



KENTUCKY PERSONNEL
CABINET

2019-20 ANNUAL REPORT

Presented by:
Gerina D. Whethers
Personnel Cabinet Secretary

TEAMKENTUCKY

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EXECUTIVE STAFF

Gerina D. Whethers
Personnel Cabinet Secretary

Lindy Casebier
Deputy Secretary

Reina Díaz-Dempsey
Commissioner, Dept. of Employee Insurance

Mary Elizabeth Bailey
Commissioner, Dept. of Human Resources
Administration

Chris Biddle
Executive Director, Kentucky Deferred
Compensation Authority

Wes Swarner
Executive Director, Governmental Services Center

Annual Report Prepared by the Office of Public Affairs

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Office of Public Affairs

Russell Goodwin, Executive Director,
Office of Public Affairs

Alan Hurst
Acting Executive Director, Office of Employee
Relations

Vikki Stone
Executive Director, Office of Diversity, Equality,
& Training

Gordon Rowe
Executive director, Office of Legal Services

Jana Smith
Executive Director, Office of Administrative
Services

Robbie Perkins
Division Director, Division of Technology Services

AWARDS & ACCOLADES



Most Innovative Use of Technology (Best of Kentucky Award)

for leveraging integration with the other MyPURPOSE talent management functions while fostering employee growth through professional development opportunities.



Affirmative Action Achievement Award

presented to the Kentucky Personnel Cabinet for promoting equal employment opportunities and achieving EEO hiring goals.



2020 Public Sector Innovation Award (Public Sector 360)

for the innovative usage of MyPURPOSE/MyPERFORMANCE



2020 Notable Women in KY Politics and Government (Kentucky Gazette)

to Secretary Gerina D. Whethers.

THE PERSONNEL CABINET

VALUES



Integrity

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



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.



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.



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.

VISION

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

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.



EMPLOYEE STATISTICS

AVERAGE ANNUAL COMPENSATION

Average Gross Annual Salary **\$45,116.54**

Average employer paid annual benefits:

Retirement \$33,900.46

FICA \$3,196.38

Health Insurance \$7,797.86

Life Insurance \$11.68

Total Benefits \$44,906.39

Average Annual Employee Cost **\$90,022.93**

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

GENERATIONS IN THE WORKPLACE

Employee Count by Generation:

