



KENTUCKY PERSONNEL
CABINET

2018-19

ANNUAL

REPORT

Presented by:
Thomas B. Stephens
Personnel Cabinet Secretary

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EXECUTIVE STAFF

Thomas B. Stephens
Personnel Cabinet
Secretary

Lesley Bilby
Deputy Secretary

LaDonna Koebel
Chief of Staff

Jenny Goins
Commissioner, Dept. of Employee Insurance

Mary Elizabeth Bailey
Commissioner, Dept. of Human Resources
Administration

Chris Biddle
Executive Director, Kentucky Deferred
Compensation Authority

Annual Report Prepared by the Office of Public Affairs

Steeley Shacklette, Information Officer,
Office of Public Affairs

Katherine Kington North, Executive
Director, Office of Public Affairs

Donna Shelton
Executive Director, Office of Employee Relations

Tiffany Yeast
Executive Director; Office of Diversity, Equality,
& Training

Rosemary Holbrook
Acting General Counsel

Jana Smith
Executive Director, Office of Administrative
Services

Robbie Perkins
Division Director, Division of Technology Services

AWARDS & ACCOLADES



Advancing the Human Resources Profession Award

for the 2018 Equal Employment Opportunity, Diversity, and Leadership Conference from the National Association of State Personnel Executives (NASPE)



State Transformation in Action Recognition (STAR) Award

for the Kentucky Personnel Cabinet's MyPURPOSE talent management system from the Southern Legislative Conference (SLC)



Award of Merit, Santos Communications Award

for internal talent management branding and communications strategy, "Connecting People to Purpose" from the National Association of State Personnel Executives (NASPE)



Eugene H. Rooney Leadership Award

presented to Thomas B. Stephens, Personnel Cabinet Secretary, from the National Association of State Personnel Executives (NASPE)



IT Leaders Visionary Award (Best of Kentucky)

presented to Robbie Perkins, Director, Division of Technology Services from the Government Technology Digital Summit



Best IT Collaboration Among Organizations Award (Best of Kentucky)

for the MyPURPOSE Talent Management System from the Government Technology Digital Summit

THE PERSONNEL CABINET

MISSION

The Personnel Cabinet provides leadership and guidance to attract, develop, motivate, and retain a talented, diverse workforce; foster an understanding of and adherence to regulatory requirements; and create a positive, supportive work environment that values all employees.

VISION

To be regarded by our employees and stakeholders as a trusted and valuable resource for innovative, accessible and responsive human resource services.

VALUES



Integrity

We believe in adherence to the highest standards of conduct and the conviction to do what is legally and morally right.



Diversity

We believe that embracing people from diverse backgrounds adds to the richness and creativity of our workforce. We will ensure all people have equal access to the Commonwealth's employment opportunities and other human resource services.



Quality

We are committed to providing quality customer service. We will continually review our business processes based on customer needs and establish measures by which we will monitor our effectiveness.



Innovation

We are committed to finding new and creative ways to serve our customers. We will apply progressive thinking to our systems, processes, and services.

EMPLOYEE STATISTICS

AVERAGE ANNUAL COMPENSATION

Average Gross Annual Salary **\$45,984.37**

Average employer paid annual benefits:

Retirement \$34,183.35

FICA \$3,261.16

Health Insurance \$8,054.20

Life Insurance \$12.05

Total Benefits \$45,510.75

Average Annual Employee **\$91,495.12**

Cost

ANNUAL SALARY GROWTH

- **Last annual increment increase** (1%) - 2015
- **Last 5% annual increment** - 2001
- Last time wage equity was applied to adjust our salary schedule - 2007
- CPI has increased 19.5% in the last 10 years

GENERATIONS IN THE WORKPLACE

Employee Count by Generation:

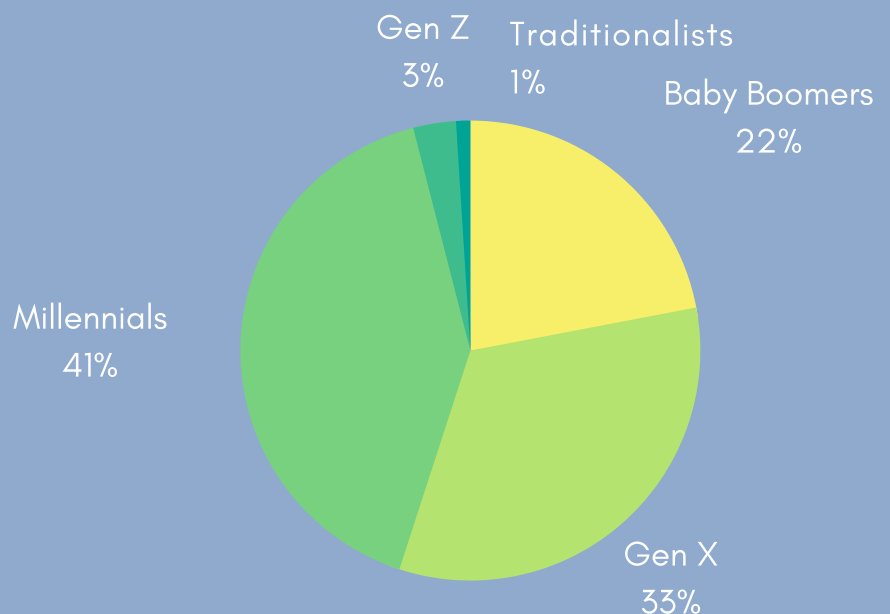
Traditionalists: 175

Baby Boomers: 7,255

Gen X: 10,506

Millennials: 13,244

Gen Z: 1,003





Employee Count by Personnel Area:

