

# A HEALTHY LOVE OF LEARNING



Foley Insurance Solutions takes the Kansas City Public Library's employee benefits personally.



PAM KANNADY  
Director of Human Resources  
Kansas City Public Library

The Kansas City Public Library is the cornerstone of knowledge in its community. Each year, over two million people visit the library's 10 branches to study, think, and share. Beyond books and digital materials, today's Library offers film festivals, teen activities, play groups, and more. At the heart of this community hub are the library employees. Every day they help visitors navigate the library's vast resources and take advantage of its fun—and free—activities.

The Kansas City Public Library employs 250 individuals who combine a love of learning with a love of helping people. Pam Kannady, Director of Human Resources, says that a strong

workforce is critical for this award-winning library system, and knows that good health care benefits help attract — and retain — the best talent.

For customized, high performance benefits management, she turns to Mike Foley and his team at Foley Insurance Solutions (FIS). Kannady and the Library have been working with Mike since 2004 and during that time FIS has developed a tailored benefits program, comprehensive wellness solutions, technology tools for communication and education, and a plan for overall management of administrative responsibilities for Library employees.

## A New Chapter on Wellness

Once FIS started working with the Library, they began to quickly develop and implement a comprehensive wellness initiative for the Library and its employees. It included a focused approach to engage employees in weight loss, smoking cessation, and other health risk programs, which have already resulted in healthier employees and reduced healthcare claims. Not only does FIS help manage the program, but they also lead by example and participate with employees in wellness activities. One example of this is the "At Work Weight Watchers Program" FIS put in place. Mike Foley also participated in this 17-week program, weighing in every week with the Library employees. The program was a tremendous success for the entire group with over 700 lbs being shed by the 20 participants. In addition to improving his own health, it allowed Mike to learn more about

The innovative solutions of FIS have resulted in premium and claim cost control, and an improved wellness program.

Library employees and be accessible to them.

Kannady says that this hands-on approach is par for the course with FIS.

"Mike is present in all we do," she says. "He's on site often, and knows our employees personally. He is very engaged."

Employees especially appreciate their quarterly "Benefits Days," when Mike spends several hours on site being available to employees and answering questions.

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## Knowledgeable Answers – Day or Night



Meeting the needs of Library employees and Kannady's HR group are equally important to FIS. Health benefits are just one of many responsibilities for Human Resources as Kannady and her staff of three must also handle employee relations, recruitment, position classification, compensation, and staff development, all while managing day-to-day operations. For this reason, Kannady gratefully acknowledges Mike's expertise and hands-on business approach. She trusts him and his team as extensions of her own staff.

"Mike knows how to get things done in our organization and is a skilled problem-solver. He always looks for solutions and resolutions, and is great at implementation."

**Mike always makes me feel like I'm his only client. He is attentive, responsive and on site often. He knows our employees personally.**

She credits him with being available on evenings and weekends for her—and for employees who have questions or need assistance with benefits issues.

issues or anything else our employees need and his responses are immediate. His innovative solutions have also resulted in premium and claim cost control."

She says that Foley continually looks for additional services and opportunities to enhance employee benefits. He has also done a great job of analyzing and communicating the potential implications of health care reform

for the Library and its employees.

"I feel like I'm his only client. He takes calls and emails directly from employees regarding benefit questions, claim

## Long Story Short

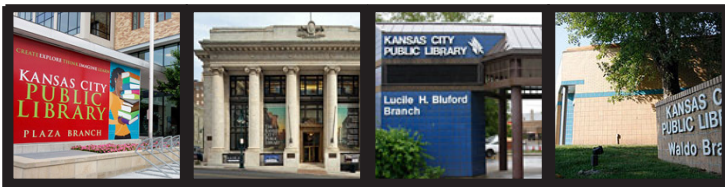
Mike Foley founded Foley Insurance Solutions to provide customized benefits management solutions and personalized service for small to mid-sized companies. He is focused on helping them manage HR resource challenges, employee productivity and wellness and cost/plan optimization. To advance this unique level of service, FIS has also developed "My Benefits Manager," a comprehensive solution to provide these resources to his clients. His client base is growing, but he remains personally engaged with every client.



MIKE FOLEY

Kannady says that Foley's personal commitment to the Library has helped her to maximize coverage for employees while controlling costs. In short: he's helped the Kansas City Public Library create a benefits program that's good for people and healthy for business.

**When clients like the Kansas City Public Library engage us completely, it allows them to get the most for their premium dollar—and saves them professional time as well.**



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