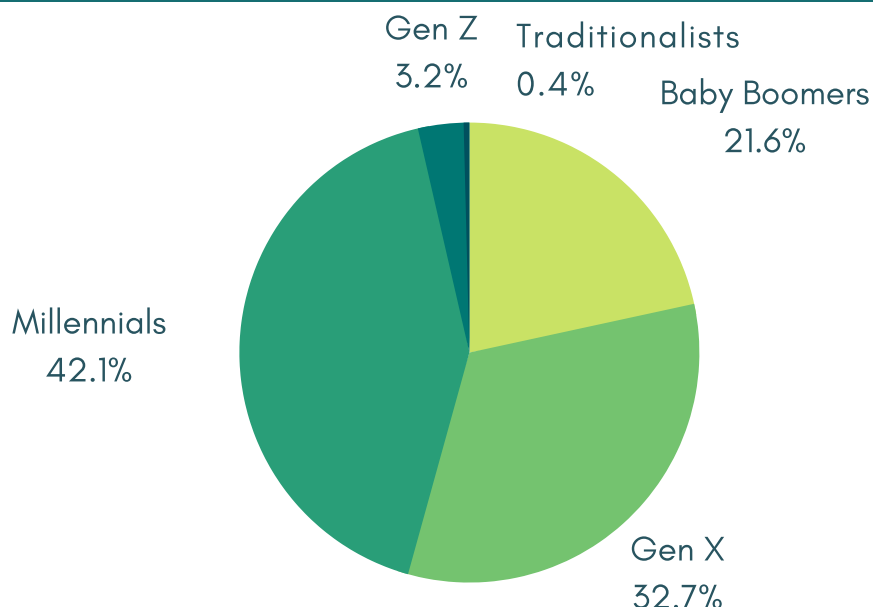
Traditionalists: 140

Baby Boomers: 7,153

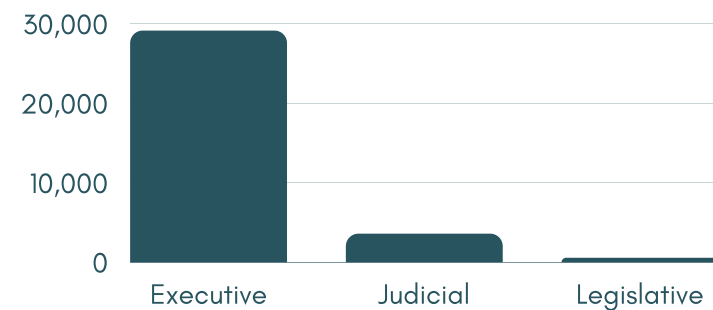
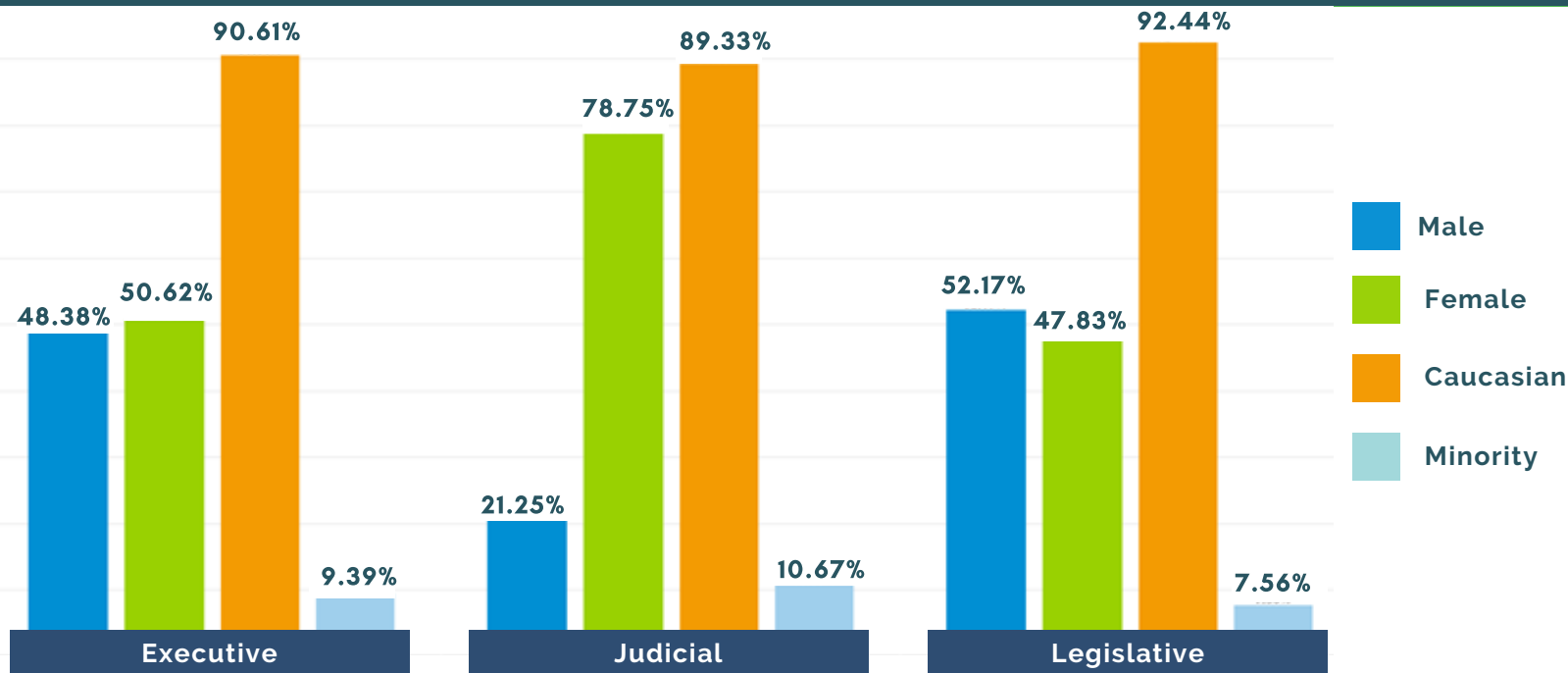
Gen X: 10,863

Millennials: 13,984

Gen Z: 1,060



EMPLOYEE STATISTICS



EMPLOYEE COUNT BY PERSONNEL AREA

Employee Count by Personnel Area:

Executive: 29,109

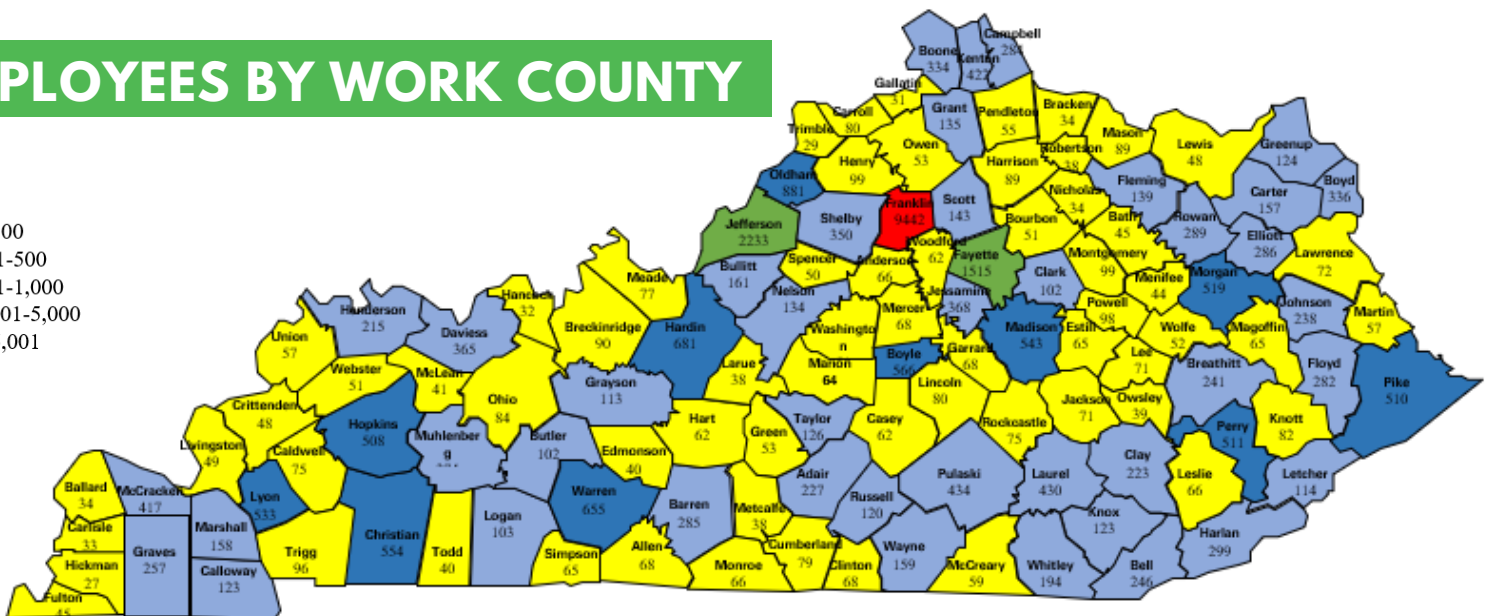
Judicial: 3,563

Legislative: 529

*excludes interims, numbers as of June 30, 2020

EMPLOYEES BY WORK COUNTY

- ≤ 100
- 101-500
- 501-1,000
- 1,001-5,000
- ≥ 5,001



Department of Employee Insurance

\$1.9B

SELF-FUNDED HEALTH INSURANCE & FSA PROGRAM

6.7%

STATE POPULATION COVERED BY THE KENTUCKY EMPLOYEES' HEALTH PLAN

299K

PUBLIC EMPLOYEES, RETIREES, AND DEPENDENTS COVERED

77K

PUBLIC EMPLOYEES & DEPENDENTS ENROLLED IN OPTIONAL DENTAL INSURANCE

71K

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 6.7% of the entire state population.