Executive: 29,095

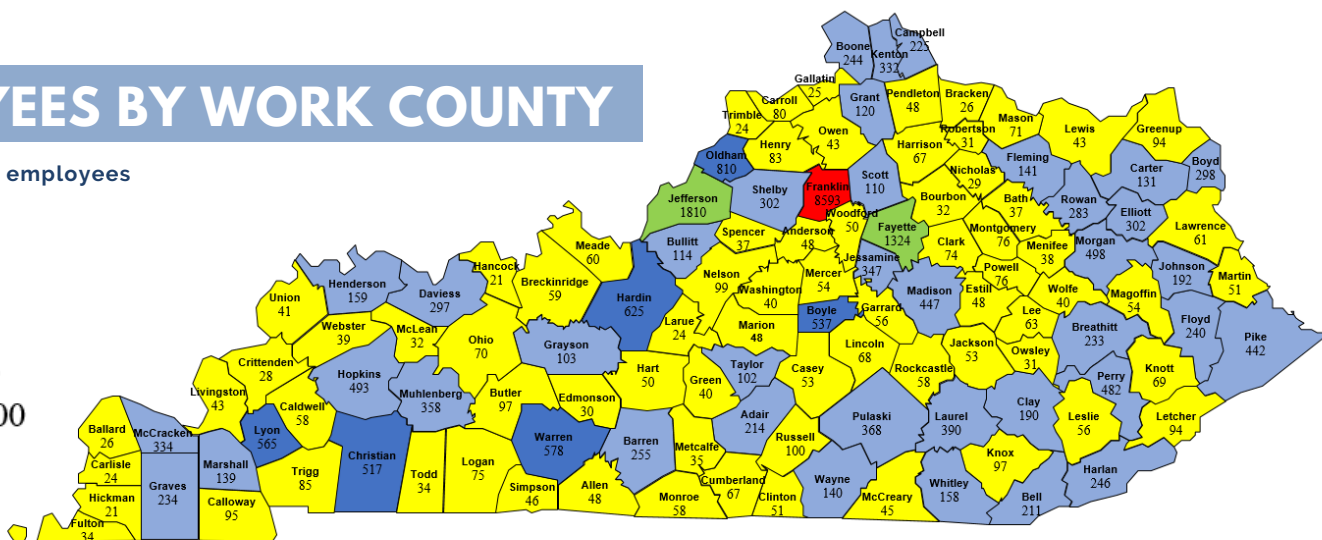
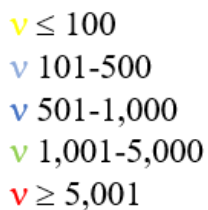
Judicial: 3,634

Legislative: 506

*excludes interims, numbers as of June 30, 2019

EMPLOYEES BY WORK COUNTY

*Executive Branch employees



Department of Employee Insurance

\$1.9B

SELF-FUNDED HEALTH INSURANCE & FSA PROGRAM

\$91M

SAVED IN THE HEALTH PLAN OVER THE LAST FOUR YEARS

290K

PUBLIC EMPLOYEES, RETIREES, AND DEPENDENTS COVERED

57K

PUBLIC EMPLOYEES & DEPENDENTS ENROLLED IN OPTIONAL DENTAL INSURANCE

53K

PUBLIC EMPLOYEES & DEPENDENTS ENROLLED IN OPTIONAL VISION INSURANCE

ABOUT US

The Department of Employee Insurance (DEI) administers the Kentucky Employees' Health Plan (KEHP) and optional benefits for life, dental, and vision insurance.

The KEHP is a \$1.9 billion, self-funded health insurance and flexible spending account program that provides benefits to more than 290,000 public employees, retirees, and their dependents. The KEHP covers 6.6% of the entire state population.

NEW IN 2019



The Rethink benefit was launched in 2019 to provide free support for members struggling to care for children with learning or behavioral challenges. Members receive 24/7 access to phone or video chat support with a behavioral expert.



Effective January 1, 2020, the wellness program will be administered by StayWell. KEHP and StayWell are committed to helping members improve their health and well-being in four major areas: physical, emotional, social, financial.

COMMUNITY SUPPORTED AGRICULTURE

KEHP's LivingWell program piloted a Community Supported Agriculture (CSA) project in 2019 to provide worksite delivery of fresh vegetables to participants at the Kentucky State Office Building. The project was a joint initiative between KEHP, the Kentucky Department of Agriculture, Kentucky Proud, and the Organic Association of Kentucky.

COST EFFECTIVENESS & SAVINGS

We are thrilled at the success of our programs available to members of the Kentucky Employees' Health Plan. Because of the savings resulting from these programs, we have been able to keep our premiums competitive.

In plan year 2019 and 2020, KEHP premiums increases were kept below both private and public employer trends.



VALUE BENEFIT PROGRAMS

Based on the overwhelming success of the Diabetes Value Benefit, the KEHP **expanded the Value Benefit program to include COPD and Asthma for 2019**. This benefit allows members struggling with Diabetes, COPD, or Asthma to receive their medications at reduced co-pays and co-insurance, with **no deductible**. This benefit also reduces member payments related to equipment and supplies.

Diabetes Prevention Program classes continue to be free for eligible KEHP members, helping reduce the rate of Diabetes in the health plan.

