is Ted Owen, San Diego Business Journal. Besides being president and publisher of the weekly business newspaper, he is the host of a half hour television show entitled " San Diego Business in Focus", The show is a free flowing positive discussion of the economic base of the region, shown on KSWB 5 and all major cable networks. The luncheon starts at 11:30 a.m. with reservations and is \$25.00 (Call Mardi @ 760 -438-1809X 104).

Our Business Sponsor for the NCPA Business Expo 2001 is TLC Staffing. Thank you TLC for supporting NCPA and it's events. TLC Staffing has successfully been doing business with san diego area companies. Through a tireless effort to provide a service unparalleled in the staffing industry, we are proud to say at TLC, "We Make People our Business"

For questions concerning reservations for a booth, or morning seminars, please call Wendy at 760-725-5892 / 944-7002. See you there!

Upcoming Speakers and Topics:

June 13th ~ Legal Update Luncheon at the Windmill Restaurant in Carlsbad

July 11th ~ Sunset Social Party at the Grand Pacific in Carlsbad

President's Pen

by John Vermeren

I missed our monthly meeting in April because I was lobbying in Washington D.C. with the San Diego Association of Health Underwriters. A number of the issues we learned about affect NCPA members so I'd like to list a few.

1) A Tax Credit to be used for medical insurance coverage for individuals earning under \$35,000 or families making less than \$50,000 annually looks likely for 2001. Most proposals include means testing (income maximums to qualify) as well as the use of rebates on payroll taxes (employers simply reduce their payroll taxes by an amount equal to the insurance rebate) which should prevent abuses, avoid the creation of a new bureaucracy, and make it simple for HR. While last year no-one was listening to our plea, this year was quite different. Even President Bush has floated a version of this legislation that can help lower-income employees afford to cover their families. We had a presentation by Senator Cooksey (La.) about his PACE program, and another

popular version is being championed by Senators Jeffords and Frist. It is estimated that 10-17 million, of the current 43 million uninsured, would take advantage of a tax credit. We further learned that 23 million of those 43 million uninsured will be insured within 4 months of losing coverage and 2/3 of those becoming insured will be covered under an employer-sponsored plan. I feel optimistic that one version or another will make it through this year.

2) Washington is slowly becoming aware of the problems that liability expansion would cause for employers, HR Professionals, and insurance carriers, and how those issues need to be addressed by outside arbitration to increase response time and limit the amounts wasted on legal fees. Current versions would make employers and even H.R. managers legally responsible for medical plan deficiencies. We reminded them of how high dollar settlements could cause additional carriers to leave the market and how that loss of competition would translate to fewer plan choices and increased costs for consumers. Many were already aware that even a 1% increase in rates causes hundreds of thousands of insured members to be dropped from coverage. We believe that expanded liability legislation, involving employers, etc. will be defeated.

3) Privacy issues have taken an ugly turn. The National Association of Insurance Commissioners (NAIC) over-reacted in trying to address recent news articles about the unauthorized wholesale release of confidential credit information. In addressing the medical records confidentiality issue, they lumped the two together. They have proposed standards for medical information privacy that would cause tremendous problems. Some of the most potentially damaging problems include: 1) pharmacies would not be able to give out prescriptions to anyone other than the patient (40% of Rx are picked up by a friend or family member), 2) insurance agents would not be able to call an emergency room to verify coverage on behalf of an employee whose ID card has not yet arrived, 3) agents could not contact a doctors office to resolve a claims issue without prior written consent, 4) any release of information would require signature of a 19 PAGE release form. There is however an alternative proposal from The National Conference of Insurance Legislators (NCOIL) which does not include the language that would put our healthcare system in chaos.

Remember that May 9 is our Annual Business Expo at the Del Mar Hilton. Wendy Evers has done another great job of lining up speakers, seminars and exhibitors. Ted Owens, Editor of the San Diego Business Journal and our keynote speaker, is the best at giving an overview of where San Diego business is at and where the near future lies. Don't miss this opportunity to learn about the newest benefits, ideas, and warnings of things to come in the H. R. field. Be sure to RSVP NOW!