COMING IN 2021



A new wellness platform will take effect in January 2021 – WebMD ONE. The KEHP, in partnership with StayWell/WebMD, is committed to increasing member participation and engagement in our wellness program. The new platform will feature a mobile app, syncing applications, challenges, rewards, and more!

· **135k** PUBLIC EMPLOYEES ENROLLED IN BASIC LIFE INSURANCE COVERAGE

· **\$4.4 MILLION** SPENT DAILY ON KEHP MEDICAL AND PRESCRIPTION DRUG CLAIMS

COST EFFECTIVENESS & SAVINGS

We are proud of the success of the programs that are available to members of the Kentucky Employees' Health Plan. The savings resulting from these programs and other initiatives have contributed to maintaining our premiums competitive.

In plan year 2020 and 2021, KEHP premium increases were kept below both private and public employer trends.



VALUE BENEFIT PROGRAMS

In addition to Diabetes, the Value Benefit has grown to include COPD and Asthma! This benefit allows members struggling with Diabetes, COPD or Asthma to receive their medications at a reduced co-pay/co-insurance with no deductible helping members to become more compliant. The benefit also reduces member payments related to equipment and supplies.

Diabetes Prevention Program classes are free to eligible KEHP members, helping reduce the incidence of diabetes in the plan.

SMARTSHOPPER

SmartShopper provides cash incentives to members who select a high quality, lower cost provider for certain medical tests and procedures, such as mammograms, MRIs and colonoscopies.

Since its inception, plan members have received approximately \$2.6M in incentives, saving the Plan over \$15M in claim costs.

KEHP COVID-19 RESPONSE

The KEHP responded proactively to serve and protect our plan members during COVID-19.

- Free access to telehealth through LiveHealth Online increased by 39% medical and 64% behavioral from July 2019 to July 2020.
- Free access to all other telehealth providers through September 30.
- Over \$12.6M paid on telehealth services through LiveHealth Online and other providers.
- Free COVID-19 screening and testing, as well as 100% coverage for inpatient and outpatient treatment for COVID-19 related services.
- Early refill approvals and extension of Prior Authorizations.
- Over \$11.2M spent to date on COVID-related claims

DEPARTMENT OF HUMAN RESOURCES ADMINISTRATION

21

Different DHRA
Training Courses
offered for
Agency HR staff



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 Performance Management System in the Commonwealth's Talent Management Suite, MyPURPOSE

DHRA worked vigorously to implement the new employee Performance Management system, MyPERFORMANCE. The new electronic process within the performance module of MyPURPOSE launched January 1, 2020 to approximately **19,000 users**. The new system provides a more efficient and effective evaluation system in an online, modern approach to recognize and promote high performance.

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. After the pandemic began in March 2019, many classes were canceled and later offered virtually or in a reduced capacity and socially-distanced environment. Counts of employees trained per course, for the reporting period, are:

- Human Resource Generalist – 42
- Benefits Administration Refresher – 4
- Organizational Management Refresher – 9
- Personnel Administration Refresher – 6
- Time Management Refresher – 5
- Payroll Refresher – 7
- County Fees/Human Resource Generalist – 5
- Time Keeper – 81
- County Fee/Payroll – 8
- Family Medical Leave Act – 21
- Position Description (PD) – 37
- Time Administrator – 39
- Organizational Management 200 – 8
- Personnel Administration 200 – 18
- Payroll 200 – 14
- Workers' Compensation Buyback – 7
- Fundamentals of Payroll – 36
- Fair Labor Standards Act – 49
- MyPURPOSE Recruitment Super User – 78
- MyPURPOSE Agency Performance Admin – 105
- Performance with a Purpose (Evaluator Training) – 297

ACCOMPLISHMENTS

1

HR Symposium

On October 17 and 18, 2019, DHRA hosted the first of what is intended to be an annual HR event. The HR Symposium provided more than 100 agency HR professionals the opportunity to engage in face-to-face training with cabinet leadership, DHRA staff, and fellow agency HR peers.

2

Administering HR in a global pandemic

On March 6, 2020, the Governor issued Executive Order 2020-215 declaring a state of emergency regarding COVID-19, a respiratory disease that can result in serious illness or death. On March 10, 2020, the Personnel Cabinet issued Personnel Memorandum 20-01, which was the first of numerous others, related to COVID-19. In subsequent months, DHRA along with the Office of Legal Services, provided guidance pertaining to telecommuting, continuity of operations plans, employee leave options, travel restrictions, cancellation of in-person services, healthy at work policies, and more. DHRA also began to work with First Care Clinics to coordinate and communicate a series of free monthly testing opportunities for state employees and contractors.

3

Administration Change

DHRA aided in the transition of the Bevin administration to the Beshear administration. After preparing the prior administration staff for separation in 2019, tasks in 2020 include overseeing the onboarding of new administration staff. DHRA ensured continuity of enterprise HR services during the transition period.