SMARTSHOPPER

Smartshopper allows KEHP members to receive money back for picking a lower cost options for mammograms, MRIs, and colonoscopies. **Plan members received \$402,885 in incentives, and ultimately saved the health plan \$2.4M in claims costs**

THE SUCCESS STORY OF LIVEHEALTH ONLINE:

9,000

MEMBERS USED TELEMEDICINE THROUGH LIVEHEALTH ONLINE THIS YEAR

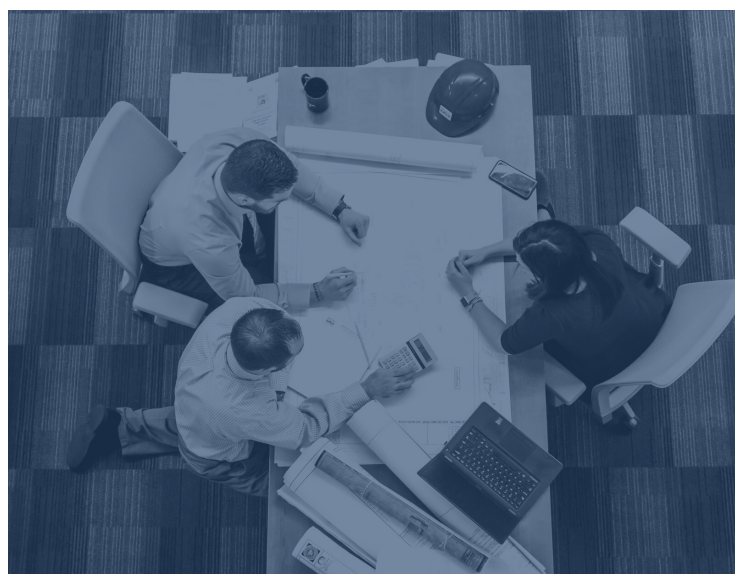
3,000

MEMBERS UTILIZED LIVEHEALTH ONLINE BEHAVIORAL HEALTH FOR A THERAPIST, PSYCHOLOGIST, OR PSYCHIATRIST THIS YEAR

\$7M

SAVED THROUGH TELEMEDICINE

DEPARTMENT OF HUMAN RESOURCES ADMINISTRATION



DHRA oversees the Commonwealth's employment application process, state payroll functions, employee personnel records, classification and compensation system for employees, records retention, and the statewide Performance Management Program.

PROGRAM SPOTLIGHT

New Recruitment System in the Commonwealth's Talent Management Suite, MyPURPOSE

In July 2018, DHRA successfully implemented a new recruitment system using the Commonwealth's talent management suite, MyPURPOSE. MyPURPOSE offers more efficient, user and mobile friendly processes.

DHRA TRAININGS

Trainings for Agency HR staff

Trainings are offered to new employees in addition to current employees wishing to re-take the course(s) as a refresher. Counts of employees trained per course, for the reporting period, are:

- Human Resource Generalist – 48
- Benefits Administration Refresher – 8
- Organizational Management Refresher – 6
- Personnel Administration Refresher – 12
- Time Management Refresher – 6
- Payroll Refresher – 5
- County Fees/Human Resource Generalist – 8
- Time Keeper – 99
- Time Administrator – 51
- Organizational Management 200 – 17
- Personnel Administration 200 – 40
- Payroll 200 – 12
- Workers' Compensation Buyback – 11
- Fundamentals of Payroll – 96
- Fair Labor Standards Act – 46
- MyPURPOSE Recruitment Super User – 45

16

Different
DHRA
Training
Courses
offered for
Agency HR
staff

ACCOMPLISHMENTS

1 Making Kentucky a Top Military-Friendly State

The Commonwealth has expanded the employment opportunities afforded to veterans and their spouses when applying to merit jobs, by act of legislation.

2 Online W-2 Elections

Current system set-up shows we are scheduled to generate 36% of tax year 2018 W-2s electronically; however, continued campaigns this fall and annually, will work to increase that percentage.

3 Self-Time Entry

DHRA is working to improve efficiencies through KHRIS Employee Self-Service (ESS). Currently 14,150 employees are utilizing self-time entry through KHRIS ESS.

4 Communications

DHRA is responsible for providing oversight and guidance to agencies on the administration of HR. Twelve issues of the "KY-HR: Policy & Procedure Publication" were created and distributed.

5 Performance Management

DHRA Performance Management Program has worked vigorously to prepare for the implementation of the new online employee Performance Management system through MyPURPOSE.

6 Recruitment

DCO has realigned their priorities to focus on active recruitment, in the following ways:

- Increase awareness and promote Commonwealth's talent brand
- Increase outreach and engagement with various community partners
- Engagement with private and public colleges and universities
- Outreach and partnering with Military installations





DIVISION OF EMPLOYEE MANAGEMENT

DHRA

This division is responsible for executing the state payroll, for processing personnel actions for Chapter 18A, Chapter 16, Department of Education- Adult and Technical Education, LRC, and AOC and for maintaining employees' official personnel file, and for classification, and compensation. The Division is also responsible for implementing lay-off plans, monitoring and assisting agencies in complying with the provisions of the Fair Labor Standards Act (FLSA), and the review and implementation of reorganizations.

DEM consists of the following branches: Organizational Management, Classification and Compensation, Personnel Administration, and Payroll.

ACCOMPLISHMENTS

- Eliminated 18 unused job classes
- Revised 254 job class specifications
- Established 26 job class specifications
- DEM is responsible for the maintenance of all personnel records. During this current reporting period, 15,247 records were scanned into these files
- DEM is responsible for providing verbal and written employment verification. During this reporting period, 3,623 verifications have been completed.

