

HUMAN RESOURCES

Objectives and Achievements	In Progress
<p style="text-align: center;">IMPLEMENT HR CENTRALIZATION</p> <p style="text-align: center;">Objective: Create a cabinet-level human resources department with focus on diversity and inclusion, women’s advancement and advocacy and centralizing human resources.</p>	<ul style="list-style-type: none"> ● Acting Cabinet Secretary hired 7/17/17 ● Deputy Secretary hired 8/21/17 ● HR Centralization lead identified 8/25/17 ● Director of the Office of Women’s Advancement and Advocacy hired on 9/25/2017; office staff hired and meetings held with the Commission for Women, Women’s Hall of Fame, and the Delaware Women’s Workforce Council as required by Title 29 ● Survey for stakeholder feedback went live 10/12/17 ● HR Leads feedback brainstorming session 10/12/17 ● HR Centralization Steering Team held first meeting on 10/19/17 ● Director of Diversity and Inclusion hired 12/18/17 ● HR Centralization workgroups created 10/30/17 (Policies & Procedures, On-Boarding, e-Personnel Files, and HR Role) ● Workgroups project charters finalized 12/7/17
Next Steps (Future Activities)	Challenges (Issues and Risks affecting your effort)
<ul style="list-style-type: none"> ● Continue to staff new Divisions as needed ● HR Centralization workgroups are working to draft recommendations to the Acting Secretary by 2/1/2018. 	<ul style="list-style-type: none"> ● Each workgroup charter has assumptions identified that will impact success (i.e. budget and funding for centralization, integration with existing HR systems, leadership support)

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<p style="text-align: center;">HR SYSTEMS AND TECHNOLOGY</p> <p style="text-align: center;">Objective: Identify and fund HR systems and technology needs</p>	<ul style="list-style-type: none"> ● On-Boarding Workgroup – drafting functional requirements for a centralized on-boarding system ● E-Personnel File Workgroup – reviewing employee file guidelines (policy), reviewed record retention schedules for employee personnel files, drafting functional requirements for electronic personnel file system.
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your effort)
<ul style="list-style-type: none"> ● Recommend system needs and estimated cost to the Acting Secretary of the Department of Human Resources for consideration by 2/1/2018. ● Upon approval, finalize system requirement and draft business cases and RFPs, as needed 	<ul style="list-style-type: none"> ● Assumptions identified that will impact success, i.e. budget and funding for centralization, integration with existing human resources systems, and leadership support

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<p style="text-align: center;">SUPPORT RECOMMENDED LEGISLATIVE CHANGES</p> <p style="text-align: center;">Objective: Clarify scope of DHR centralization program. Are the Judiciary, school districts, Fire Marshal, Fire School, etc. in scope?</p>	<ul style="list-style-type: none"> ● Included legislative changes in legislative brief to the Governor’s Office ● Reviewing Merit Rules to determine legislative changes needed
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your effort)
<ul style="list-style-type: none"> ● Finalize review of the Merit Rules and Delaware Code; work with the Judiciary, Secretary of Education, and the Governor’s office to clarify the scope of the House Bill 4 related to centralization and determine a path forward 	<ul style="list-style-type: none"> ● No change to legislation could result in: <ul style="list-style-type: none"> ○ Unclear expectations related to organizations included as part of centralization ○ Lack of funding to leverage human resource technology systems for schools, higher education, and the judiciary

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<p data-bbox="142 418 1024 457">SUPPORT RECOMMENDED LEGISLATIVE CHANGES</p> <p data-bbox="184 597 1033 685">Objective: Transfer responsibility for funding employee development from DOL/DEDO to DHR</p>	<ul data-bbox="1121 386 2011 474" style="list-style-type: none">● Included legislative changes in legislative brief to the Governor's Office
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your effort)
<ul data-bbox="176 945 1012 1140" style="list-style-type: none">● Clarify changes to Delaware Code Title 29 related to Blue Collar and work with the Secretary of Labor and Secretary of State on a path forward	<ul data-bbox="1121 945 2003 1091" style="list-style-type: none">● No change to legislation could result in loss of funds for employee development for employees in paygrades 10 and below

HEALTHCARE

Objectives and Achievements	In Progress
<p style="text-align: center;">REDUCE HEALTHCARE OPERATING COSTS</p> <p>Objective: Offer State employees, retirees, and their dependents adequate access to high quality healthcare that produces good outcomes at an affordable cost, promotes healthy lifestyles, and helps them be engaged consumers.</p> <p style="text-align: center;"><i>(led by DHR/Statewide Benefits Office)</i></p>	<ul style="list-style-type: none"> ● Conducted a Request for Proposal for medical Third Party Administrators for FY18, which resulted in the elimination of two plans and the integration of value-based components in the remaining plans to better manage care and reduce State Group Health program costs ● Launched a new healthcare consumerism website ● Created “Being a Wise Healthcare Consumer” course and rolled out to over 28,000 employees statewide with an overall 53.1% completion rate ● Offered pre-Open Enrollment employee education sessions that provided employees with an opportunity to engage, ask questions and learn about new components for Open Enrollment 2017 ● Offered new online tool, “myBenefitsMentor”, to educate employees on their prior year health care spending and health care options available ● Launched an interactive online Open Enrollment benefits guide tailored to the individual as an employee or retiree ● Increased active enrollment in eBenefits by 30% ● Partnered with DHSS/DPH to promote and increase compliance of preventive care and cancer screenings ● Implemented Diabetes Prevention Programs for members enrolled in Highmark and Aetna group health insurance program ● Monitored impact of reduction of copays for urgent care and for high-tech imaging at freestanding sites implemented for increased utilization at the lower cost sites and net savings to the Group Health Insurance Program of \$2.6 million in FY17 ● Produced Flexible Spending Account video to increase awareness of the advantages of enrollment and to increase enrollment in the 2018 plan year ● Initiated file sharing process between Workers’ Compensation and Disability vendors to properly and more timely offset payments for disability

	<ul style="list-style-type: none"> ● Successfully returned to work 88% of disability beneficiaries ● 97.1% of the 500 locations reported worker's compensation claims electronically
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your effort)
<ul style="list-style-type: none"> ● Continue to initiate campaigns and programs to engage members in health education and use data analytics to measure changes in benefit utilization and the impact of those changes on the long term Group Health Insurance Program growth projections ● Evaluate effectiveness and cost of transparency tools through medical vendors or independent vendors ● Monitor and evaluate value based contracting and ability to expand the market ● Explore and/or implement additional options and incentives for site of care steerage where members can access high quality care at a lower cost than hospital based facilities ● Reduce member visits to emergency room for non-emergency conditions by increased communication on alternative options of telemedicine, urgent care and 24/7 nurse line ● Decrease prevalence of pre-diabetes through educational campaigns and coordination with diabetes prevention programs ● Continue to develop procedures and job aids for human resources/benefits personnel to ensure consistently ● Aggressively manage workers compensation claims handling through our third party administrator to control our total fiscal year payments 	<ul style="list-style-type: none"> ● Continue to engage members and expand education available on importance of preventive care and screenings at no cost to members ● Continue to offer benefit plan types, plan design and cost to satisfy changing needs of employees and pensioners while remaining within budgetary constraints ● Maintain compliance with all federal and state legislation and mandates including patient protection and the affordable care act