# HUMAN RESOURCES

## Objectives and Achievements

### IMPLEMENT HR CENTRALIZATION

**Objective:** Develop a Statewide HR Centralization strategy for 16 Executive Branch agencies with a focus on customer service, efficiency, and best practices in human resource service delivery.

*This includes the transfer of employees, operations, regulations, and budget using service level agreements with state agencies to ensure continued operations.*

**Achievements:**
- First Service Level Agreement executed with OMB
- Confirmation of Saundra Ross Johnson as the Secretary of the Department of Human Resources in January 2018
- Job Functions Survey finalized
- Presentation provided to the Governor’s Cabinet March 2018
- System requirements drafted for Onboarding and ePersonnel Records

## In Progress

- Project planning steps including scheduling meetings and identifying additional areas for centralization
- **HR Role Workgroup**
  - Job Functions Survey – execution and data collection
  - Service Level Agreements – clarify roles and services
- **Policy and Procedure Workgroup**
  - 60 statewide polices identified for review
  - Review, consolidate, clarify, and eliminate redundancies to create uniform and consistent policies, practices, and procedures
- **Technology and HR Systems: Onboarding and ePersonnel Records**
  - RFP process – functional system requirements
  - Workflow processes
  - Employee File Indexing review
- **Recruitment**
  - Resetting recruitment strategies for hard to fill positions

## Next Steps (Future Activities)

- Initiate the Job Functions Survey to 105 DHR and 160 agency HR Professionals
  - Kick-off communication (March 2018)
  - Survey Data Collection (March/April 2018)
  - Meetings with Agency Leadership (April 2018)
- Service Level Agreements for remaining 14 agencies
- Finalize Onboarding & ePersonnel File functional requirements
- Begin drafting consolidated and centralized policies and procedures with common look and feel
- Establish best practices for recruitment strategies

## Challenges (Issues and Risks affecting your effort)

- Issues Tracking:
  - Timekeeping – requires a plan including cost for migrating to a central timekeeping system
  - Personnel Funding – understanding the various funding sources; need to make sure transfer of funds is appropriate and continuous source of funding for HR positions.
- Agency engagement and participation
- Support and resources for centralize HR technology systems
## Human Resources

### Objectives and Achievements

**Reduce Healthcare Operating Costs**  
**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. *(led by DHR/Statewide Benefits Office)*

**Achievements:**
- "Help us help you" communication initiative – 8,562 (23.4%) employees consented to receive materials online
- Statewide Benefits (SBO) provided 5 presentations on healthcare costs and employee engagement challenges
- Statewide Benefits Review Committee approved tiered copays for lab and basic imaging, modified hi-tech imaging copays in Aetna HMO and Highmark Comp PPO plans, Centers for Excellence for orthopedic and spine procedures, and provided clarification for spousal coordination of benefits policy

### In Progress

- Enhanced eBenefits enrollment platform & Spousal Coordination of Benefits form.
- MyBenefitsMentor Consumer Decision Tool streamlined home mailing
- Education sessions for non-Medicare pensioners, such as Diabetes Prevention Program, Careline, True Performance, PCP selection
- Health Plan Supplemental ID Cards
- Establish dashboard metrics for Executive Branch and school district containing information related to the numbers associated with #screenings, physical exams, generic medication rates, network providers, freestanding lab imaging and urgent care/ER utilization, and consumerism and open enrollment engagement rates.
- Hospital quality and safety information page on SBO consumerism website.

### Next Steps (Future Activities)

- Outreach meetings with 19 school districts; 10 districts have responded
- Outreach to DSEA, DSTA, COAD, AFSCME to request support in hosting locations for information sessions for members to raise awareness and education.
- Re-launch of Consumerism course to new hires through the Delaware Learning Center
- SBO and DTI attendance at School District (ISO/IT) meeting about how District IT support HR in providing employee access to computers during open enrollment

### Challenges (Issues and Risks affecting your effort)

- Engaging members and expand education available on importance of preventive care and screenings at no cost to members
- Offering benefit plan types, plan design and cost to satisfy changing needs of employees and pensioners while remaining within budgetary constraints
- Maintaining compliance with all federal and state legislation and mandates including patient protection and the affordable care act