\$1.6B

Responsible for executing the state payroll, DEM processed **\$1,640,210,235.52** in payroll during this review period

78K

Processed a total of **78,610** personnel actions for this Fiscal Year

46K

DEM was successful in preparing and disseminating **46,359** Wage and Tax Statements (W-2) for 2018

DIVISION OF CAREER OPPORTUNITIES

DHRA

WHAT WE DO

DCO's responsibility is to operate a centralized applicant and employee certification program, operate the state register programs, including the administration of layoff plans and reemployment lists as required by KRS 18A.113 through KRS 18A.1132 and KRS 18A.115, 18A.130 and 18A.135, and coordinate outreach programs such as recruitment and administrative internship programs. DCO consists of the following branches: HR Certification, Applicant, Veterans, & Recruitment Assistance, and Register.

ACCOMPLISHMENTS



Agency-HR & Managers

DCO provides exceptional agency customer service. DCO offers outreach assistance for agency HR personnel through on-going agency visits providing assistance with MyPURPOSE recruitment module training and presentations, job class specification guidance regarding changes to and interpretation of minimum qualifications, guidance pertaining to the hiring and selection procedure, and more.



Recruitment

DCO continues to participate in various recruitment events for state agencies. DCO reaches out to agency counterparts and the Office of Diversity and Equality for assistance with these important events, on a regular basis. During this period, DCO participated in 23 different events.



Recruitment Using Social Media

The Personnel Cabinet's Division of Career Opportunities (DCO) Facebook page offers an avenue for vacant positions to be highlighted daily for recruitment purposes. After completing a successful pilot, DCO established a partnership with LinkedIn to offer a tool to assist in recruiting and broadening our applicant pool.

104,036

Total job submissions

9,422

Applications reviewed for minimum qualifications

17,241

Helpdesk email responses

4,029

Phone calls received at Applicant Services

4,711

Veteran's outreach emails sent

791

Veterans assisted

414

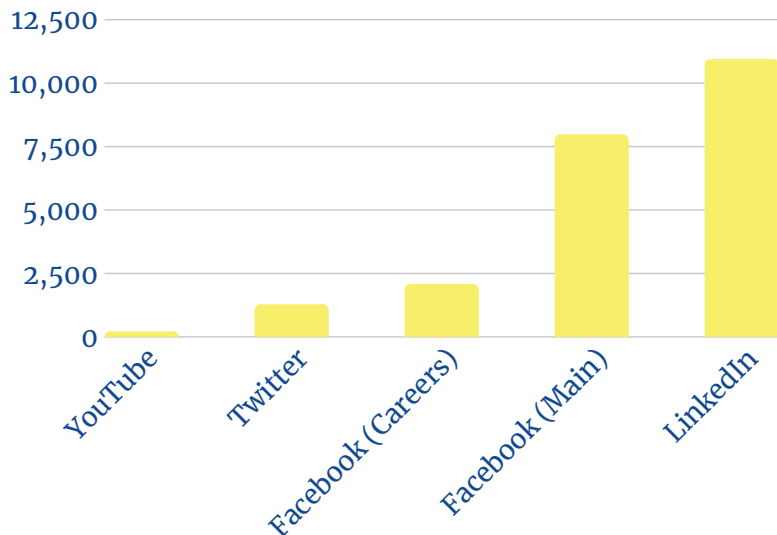
Veterans' preference assigned



Office of Public Affairs

COMMUNICATING **ABOUT** THE COMMONWEALTH TO THE COMMONWEALTH

NUMBER OF FOLLOWERS



SOCIAL MEDIA STATISTICS

New to social media this year is the Commonwealth of Kentucky's LinkedIn profile. In its infancy, it has amassed **more than 10,000 followers**, outperforming all other Personnel Cabinet social media accounts in follower count.

LinkedIn gives the Personnel Cabinet a unique way to market jobs in the Commonwealth to prospective applicants, allowing the Cabinet to recruit the best and brightest to represent our state.

WHAT DO WE DO?

Develop New Marketing Initiatives



- Market the benefits available to state employees as well as potential careers within state government

Workforce Initiatives



- Promote employment with the Commonwealth of Kentucky

Media Relations



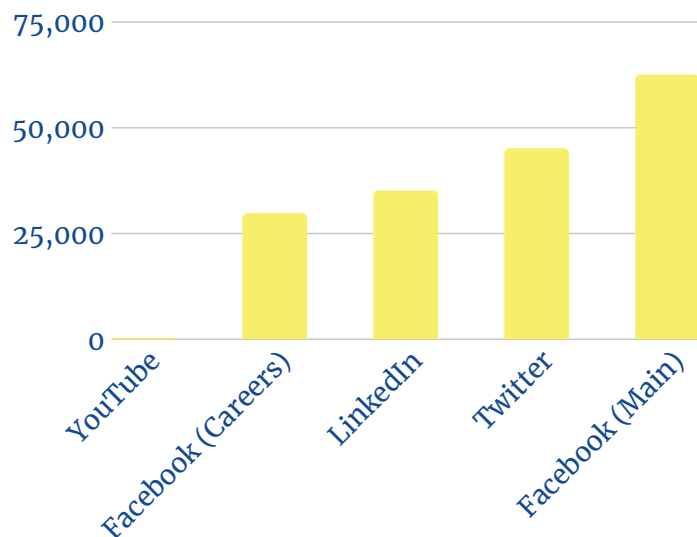
- Promote innovative programs and highlight accomplishments of the Personnel Cabinet

Program Support & Development



- Assist in communication of programs and benefits such as Deferred Compensation, Kentucky Employees' Health Plan, MyPURPOSE and more!

SOCIAL MEDIA ENGAGEMENTS (ONE YEAR)



As we look towards 2020, we expect our numbers to steadily rise as we continue providing valuable information to our key stakeholders.