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Legislative Update

by William Peartree

The following are summaries of a few Bills that have passed for 2001. For additional information on these or any other California Legislation, please visit the NCPA website at www.ncpasd.org:

SB25 Domestic Partnerships

This bill would expand the legal effect of the registration of a domestic partnership to any provision of law specifically referring to domestic partners. This bill would also expand the class of persons who may establish and register a domestic partnership by providing that persons of opposite sexes may establish a domestic partnership if one or both of them are over the age of 62 and one or both of them meet the specified eligibility criteria under the Social Security Act. This bill would authorize the employment of the procedures applicable to stepparent adoption to the adoption by a domestic partner, as defined, of the child of his or her domestic partner.

SB25 Labor Agency

This bill would create a Labor Agency in state government consisting of the Department of Industrial Relations, the Department of Fair Employment and Housing, the Employment Development Department, the Agricultural Labor Relations Board, the Public Employment Relations Board, and the Fair Employment and Housing Commission. The agency would be under the supervision of the Secretary of the Labor Who would be appointed by the Governor, subject to confirmation by the Senate.

SB40 Unemployment Insurance-Benefits & Compensation

This bill would exempt from this ineligibility provision an individual who leaves his or her work because of a trade dispute that is the result of a reduction in wages and benefits that would otherwise be deemed good cause for the individual leaving his or her most recent work. This bill would also provide that unemployment compensation benefits may not be denied to an otherwise eligible individual who is locked out by his or her employer after having made an unconditional offer to return to work. This bill would require that payments received from an employer, who has failed to provide advance notice of facility closure required by the federal Worker Adjustment Renotification and Training Act, not be construed to be wages or compensation for personal services for purposes of determination of eligibility for unemployment compensation benefits.

How to get the most from your Employee of the Month and Year awards!

by John Caspole

An NCPA member recently asked about successful Employee of the Month programs. I recently had the chance to interview Lora Price, Human Resources Manager at Creative Nail Design in Vista. Creative is a 22-year-old company with about 170 employees and has a successful track record of 20% sales growth over its history. It's a company that puts its people up front and has one of the most successful Employee of the Month and Year that I have seen! Listen to what Lora says about their program!

JC: Who nominates your Employee of the Month?

LP: Anyone in the company can nominate an Employee of the Month at Creative Nail Design! It does not matter whether they are in management or not. We believe that our line employees often know who deserves such an award!

JC: How do they do it?

LP: We have an email address that anyone can send an email. The email address goes to the Employee of the Month Committee. That way those who are nominated are done so confidentially. Only the committee has access to the nomination list.

JC: Once an employee is nominated, what is the process like?

LP: First we check to see the employee's past performance review and work history. We have found this to be a very important first step. We want to honor employees who have a track record of long term positive performance! Then we ask the employee's manager for input about the employee. Each committee member will discuss the nominee with the nominee's manager.

JC: What are some of the criteria you look for in an Employee of the Month?

LP: We have guidelines that we have learned work for us over the years. We look for the following criteria for an employee to get this award.

- Employed a minimum of 6 months.
- A consistently good employee who has had an exemplary month.
- Goes beyond the scope of their daily responsibilities.
- Is a Team player. We define this as helping within and outside their department.
- Has an excellent reputation as an employee.

JC: What happens if the person's manager is not on the Employee of the Month committee, and the employee is picked for the award, but the manager does not agree?

LP: That has happened and the committee recognizes that the manager may not feel the time is right. When that happens we revisit the nominees again or choose the runner up!

JC: How do you decide who is on the Employee of the Month committee?

LP: That is a great question! We exclude senior managers from the committee. Over the years we found that our middle level managers are the best at picking the right person for this honor!

JC: Do you have a Manager of the Month program?

LP: We have a Manager of the Quarter award. Every manager in the company is eligible except our Founder and our President. Nominations are sent to the HR Department with a written justification. HR then presents the nominees to the President and Founder for final selection.

JC: What is the Employee of the Month award?