4

Online W-2 Elections

In the fall of 2017 the first campaign to encourage employees to elect to receive their W-2s electronically was launched. This will continue to be an annual endeavor as we strive to achieve greater efficiency in this area of Employee Self-Service. Available sooner than printed forms, the electronic option allows employees to gain safe and secure access to their important tax information. It also allows for self-service reprints, giving employees more control over their work-related information.

Tax Year	% of W-2s generated electronically
2017	24%
2018	34%
2019	37%

ACCOMPLISHMENTS

5

Self-Time Entry

Responsible for overseeing statewide time entry, DHRA is working to improve efficiencies through KHRIS Employee Self-Service (ESS). DHRA has continued the process of introducing self-time entry to agencies across the enterprise. In this endeavor, DHRA has been meticulous in each agencies' onboarding process to ensure proper set-up, training, and support is available to meet each agencies' unique needs. Currently, 14,190 employees are utilizing self-time entry through KHRIS ESS. Also, in February 2020 an enhancement was made to the mobile KHRIS ESS Self-Time Entry. This new functionality provided the capability to enter, submit, and approve time on mobile devices, including tablets! An enhancement was also made to provide a profile for visual impairment accommodations upon request of the employee.

6

Communications

DHRA is responsible for providing oversight and guidance to agencies on the administration of HR as well as processes involving KHRIS & MyPURPOSE. In support of this, 12 issues of the "KY-HR: Policy & Procedure Publication" were created and distributed to agency HR staff. Additionally, DHRA continued to maintain the Personnel Cabinet's Human Resource (HR) website for agency HR staff. DHRA is also responsible for disseminating relevant HR information to state employees. This is accomplished through a variety of ways, though most regularly through the KHRIS Employee-Self Service welcome screen, the Personnel Cabinet's employee and career's websites, to include the Employee Handbook, as well as employee-directed emails and notifications.

7

Payroll Deferral

Aside from the regularly scheduled execution of the state payroll by DEM, DHRA successfully implemented a deferral of the June 30, 2020 pay to July 1, 2020, as mandated by the 2019-2021 Budget Bill passed by the General Assembly.

8

Record Retention

DHRA provides continued oversight of the Cabinet's Records Retention schedule. Quarterly reviews were performed and DHRA assisted all areas with the creation and/or change process as necessary. DHRA also facilitated meetings and coordinated assistance from KDLA and provided guidance throughout the year on adherence and interpretation of the schedule.





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

- Kentucky Living Organ Donor Leave Program
- Desk Audits
- Job Class Specification Changes
- Job Assessment & Refactoring Project
- Personnel Action Processing
- Personnel Files/Records
- Employment Verification
- Reorganizations
- Salary Surveys
- State Payroll

\$1.3B

Responsible for executing the state payroll, DEM processed **\$1,313,297,398.75** in payroll during this review period

70K

Processed a total of **70,627** personnel actions for this Fiscal Year

46K

DEM was successful in preparing **46,392** Wage and Tax Statements (W-2) for 2019

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

Recruitment During COVID-19

While the COVID-19 pandemic has presented obstacles for face-to-face recruitment and outreach, DCO has assimilated to virtual practices in the following ways:

MyPURPOSE: Leveraging our existing recruitment system, special efforts have been made to enhance and customize job announcements by highlighting position details and benefits, adding videos, and extending announcements to social media platforms.

Social Media: The DCO Facebook account offers an avenue for vacant positions to be highlighted daily for recruitment purposes. There are a wide variety of positions posted on this page that focus on hard to fill or high demand positions as well as others.

Using recruitment services, maintaining the Commonwealth of KY company and life page, highlighting Commonwealth job postings, providing select agency recruiters the ability to search LinkedIn's database of millions of potential candidates, targeting and sponsoring job postings, and providing outreach to potential candidates.

Outreach: Presented a webinar to over 144 participants on Working for State Government: Insights into the Job Application Process for the University of Kentucky Alumni Career Services, KY Central Job Club.

101,781

Total job submissions

81,310

Total applicants in MyPURPOSE

10,687

Applications reviewed for minimum qualifications

5,639

Helpdesk email responses

2,647

Phone calls received at Applicant Services

659

Veterans assisted

294

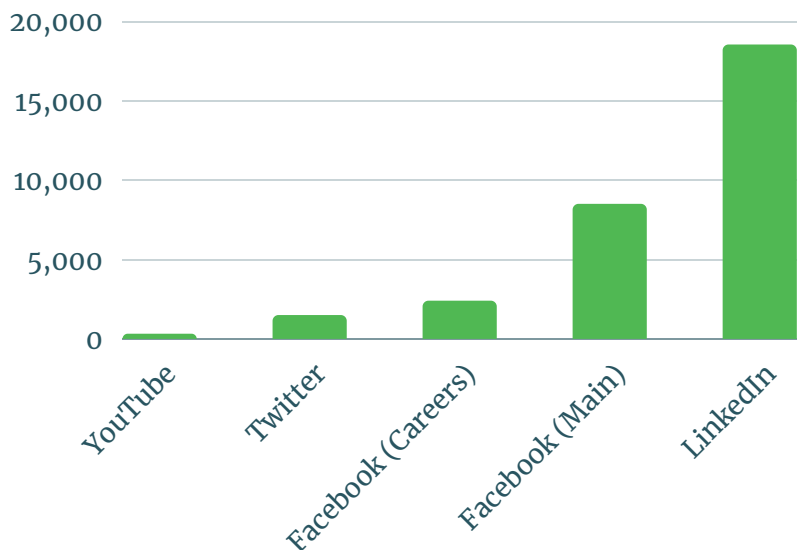
Veteran's preference assigned



Office of Public Affairs

COMMUNICATING **ABOUT** THE COMMONWEALTH TO
THE COMMONWEALTH

NUMBER OF FOLLOWERS



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!