>2.5M

Total **impressions** across all social media platforms for this year alone.

>115K

Total **engagements** across all social media platforms for this year alone.

COMMUNICATION COLLABORATIONS

One of OPA's primary functions is to partner with other departments within the cabinet to support ongoing initiatives and launch marketing/communication plans for new programs and services.

Who have we partnered with?

- DHRA in communications regarding the new online performance management system
- ODET in planning the Kentucky Conference on Leadership and Diversity
- DEI in communicating health plan benefits and requirements such as the Livingwell Promise.
- OLS in responding to each media-related inquiry and Open Records Request
- DTS in updating MyPURPOSE with new videos, maintaining Cabinet websites, the Kentucky Personnel Cabinet mobile app, KHRIS, and in implementing LinkedIn company page

22K

total social media followers
across all platforms

3M

visits to our websites

2.4M

engagements through email

217

email communications sent

10

press releases distributed

Facebook:

Kentucky Personnel
Cabinet

Twitter:

@KYPersonnel

LinkedIn:

Commonwealth of
Kentucky

Facebook (Careers):

Kentucky Personnel Cabinet
- Career Opportunities

OFFICE OF DIVERSITY, EQUALITY & TRAINING

ABOUT US

The Office of Diversity, Equality & Training (ODET) is responsible for the development and implementation of progressive statewide workforce management programs and initiatives in the areas of equal employment opportunity, affirmative action, retention, inclusion, and diversity. ODET also has responsibility for training, employee development, and related programs conducted on behalf of the executive branch.

Via an array of classroom workshops, e-learning and self-study resources, ODET offers compliance and supervisor training opportunities including:

- Anti-Harassment
- Embracing Diversity
- Leadership and Management
- Employee Development and others!

PROGRAM SPOTLIGHTS



KENTUCKY CONFERENCE ON LEADERSHIP & DIVERSITY

We saw big growth in 2018 and 2019 with the newly rebranded Kentucky Conference on Leadership and Diversity. The conference has tripled in size over the past three years; attracting attendees from both the private and public sector, and garnering sponsorships for the event. The 2019 conference featured:

- An expanded conference schedule that included pre-conference sessions and 2 days of workshops and presentations.
- Interactive workshop sessions in areas of leadership, professional development, human resources best practices, and equal employment opportunity and diversity.
- An all-star lineup of featured speakers, presenters from public and private sector employers.
- Networking opportunities with diverse attendees and conference luncheon.
- HRCI, Continuing Legal Education (CLE), Mental Health and CommonwealthU professional development credits.

LEARN 2 LEAD

ODET developed and piloted a new leadership program, Learn 2 Lead. This program is an innovative approach to leadership development designed specifically for state employees. The mission is to develop 360 degree leaders that are equipped to lead themselves, lead others, lead in any situation, and serve those they lead.

ODET WORKSHOPS & ONLINE OPPORTUNITIES

20,982 employees completed ODET classroom and online opportunities. Bystander training was introduced and conducted to increase awareness of employee responsibilities in preventing harassment.

GOVERNOR'S MINORITY MANAGEMENT TRAINEE PROGRAM

Twenty-four candidates completed coursework and agency visits in preparation for program completion.

MINORITY & FEMALE UTILIZATION GOALS

CABINET SUCCESSES

- Personnel Cabinet exceeded both minority (12.73%) and female (74.55%) utilization goals
- Cabinet for Health and Family Services exceeded both minority (15.05%) and female (82.33%) utilization goals
 - Exceeded both goals in 6 out of the 8 EEO Job Categories
- Labor Cabinet exceeded both minority (12.95%) and female (56.83%) utilization goals

Eight of Twelve Executive Cabinets/org structures exceeded female utilization goals:

- Personnel Cabinet-74.55%
- Cabinet for Health and Family Services-82.33%
- Economic Development-56.34%
- Education and Workforce Development-60.45%
- Finance and Administration Cabinet-51.23%
- General Government-59.51%
- Labor Cabinet-56.83%
- Office of the Governor-61%

CONSTITUTIONAL OFFICES

- State Treasurer-exceeded minority (12.5) and female utilization goals (68.75%)
- Auditor of Public Accounts exceeded female utilization goals (57.94%)
- Secretary of State-exceeded female utilization goals (77.78%)

GROWTH TRENDS

Cabinets with minority and female % growth from previous 6 months:

- Cabinet for Health and Family Services
- Education and Workforce Development Cabinet
- Finance and Administration Cabinet
- General Government
- Justice Cabinet
- Transportation Cabinet

Cabinets with minority % growth only from previous 6 months:

- Energy and Environment Cabinet

Cabinets with female % growth only from previous 6 months:

- Labor Cabinet
- Personnel Cabinet
- Public Protection Cabinet



DIVISION OF TECHNOLOGY SERVICES

The Division of Technology Services (DTS) oversees information technology (IT) for the Personnel Cabinet, including the enterprise HR system that supports more than 500,000 job seekers, employees, local government payees (24 local county sheriff and county clerk offices), and benefits members. The work of the division includes the design, development, project management, implementation, and ongoing support of technology in the cabinet which impacts internal and external human resources initiatives.



Supported **10,674** IT-related incident tickets that cover system change requests, access requests, production support requests, defects, and desktop/IT support.



More than **7,500** external HR users of the cabinet's 3 enterprise HR systems completed DTS's 2018/2019 annual iSTEP security training.



DTS responded to **9** security incidents. Of the 9 incidents researched, **1** was identified as a breach.



