

## HUMAN RESOURCES

<b>Objectives and Achievements</b>	<b>In Progress</b>
<p><b>IMPLEMENT HR CENTRALIZATION</b></p> <p><u>Objective:</u> 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.</p> <p><i>This includes the transfer of employees, operations, regulations, and budget using service level agreements with state agencies to ensure continued operations.</i></p> <p><u>Achievements:</u></p> <ul style="list-style-type: none"> <li>○ First Service Level Agreement executed with OMB</li> <li>○ Confirmation of Saundra Ross Johnson as the Secretary of the Department of Human Resources in January 2018</li> <li>○ Job Functions Survey finalized</li> <li>○ Presentation provided to the Governor’s Cabinet March 2018</li> <li>○ System requirements drafted for Onboarding and ePersonnel Records</li> </ul>	<p>Project planning steps including scheduling meetings and identifying additional areas for centralization</p> <ul style="list-style-type: none"> <li>● HR Role Workgroup <ul style="list-style-type: none"> <li>○ Job Functions Survey – execution and data collection</li> <li>○ Service Level Agreements – clarify roles and services</li> </ul> </li> <li>● Policy and Procedure Workgroup <ul style="list-style-type: none"> <li>○ 60 statewide polices identified for review</li> <li>○ Review, consolidate, clarify, and eliminate redundancies to create uniform and consistent policies, practices, and procedures</li> </ul> </li> <li>● Technology and HR Systems: Onboarding and ePersonnel Records <ul style="list-style-type: none"> <li>○ RFP process – functional system requirements</li> <li>○ Workflow processes</li> <li>○ Employee File Indexing review</li> </ul> </li> <li>● Recruitment – resetting recruitment strategies for hard to fill positions</li> </ul>
<b>Next Steps (Future Activities)</b>	<b>Challenges (Issues and Risks affecting your effort)</b>
<ul style="list-style-type: none"> <li>● Initiate the Job Functions Survey to 105 DHR and 160 agency HR Professionals <ul style="list-style-type: none"> <li>○ Kick-off communication (March 2018)</li> <li>○ Survey Data Collection (March/April 2018)</li> <li>○ Meetings with Agency Leadership (April 2018)</li> </ul> </li> <li>● Service Level Agreements for remaining 14 agencies</li> <li>● Finalize Onboarding &amp; ePersonnel File functional requirements</li> <li>● Begin drafting consolidated and centralized policies and procedures with common look and feel</li> <li>● Establish best practices for recruitment strategies</li> </ul>	<ul style="list-style-type: none"> <li>● Issues Tracking: <ul style="list-style-type: none"> <li>○ Timekeeping – requires a plan including cost for migrating to a central timekeeping system</li> <li>○ Personnel Funding – understanding the various funding sources; need to make sure transfer of funds is appropriate and continuous source of funding for HR positions.</li> </ul> </li> <li>● Agency engagement and participation</li> <li>● Support and resources for centralize HR technology systems</li> </ul>

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Objectives and Achievements	In Progress
<p><b>Reduce Healthcare Operating Costs</b>  <u>Objective:</u> 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. <i>(led by DHR/Statewide Benefits Office)</i></p> <p><u>Achievements:</u></p> <ul style="list-style-type: none"> <li>○ “Help us help you” communication initiative – 8,562 (23.4%) employees consented to received materials online</li> <li>○ Statewide Benefits (SBO) provided 5 presentations on health care costs and employee engagement challenges</li> <li>○ 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</li> </ul>	<ul style="list-style-type: none"> <li>● Enhanced eBenefits enrollment platform &amp; Spousal Coordination of Benefits form.</li> <li>● MyBenefitsMentor Consumer Decision Tool streamlined home mailing</li> <li>● Education sessions for non-Medicare pensioners, such as Diabetes Prevention Program, Careline, True Performance, PCP selection</li> <li>● Health Plan Supplemental ID Cards</li> <li>● 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.</li> <li>● Hospital quality and safety information page on SBO consumerism website.</li> </ul>
Next Steps (Future Activities)	Challenges (Issues and Risks affecting your effort)
<ul style="list-style-type: none"> <li>● Outreach meetings with 19 school districts; 10 districts have responded</li> <li>● Outreach to DSEA, DSTA, COAD, AFSCME to request support in hosting locations for information sessions for members to raise awareness and education.</li> <li>● Re-launch of Consumerism course to new hires through the Delaware Learning Center</li> <li>● 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</li> <li>●</li> </ul>	<ul style="list-style-type: none"> <li>● Engaging members and expand education available on importance of preventive care and screenings at no cost to members</li> <li>● Offering benefit plan types, plan design and cost to satisfy changing needs of employees and pensioners while remaining within budgetary constraints</li> <li>● Maintaining compliance with all federal and state legislation and mandates including patient protection and the affordable care act</li> </ul>