ACCOMPLISHMENTS

Launched "Kentucky Connection" monthly state employee e-newsletter (Mar. 2020).

- Average **open rate of 32%** among Executive Branch employees (>28,000)

Facebook Engagement

- General profile - Followers to date = **8,532** (vs. 8065 Jan. 1, 2020) with **10,838** total engagement
- Careers profile - Current followers **2,387**

Twitter Engagement

- **9K** impressions/day since Jan. 2020.
- Followers to date = **1,429**

Website Analytics

- **1.2mil** Unique Page visits (personnel.ky.gov) since Jan. 2020

Media Relations

- 2-5-20, "Kentucky Personnel Cabinet Invites Students to Participate in Public Service Recognition Poster Contest"
- 6-2-20, "StayWell Provides Increased Security Controls in Response to Incident"
- 5-19-20, "Kentucky Employees' Health Plan Expands COVID-19 Coverage"
- 6-26-20, "Innovative Treatment Program Reveals Savings for Members"

Produced LivingWell Promise 'How-to' video

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?

- DEI Communications
 - StayWell Launch communications
 - Produced LivingWell Promise 'How-to' video
- OER – Public Service Recognition Week communications
- ODET – Governor's Lead Conference rebranding KyLEAD and virtual conference coordination
- GovComm. – Multimedia support for special events and transcription support during daily press conferences
- DHRA – Healthy At Work Employee COVID-19 Comprehensive Resource Guide
- COVID-19 Response
 - Updated all communication platforms to direct visitors to kycovid19.ky.gov
 - Shared current memos and updates related to COVID-19 within "Kentucky Connection"

COMMUNICATING **ABOUT** THE COMMONWEALTH **TO** THE COMMONWEALTH



Facebook:
Kentucky Personnel
Cabinet



Twitter:
[@KYPersonnel](https://twitter.com/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 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:

- Kentucky Conference of Leadership & Diversity was conducted at the Kentucky International Convention Center in Louisville, Kentucky on September 18 & 19, 2019.
- Approximately 700 participants, presenters, and vendors attended the event.
- Interactive workshop sessions were conducted in the areas of leadership, professional development, human resources best practices, and equal employment opportunity.
- The conference featured speakers from both private and public sectors.
- Several networking opportunities amongst diverse attendees were scheduled to include a luncheon and keynote speaker, Tamika Catchings.
- Ms. Renee Shaw was the recipient of the Charles W. Anderson Laureate Award.

RESPONSE DURING COVID-19

With the onset of the pandemic, ODET shifted paradigms in our ability to deliver services:

- Reviewed, provided summaries, and categorized subjects of over 1,500 online courses available to state employees through CommonwealthU in MyPURPOSE. This effort resulted in the recommendation of 54 courses to assist agencies in the continued development of their staff during the pandemic.
- Successfully integrated Zoom video conferencing software into MyPURPOSE for the delivery of virtual learning opportunities for state employees.
- Transitioned traditional classroom instructor-led training to the virtual environment, providing interaction between trainer and participants.

ODET WORKSHOPS & ONLINE OPPORTUNITIES

35,132 employees completed ODET classroom and online workshops. An additional 125,923 employees completed online courses through the opportunities provided in Commonwealth U.

GOVERNOR'S MINORITY MANAGEMENT TRAINEE PROGRAM

On October 31, 2019, Twenty-four candidates graduated after successfully completing all program requirements. This program was established by Executive Order in 1995. The program helps participants cultivate the skills needed to serve Kentucky citizens.

MINORITY & FEMALE UTILIZATION GOALS

ODET

CABINET SUCCESSES

- Personnel Cabinet exceeded both minority (14.56%) and female (71.52%) utilization goals
- Cabinet for Health and Family Services exceeded both minority (14.87%) and female (82.47%) utilization goals
- Cabinet for Economic Development exceeded both minority (12.9%) and female (59.68%) utilization goals
- Labor Cabinet exceeded both minority (14.13%) and female (56.88%) utilization goals

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

- Personnel Cabinet 71.52%
- Cabinet for Health and Family Services 82.47%
- Economic Development 59.68%
- Education and Workforce Development 61.5%
- Finance and Administration Cabinet 52.12%
- Labor Cabinet 56.88%
- General Government 58.94%
- Office of the Governor 69.57%

CONSTITUTIONAL OFFICES

- State Treasurer exceeded the female utilization goal 71.43%
- Auditor of Public Accounts exceeded the female utilization goal 57.94%
- Secretary of State exceeded the female utilization goal 62.69%

GROWTH TRENDS

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

- Economic Development
- Education and Workforce Development
- Finance and Administration
- Justice and Public Safety
- Labor

Cabinets with minority % growth only from previous 6 months:

- Energy and Environment Cabinet



DIVISION OF TECHNOLOGY SERVICES

The Division of Technology Services (DTS) oversees information technology (IT) for the Personnel Cabinet, including the enterprise HR systems that support 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 **7,006** IT-related incident tickets that cover system change requests, access requests, production support requests, defects, and desktop/IT support.



Employee recognition badges awarded in MyPURPOSE to 2019 KYCOLD conference participants, GMMTP graduates, GAA winners and nominees. Badges were also provided to all employees during Public Employees' Appreciation Week from Secretary Whethers



Successful implementation of MyPERFORMANCE in the MyPURPOSE Talent Management System to administer **18,000+** employees' and managers' performance plans and evaluations.



Replaced 30+ year old document imaging software for the enterprise Employee Master Personnel file.