Implemented a new LinkedIn company page and recruitment services with LinkedIn for the Commonwealth

OUR
ROLE

NEW
THIS
YEAR

CommonwealthU

Implemented the CommonwealthU learning module in the MyPURPOSE talent management system

Data Migration to KHRIS

Completed the migration of all legacy data from UPPS to KHRIS and sunset the former 35+ year old legacy payroll system

Zero Control Deficiency Comments

Completed the FY19 IT audit of the Personnel Cabinet by the Auditor of Public Accounts with no control deficiency comments

Onbase Enterprise Content Management System

Implemented the Onbase Enterprise Content Management system and retired the 20+ year old FileNet scanned document system

KENTUCKY DEFERRED COMPENSATION AUTHORITY

KDC is the official supplemental retirement system for the employees of the Commonwealth, public education, and local programs. KDC is authorized by KRS 18A.230—18A.350.

KDC reports to the Personnel Cabinet for administrative purposes and is administered under the direction of a seven member Board of Trustees and an Executive Director. KDC consists of the following three branches:

- 1) Executive Branch
- 2) Administrative Services Branch
- 3) Investment Services Branch

\$3B

in participant assets

95%

retention for auto-enroll

KDC receives no general fund revenue and is completely self-funded. Because KDC is a public plan with no profit incentive, employees often pay less with KDC than if investing independently.

Participants can invest via self-selection, target retirement date funds, or a managed account service.

KDC provides multiple pre- and after-tax investment options through payroll deduction where tax-deferred earnings are automatically reinvested.

Participants make their own elections from a spectrum of investment options or may choose assistance from a third-party investment consultant for a fee.

2018-2019 HIGHLIGHTS

- KDC maintains over \$3 billion in participant assets held in trust.
- Implemented Auto-Enroll for State, LRC, and AOC new employees; >95% retention.
- Implementation of MUNIS operations modernization with no cost to participants or the Authority.
- Continue to expand education and investment advice to participants; Over 3600 participants on webinars in 2019.

OFFICE OF EMPLOYEE RELATIONS

The Office of Employee Relations (OER) provides leadership and support to other state agencies through the coordination of fifteen (15) different programs and services including workers' compensation, employee assistance, employee recognition, and mediation.

WHO WE ARE

WHAT WE DO

1

Family and Medical Leave Act

OER provides direction to both employees and employers when questions arise about FMLA, as well as annual training for agency HR staff. Two hundred (200) employees have received classroom training this fiscal year.

2

Leave Sharing Program

The Sick Leave Sharing and Annual Leave Sharing Programs are administered via the Office and OER provides direction and interpretation of both the statute and regulation to agency staff and employees.

3

The State Americans with Disability Act Coordinator

OER conducted fifteen (15) trainings for approximately 250 employees on various disability related topics during fiscal year 2018-19.

4

Employee Suggestion System

It was an honor to present a total of \$9,414 in awards to twenty-one (21) state employees through the Employee Suggestion System. Implemented suggestions represented a first-year savings of \$25,222.00. During FY18-19, employees submitted 584 suggestions.

5

Employee Recognition Certificates

Fiscal Year 18-19 recognition certificates were processed for 2,831 employees. Retirement certificates were presented to 1,176 employees.

6

Governor's Ambassador Awards

Five (5) individuals and one team of public service employees received recognition in six categories: customer service, courage, leadership, professional achievement, teamwork, and community service and volunteerism. 135 nominations were received.

7

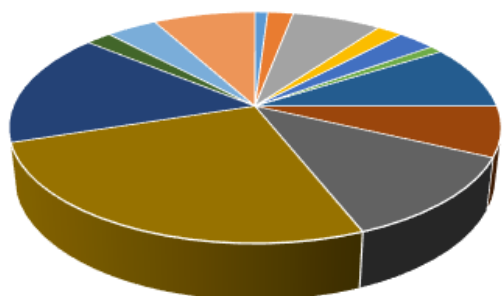
Public Employee Recognition Week

Each year during Kentucky Public Service Recognition Week, we honor those who serve Kentucky as state and local government employees.

OFFICE OF EMPLOYEE RELATIONS

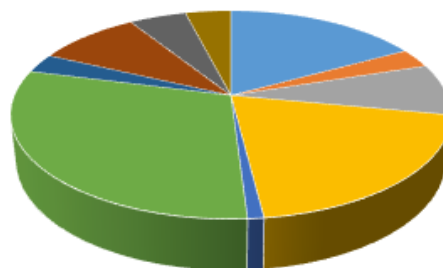
During FY 18-19, the Kentucky Employee Assistance Program (KEAP) provided direct employee assistance services to 820 state employees and/or their family members. KEAP also provided training to 3,357 state employees on various topics.

Agency Utilization of KEAP Services



LRC 1%	Tourism 7%
Judicial 2%	Education 12%
General Gov 7%	CHFS 26%
Labor 2%	Justice & Public Safety 16%
Transportation 3%	Personnel 2%
Econ Dev 1%	Energy and Environment 4%
Finance 9%	Other 8%

KEAP Client Issues



Employee Supervisor 17%	Mental Health 30%
Financial 3%	Parenting 3%
Grief 8%	Relationship 9%
Job Stress 20%	Requesting Information 5%
Legal 1%	Chemical Dependency 4%

KEAP

OMBUDSMAN

OFFICE OF THE OMBUDSMAN

The position of Ombudsman was established to serve as a liaison and resource for employees and agencies in need of information or guidance. The Ombudsman also responds to inquiries, provides resources or options, facilitates meetings or other forms of communication, helps guide solutions to concerns that may arise, and recommends actions or changes to existing procedures. The Ombudsman also directs the Kentucky Employee Mediation Program.

