

HUMAN RESOURCES

Objectives and Achievements	In Progress
<p>IMPLEMENT HR CENTRALIZATION</p> <p>Objective: Objective: Develop a Statewide HR Centralization strategy for 14 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>Achievements:</p> <ul style="list-style-type: none"> ● First Service Level Agreement signed with OMB (Dec 2017) ● Confirmation of Sandra Ross Johnson as the Secretary of the Department of Human Resources in January 2018 ● Presentation provided to the Governor’s Cabinet (March 2018) ● Job Functions Survey executed and data collected (April 2018) ● Service Level Agreement Template created (May 2018) ● Onboarding RFP and Functional requirements drafted and under review (May 2018) ● Reviewed draft of Recruitment & Retention Strategic Pilot (May 2018) 	<p>Project planning steps including scheduling meetings and identifying additional areas for centralization</p> <ul style="list-style-type: none"> ● HR Role Workgroup <ul style="list-style-type: none"> ○ Job Functions Survey – finalizing report to send out for review ○ Service Level Agreements – Review template with leadership ● Policy and Procedure Workgroup <ul style="list-style-type: none"> ○ 60 statewide polices identified for review ○ Director of Personnel Management to lead effort ● Technology and HR Systems: Onboarding & e-Files <ul style="list-style-type: none"> ○ Finalize Onboarding RFP process ○ Drafting onboarding system timeline ○ Developing Onboarding Elements and workflow ○ Drafting RFP and Functional requirements for e-files ● Mapping process for complaint process and procedures ● Recruitment – Working with DOC, DSCYF, DHSS, and DOS and tracking hard to fill positions in these agencies.
Next Steps (Future Activities)	Challenges (Issues and Risks affecting your effort)
<ul style="list-style-type: none"> ● Service Level Agreements executed for 14 agencies (April 2019) ● Review Complaint Tracking Processes and Procedures (June 2019) ● Initiate Centralization meetings with Agency Leadership and HR Staff <ul style="list-style-type: none"> ○ Meetings with Agency Leadership (September 2018) ○ Meeting with HR Staff (September 2018) ○ Transfer of all HR personnel (April 2019) ● Finalize Onboarding & ePersonnel File functional requirements ● Begin drafting consolidated and centralized policies and procedures with common look and feel 	<ul style="list-style-type: none"> ● Issues Tracking: <ul style="list-style-type: none"> ○ 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; working with OMB to address and develop a path forward ○ IT – working with DTI to identify IT support for centralized HR. ● Agency engagement and participation ● Support and resources for centralize HR technology systems

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Objectives and Achievements	In Progress
<p>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. <i>(led by DHR/Statewide Benefits Office)</i> Achievements:</p> <ul style="list-style-type: none"> • 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 clarified the spousal coordination of benefits policy • Provided education sessions to non-Medicare pensioners, such as Diabetes Prevention, MyBenefits Mentor Consumer Decision Tool; and re-launch the Consumerism course to new hires in the Delaware Learning Center • Establish dashboard metrics for Executive Branch and school districts related to the numbers of screenings, physical exams, generic medication rates, network providers, freestanding lab imaging and urgent care/ER utilization, and consumerism and open enrollment engagement rates. • Outreach meetings held for 19 school districts, DSEA, DSTA, COAD, AFSCME, and attended the School District (ISO/IT) meeting about providing computers for open enrollment. 	<ul style="list-style-type: none"> • Issued RFP for vendor to administer Centers of Excellence to ensure most expansive, quality/outcome driven and cost effective facilities for Orthopedic and Spine procedures. • Conducting Open Enrollment in May with expansive selective of videos and tools for members to engage and be aware of their options and changes for July 1, 2018. Participation in What’s New Video for Education was 29.3% by the start of their OE period and is 54.58% for Agencies as of May 7 with due date of May 11. • State Employee Benefits Committee continues to discuss options for changes to employee benefits including the addition of a health plan which would include a Health Savings Account. • Hospital quality and safety information page on SBO consumerism website.
Next Steps (Future Activities)	Challenges (Issues and Risks affecting your effort)
	<ul style="list-style-type: none"> • Engaging members and expand education on the importance of preventive care and screenings at no cost to members • Offering benefit plan types, 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.