OUR ROLE

New This Year

- Updated MyPURPOSE training courses to enhance ADA compliance
- Managed redesign/development of employee learning courses and tutorials to bring current, rebrand and ensure ADA compliance
- Migrated an additional 1,178 employees to self-time entry in KHRIS, allowing agencies to reallocate timekeeper resources

HR System Processing

W-2s processed:

Total: 46,392

- 29,345 print forms
- 17,047 online (3% increase over 2018)

ACA Forms

- 1095-B: 41,173
- 1095-C: 38,536

Completed the FY20 IT audit of the Personnel Cabinet by the Auditor of Public Accounts with no control deficiency comments.

COVID-19 Response

- Executed and managed the Personnel Cabinet Business Continuity Plan for a seamless transition to remote work for continuance of all services of the Personnel Cabinet.
 - Ensured hardware and access for remote work for all Personnel Cabinet employees
 - Provided training to all Personnel Cabinet employees on remote technology and best practices
 - Provided technical support staff for the Healthy at Home Eviction Relief Fund Support Line
- Expedited the implementation of leave codes/timesheet rules in response to COVID-19

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

\$3.6B

in participant assets

96%

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.

2019-2020 HIGHLIGHTS

- KDC maintains over \$3.6 billion in participant assets held in trust.
- Auto-Enroll for State, LRC, and AOC new employees; >96% retention.
- Continue to expand education and investment advice to participants; Over 7500 participants on webinars in 2020.

OFFICE OF EMPLOYEE RELATIONS

WHAT WE DO

WHO WE ARE

The Office of Employee Relations (OER) provides leadership and support to other state agencies through the coordination of a variety of different programs and services including workers' compensation, the return-to-work program, employee assistance, and employee recognition.

Family and Medical Leave Act

OER provides direction to both employees and employers when questions arise about FMLA. OER worked jointly with the Office of Legal Services to provide training to Executive Branch Human Resources staff members to assist with FMLA compliance.

Families First Coronavirus Response Act (FFCRA)

During FY 2020, OER worked with the Office of Legal Services to respond to inquiries concerning the Families First Coronavirus Response Act (FFCRA). This federal law, enacted in response to the global pandemic, allows for paid sick leave and expanded family and medical leave for specified reasons related to COVID-19.

Employee Suggestion System

State government employees use an online system to submit improvement suggestions. This efficient process helps to identify the Commonwealth as a leader in recognizing and managing employee ideas. The form is simple, user-friendly, and fast. Employees receive immediate confirmation of their suggestion and are able to track it throughout the process. During FY 19-20, ten (10) employees were awarded a total of \$5,767 in awards. Implemented suggestions represented a first-year savings of \$54,367.38.

Adoption Reimbursement Program

For employees who wish to adopt, the Commonwealth provides financial assistance of up to \$5,000 (\$7,000 for children with special needs) to help cover expenses. With the exception of Kentucky State Police, this benefit is only available to executive branch employees. In FY 19-20, the adoption reimbursement program received and approved twenty (20) applications from eight (8) agencies. The approved reimbursements totaled \$81,690.59. The Commonwealth of Kentucky was recognized as a 2019 Adoption Advocate for the Best Adoption-Friendly Workplace, a signature program of the Dave Thomas Foundation for Adoption.

Kentucky Employees Charitable Campaign (KECC)

Each year the Personnel Cabinet administers KECC to employees who receive paychecks through the Commonwealth. This year's campaign is chaired by Rocky Adkins, Senior Advisor to Governor Andy Beshear, and runs from August 19 – December 9, 2020. The theme is "Now more than ever...Give KECC."

State Safety Program

The Personnel Cabinet continues to maintain a Business Continuity & Disaster Recovery Plan to ensure completion of critical operations in the event of an emergency. There are also a variety of safety trainings available in MyPurpose. Participants may print a certificate after successful completion of the course. Additionally, the Personnel Cabinet has coordinated or assisted with blood drives with the American Red Cross and the Kentucky Blood Center.

Public Employee Recognition Week

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

KENTUCKY EMPLOYEE ASSISTANCE PROGRAM FY 2020

Office of Employee Relations

Cabinets in which employees most utilized services:

- Cabinet for Health and Family Services (27 %)
- Justice and Public Safety Cabinet (20%)

KEAP provided direct employee assistance services to

783

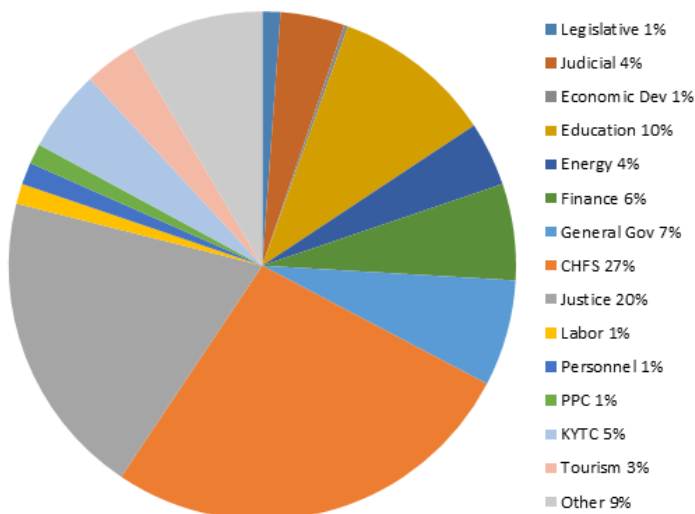
state employees and/or their family members presenting as new clients

KEAP staff provided 98 live presentations resulting in numerous contacts, and including topics such as stress management, depression awareness, time management and verbal de-escalation.