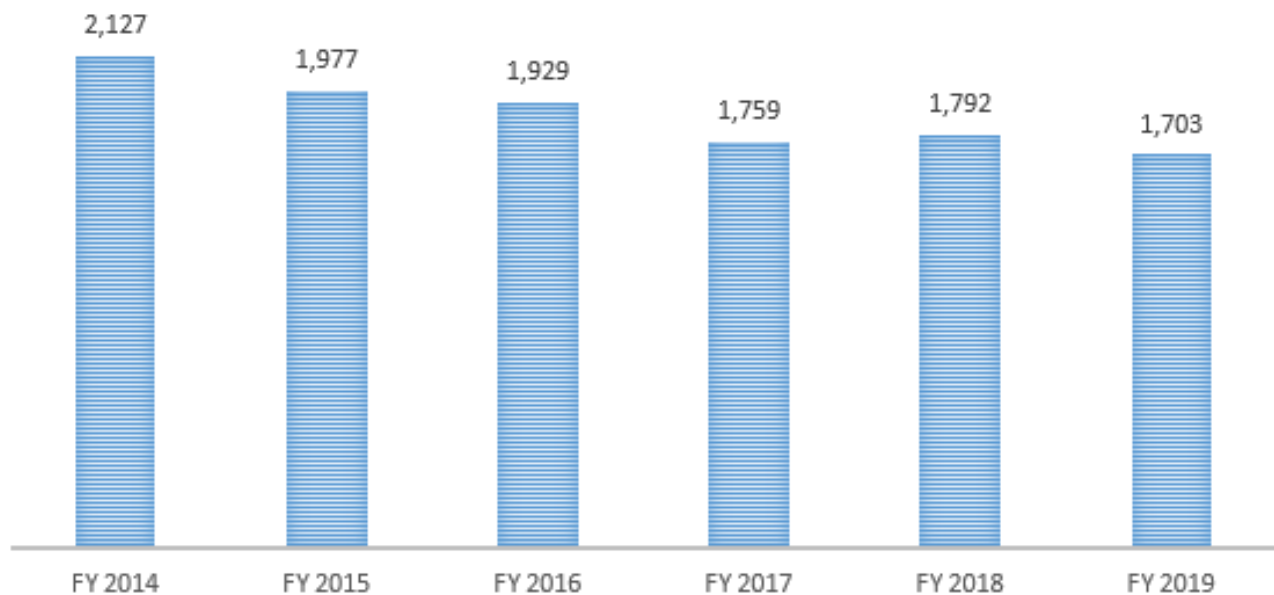
- There were 40 mediations conducted, of which 33 were referred from the Personnel Board (82.5%). Of the referrals from the Personnel Board, 23 were resolved successfully. Of the seven (7) requested from either the employee or employer, five (5) were successfully resolved.
- Three (3) Workplace Resolutions were conducted, involving 45 employees.
- The Ombudsman received over 1,400 emails and phone calls, covering a variety of topics. These came from the general public, state employees, human resources personnel, constituent services, etc.

WORKERS' COMPENSATION PROGRAM

Office of Employee Relations

The Workers' Compensation Branch (WCB) focuses on individual customer needs and cost containment. We maintain strategic relationships with over 200 agency contacts to begin the management of a claim immediately. The WCB works closely with the Safety Program and the Return-to Work Program to prevent and reduce injuries, focus on customer needs, and assist employees to return to work as soon as medical possible.

TOTAL MEDICAL/INDEMNITY CLAIMS



STATISTICS

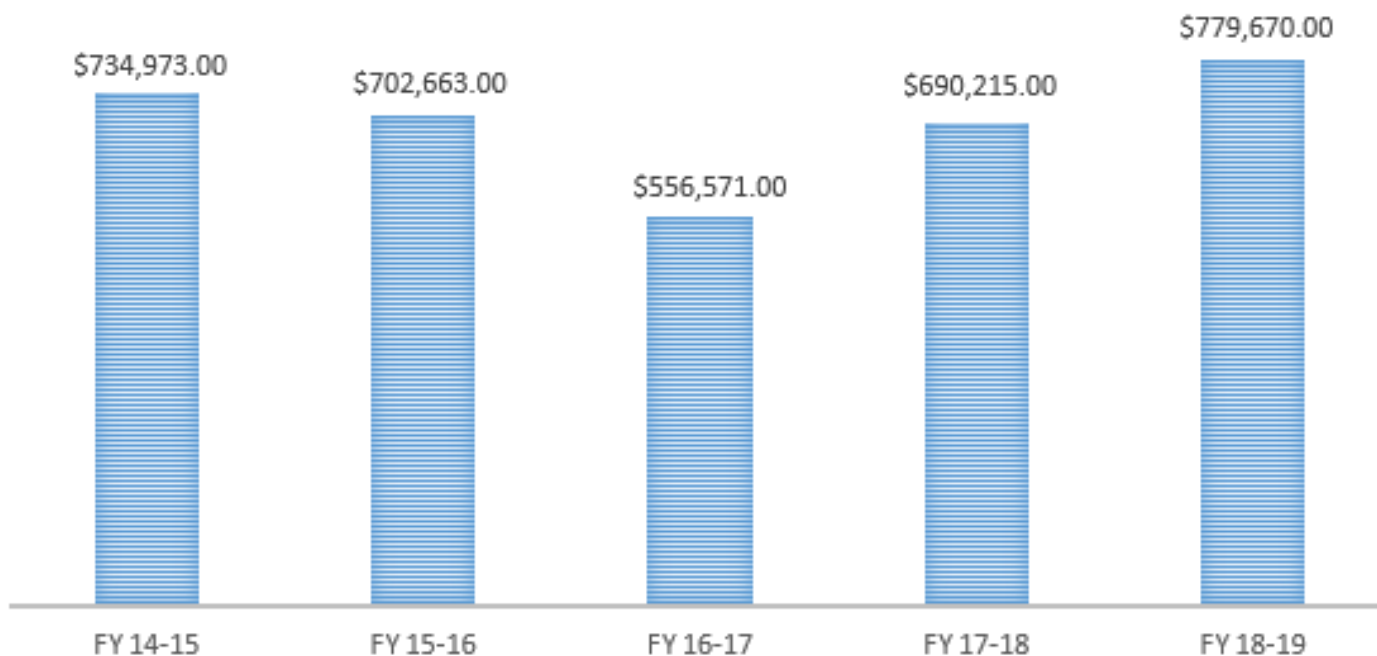
- Processed 2,872 First Report of Injuries. Record Only claims totaled 1,169 whereas Medical/Indemnity claims totaled 1,703.
- Provided coverage to 46,000 state and quasi-state employees, 14,000 volunteer firefighters, and 1,093 junior volunteer firefighters, and two public school systems.
- Total Incurred for Fiscal Year 2018-19: \$10,006,775.
- In-house counsel settled seventy-five (75) pre-litigated claims totaling a savings of \$34,000.00 in direct litigation savings.
- In-house counsel worked to recover a total of \$385,000.00 in subrogation costs.
- Because of improvements in the claims review and the claims handling process, a decrease in overall liability was recognized, as reported by the Department of Workers' Claims, in the amount of \$4,231,030.00.