LP: The Employee of the Month gets a check for \$100, a custom plaque and personalized embroidered Creative Nail Design leather jacket and a reserved parking space for the month. The employee can then be considered for our Employee of the Year award, which is a check for \$500, a custom plaque, a Silver Cross Pen Set and reserved parking space for the year.

JC: And your award for Manager of the Quarter?

LP: Our Manager of the Quarter gets the same award as the employee of the month except the parking space. Our Manager of the Year gets the same award, less the parking space. The manager also receives a Gold Cross Pen Set.

JC: What are the benefits of the program?

LP: We believe it is important to recognize the employee that goes above and beyond the call of duty. The impact on our program is felt in morale, productivity and I believe in retention. Creative has not been immune to the consolidation that is happening everywhere. In the face of that consolidation, we believe it is our employees that make us successful and recognizing and celebrating outstanding achievement is a part of our culture!

Lora Price has been with Creative Nail Design for over 10 years. She oversees the Human Resource needs of about 170 employees. Creative Nail Design is the world's leader in the professional nail industry and is a recognized name in salons worldwide.

John Caspole is President of Assessment Specialists. John's firm insures that when an employee is placed in a job that the employee fits the job! They specialize in jobfit, customer service surveys, 360 Feedback Systems, and pre-hire integrity surveys. John also worked at Creative Nail Design as National Sales manager from 1988 to 1998.

Benefit Tip of the Month EDUCATION CAN EASE THE PAIN!

By William Peartree

The rollercoaster ride that the market has been on recently has caused more than a few sleepless nights among 401K investors. What employers may not realize is that these dramatic market adjustments are making a significant impact on both employees' plans for retirement and employer's bottom lines.

The average employee has never anticipated the kind of market volatility experienced recently and its affect on their 401K assets. This may be because the common mindset is that contributions to company retirement plans generally guarantee adequate retirement funds.

Looking at the perspective of the company's bottom line, it makes sense for employers to adopt the concept of helping employees determine how and why they should save for retirement. According to a recent survey by The Employee Benefit Research Institute (EBRI), only 50% of all workers have tried to determine how much they will need to have saved for retirement. Many employees indicated that financial education sponsored by their employer caused them to begin or resume saving for retirement. The truth of the matter is that unless financial education is included as an additional benefit, employers will be faced with an era consisting of older personnel unable to retire.

Thinking about your current work force, do they have the answers to these questions? Do they understand the importance of diversification in their retirement portfolio? Do they know how fluctuations in the market can affect the way they choose an investment allocation? Are they saving adequately to fund retirement?

South County Personnel Association

Date: 2nd Thursday of the month
Time: 11:30 am - 1:00 pm
Place: San Diego Country Club
88 L Street - Chula Vista CA
Cost: \$15 Members/\$20 Non-members
RSVP: 619-687-7412

ASTD - San Diego Chapter

www.astsandiego.com
Date: 4th Wednesday of the month
Time: 11:30 am - 1:00 pm
Place: Handlery Hotel
950 Hotel Circle North
Cost: \$25/\$35 Pre-Registered
\$30/\$40 After Deadline
RSVP: 858-581-2783

East County Personnel Association

www.sdshrm.org
Date: 3rd Thursday of the month
Time: 11:30 am - 1:00 pm
Place: The Brigantine Restaurant
9350 Fuerte Drive, La Masa, CA
RSVP: 858-587-7568

Society for Human Resource Management

Date: 3rd Wednesday of the month
Time: 11:30 am - Registration / 12:00 pm Lunch
Cost: \$25/\$40 - Pre-Registered
RSVP: 619-589-0111

Membership has its privileges!

NCPA is pleased to offer its members the following great benefits annually:

- Educational luncheons
- Networking opportunities
- Certification classes and scholarships
- Informative seminars
- Legislative updates
- Membership directory published annually
- Resources, resources, resources....

Values like NCPA are hard to find. Why not share the value with a friend? Bring a guest that registers in may and you receive a free lunch certificate.

For information on new memberships and the benefits you receive, please visit our website at www.ncpasd.org or call Mardi Montague at 760.438.1809 ext. 119.

If you have not received your new 2001 Membership Directory please let us know. They're a great Resource.

Check out our web site! www.ncpasd.org

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