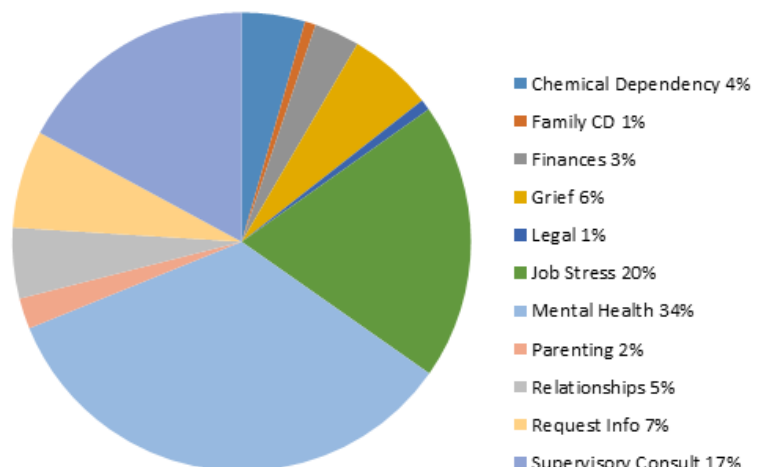
KEAP worked with StayWell to award wellness points for participation in work/life balance trainings. KEAP is approved by the Kentucky Board of Examiners of Psychology (KBEP), the Kentucky Board of Social Work and the Kentucky Board of Alcohol & Drug Counselors to provide continuing education courses free of charge to state employees in the social services profession who must maintain mental health licenses. KEAP staff presented at a number of agency events and conferences as well as health fairs. Staff consulted with many agency personnel offices on how to effectively address troubled employee situations.

- In response to the global pandemic, KEAP produced a series of "wellness breaks" aimed at helping employees take time each day for intentional, mindful, self-care practice.
- KEAP developed and offered webinars specifically to assist employees with increasing their coping skills during virus-related challenges (Self-Care during Covid-19 and Alone at Work: Isolation Risks When Telecommuting). During this period, webinar participation increased significantly.
- KEAP worked with the Personnel Cabinet's Office of Public Affairs to regularly highlight resources and mental health awareness events (e.g., Black, Indigenous and People of Color Mental Health Month, Suicide Prevention, Depression Awareness Month)

KEAP UTILIZATION BY AGENCY FY2020



KEAP FY 2020 PRESENTING ISSUES:

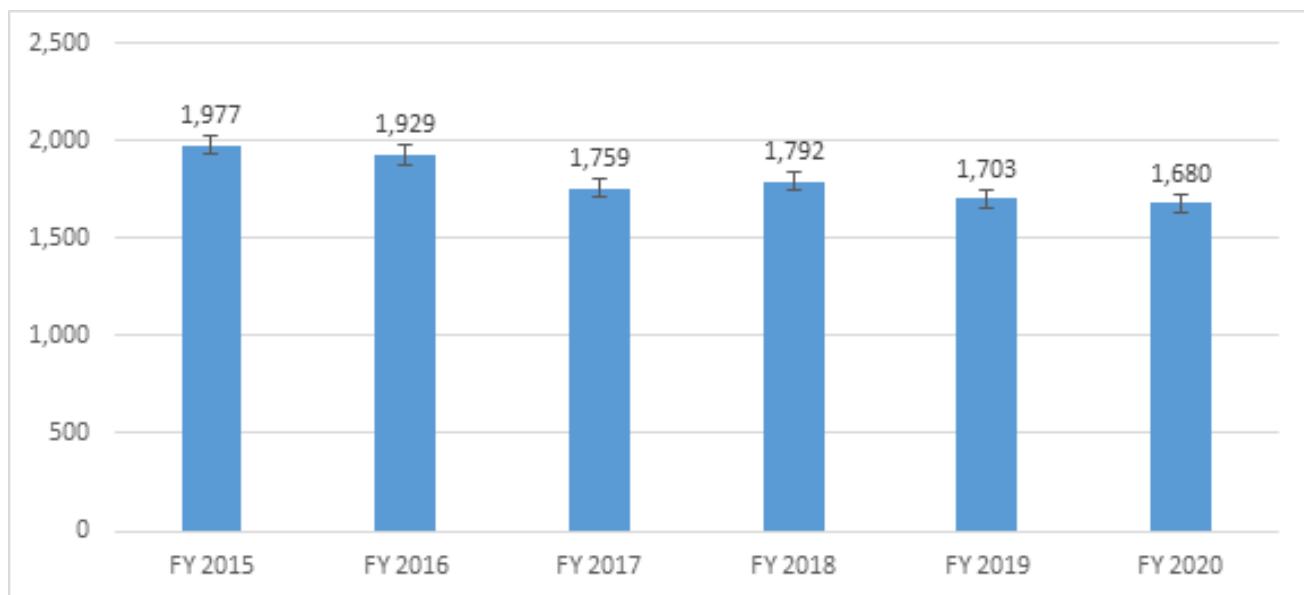


WORKERS' COMPENSATION PROGRAM

Office of Employee Relations

The Workers' Compensation Program (WCP) 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 WCP 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