RETURN-TO-WORK PROGRAM

Office of Employee Relations

The Return-to-Work Program (RTWP) consults with employers and assists in developing Temporary Modified Duty Programs (TMPD). In our consulting role, we educate the employer on the importance and benefit of providing modified duty for an employee recuperating from a work related injury. During the fiscal year, 526 employees returned to full duty. The Return-to-Work Program also processed 1,362 Temporary Total Disability benefit checks. New this year, the Return-to-Work Program developed and implemented the Transitional Assistance Program (TAP).

COST SAVINGS WITH MODIFIED DUTY



ERGONOMIC EVALUATIONS

The Return-to-Work Program continues to educate employers and employees on the proper ergonomic standards for workstations. It is certainly best to conduct ergonomic evaluations prior to any injury occurring, however, an evaluation can occur any time during an employee's recuperation period in order to assist with return to work issues. Ongoing training is provided upon agency request.

Forty-one evaluations were conducted this year.

OFFICE OF LEGAL SERVICES

The Office of Legal Services (OLS) performs various tasks, including drafting legal pleadings, memoranda, proposed legislation, proposed regulations, and legal opinions. OLS represents the cabinet in administrative hearings and proceedings before state and federal administrative agencies and courts.

What do we do?

- Review, approve, deny, or request more documentation for personnel actions including appointments, rehires, transfers, demotions, suspensions, etc.
- Review all Personnel administrative regulations
- Attend board meetings and advisory committees
- Participate in mediations offered by the Personnel Cabinet's Office of Employee Relations
- Give daily legal advice to Department of Employee Insurance
- Assist with legislation
- Draft and review RFPs
- Negotiate and draft contracts
- Serve as Cabinet's Ethics Officer

New this year:

- FMLA training to Executive branch HR employees
- Guidance to Executive Branch HR employees regarding implementation of Kentucky Pregnant Workers' Act



OFFICE OF LEGAL SERVICES

11,057

Reviewed and either approved, denied or requested further information for 11,057 background check files.

5,270

Reviewed and either approved, denied or requested additional documentation for 5,270 personnel actions, including appointments, rehires, transfers, demotions, suspensions, reversions, separations, paid and unpaid leave, disciplinary fines, and work county changes.

\$212,051

Recovered approximately \$212,051 of Worker's Compensation payments through subrogation.

273

PERSONNEL BOARD APPEALS REVIEWED

Reviewed and consulted with agency attorneys and administrators when needed.

178

REPRESENTATIONS IN PERSONNEL BOARD APPEALS

Represented the Personnel Cabinet in Personnel Board Appeals.

866

INVESTIGATIVE REQUESTS RESPONDED TO

Responded to investigative requests for employment from the U.S. Office of Personnel Management

THE NUMBERS

274

EMPLOYEE RECORD REQUESTS REVIEWED

Reviewed and responded to employee requests for inspection of records.

207

OPEN RECORD REQUESTS PROCESSED

Processed requests submitted under the Kentucky Open Records Act.

OFFICE OF ADMINISTRATIVE SERVICES

\$61M

Daily management and oversight of a \$61m budget. Includes contract management, accounts payable and accounts receivable actions.

177

Provide human resources services including payroll and personnel actions for 177 positions.

Procurement

OAS assisted with the procurement process for several new and extended contracts throughout the Cabinet: Human Resource job evaluation review and training, Deferred Compensation Investment recordkeeping, communications and marketing, fiduciary liability insurance for Deferred Compensation, health insurance data management and wellness programs for the Kentucky Employees Health Plan, and the Kentucky Conference on Leadership and Diversity.

eMARS

Successfully closed fiscal year-end 2019 with minimal outstanding accounts payables and overall impact to the Cabinet. Continued review and refinement of chart of account elements, procurement contracts, accounting templates, vendor records, COT billing and security within the system. These reviews continue to produce more efficient datasets, better organized contracts, and tighter security.

Consolidation of Offices

Completion of the consolidation of all Personnel Cabinet Offices into the State Office Building.