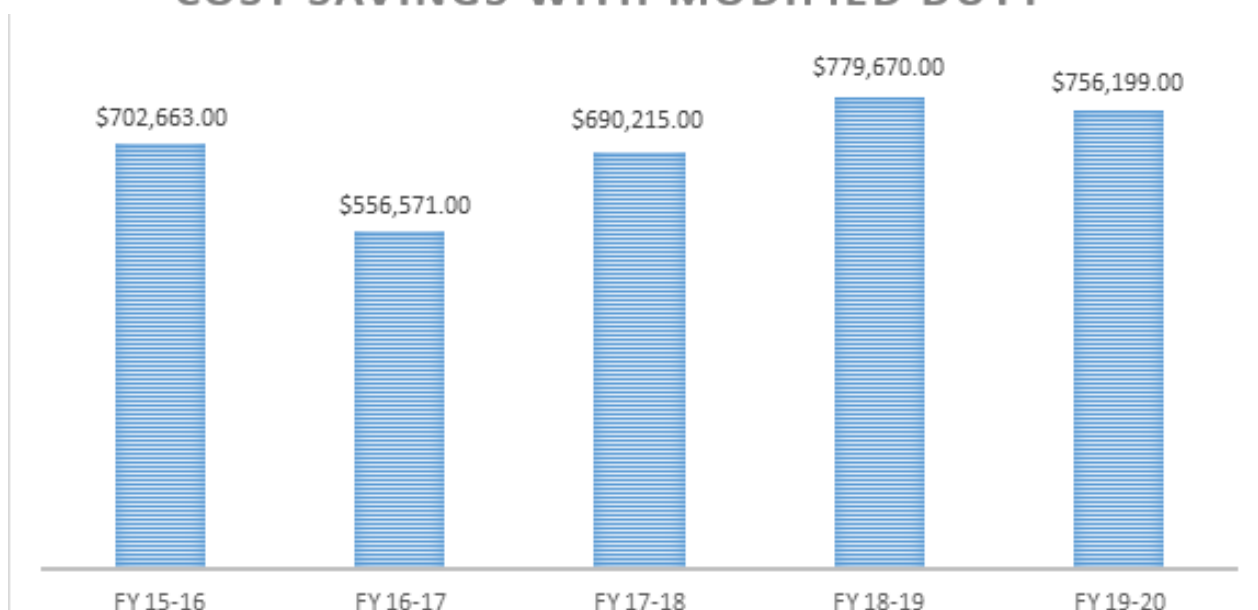
- Processed 2,789 First Report of Injuries. Record only claims totaled 1,109 whereas Medical/Indemnity claims totaled 1,680.
- Provided coverage to approximately 45,000 state and quasi-state employees, 13,000 volunteer firefighters, 600 junior volunteer firefighters, and two (2) public school systems.
- Total Incurred for Fiscal Year 2019-2020: \$9,762,859.75.
- In-house counsel worked to recover a total of \$24,705 in subrogation costs.
- In-house counsel drafted fifty-three (53) workers' compensation pre-litigation settlement agreements, for a savings to the Commonwealth of approximately \$26,500.
- The WCP has worked diligently to administer claims pursuant to Executive Order 2020-277. In response to the global pandemic, the WCP provided workers' compensation benefits for COVID-19 related claims to employees specifically highlighted in the order including first responders (law enforcement, emergency medical services, volunteer firefighters), corrections officers, and Department for Community Based Services Workers.

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 this fiscal year, 447 employees returned to full duty. The RTWP also processed 1,291 Temporary Total Disability benefit checks. The RTWP continued to develop the newly implemented Transitional Assistance Program (TAP). This program is a collaborative project with state agency human resource offices to assist current state employees with the opportunity to stay-at-work after an injury or illness.

COST SAVINGS WITH MODIFIED DUTY



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 thirty-one (31) mediations conducted, of which twenty-seven (27) were referred from the Personnel Board (87.1%). Of the referrals from the Personnel Board, twenty-one (21) were resolved successfully (77.78%). Of the four (4) requested from either the employee or employer, four (4) were successfully resolved (100%).
- Three (3) Workplace Resolutions were conducted, involving thirty-seven (37) employees.
- The Ombudsman received over 1,300 emails and phone calls, covering a variety of topics. These came from the general public, state employees, human resources personnel, constituent services, etc.

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.

COVID-19 Response

FFCRA: OLS provided training, guidance and policy assistance for other Executive Branch agencies in regard to the federal Families First Coronavirus Response Act ("FFCRA") and other leave issues and policies related to the COVID pandemic.

Workers Compensation Settlement/Subrogation

- OLS recovered \$24,075.00 in workers' compensation subrogation payments through June 30, 2020.
- OLS directly settled 53 workers' compensation disputes without litigation or involvement of outside counsel, resulting in savings to the Commonwealth of \$26,500 in outside counsel fees.

New this year:

- Drafted and filed Living Organ Donor Leave regulations, 101 KAR 6:010.
- Ensured certification to prevent expiration of three (3) Personnel Cabinet regulations. KRS 13A.3104.
- Drafted and filed leave regulation amendments, 101 KAR 2:102 and 101 KAR 3:015 (7/15/2019).
- Drafted and filed incentive programs regulation amendments, 101 KAR 2:120 & E (10/22/2019)
- Filed health insurance handbook regulations, 101 KAR 2:210 & E. (9/13/ 2019)

Personnel Board

- OLS **worked on 119 Personnel Board appeals** with the Personnel Cabinet as a party.
- OLS assisted in the **settlement of 49 Personnel Board Appeals** during the fiscal year ending June 30, 2020.

OFFICE OF LEGAL SERVICES

Let's take a look at the numbers:

4,389

PERSONNEL ACTIONS

OLS reviewed and approved, denied or requested additional information for 4,389 personnel actions

170

OPEN RECORD REQUESTS

OLS responded to 170 Open Records Requests for the fiscal year that ended June 30, 2020.

833

INVESTIGATIVE REQUESTS

OLS responded to 833 investigative requests regarding state employment.

246

EMPLOYEE RECORD REQUESTS

OLS responded to 246 employee/applicant requests for records.

10,821

BACKGROUND CHECKS

OLS responded to 10,821 AOC background checks through June 30, 2020.

480

AGENCY INQUIRIES

OLS fielded 480 agency inquiries pertaining to administration and legal compliance.

OFFICE OF ADMINISTRATIVE SERVICES

\$61.9M

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

164

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 including: Human Resource job evaluation review and training, fiduciary liability insurance for Deferred Compensation, financial statement compilation and auditing services and wellness programs for the Kentucky Employees Health Plan, workers compensation third party administration, and sponsorships for the Kentucky LEAD conference.

eMARS

Successfully closed fiscal year-end 2020 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.

Budget

OAS completed the biennial budget request for the Personnel Cabinet in the fall of 2019.

