



KENTUCKY PERSONNEL  
CABINET

---

# 2020-21 ANNUAL REPORT

---

Presented by:  
**Gerina D. Whethers**  
Personnel Cabinet Secretary

# TABLE OF CONTENTS

- 4 Employee Statistics
- 6 Department of Employee Insurance
- 8 Department of Human Resources Administration
- 14 Office of Public Affairs
- 16 Office of Diversity, Equality & Training
- 20 Governmental Services Center
- 21 Division of Technology Services
- 22 Kentucky Deferred Compensation Authority
- 23 Office of Employee Relations
- 27 Office of Legal Services
- 29 Office of Administrative Services

# 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

**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

**Russell Goodwin**  
Executive Director, Office of Public Affairs

## Annual Report Prepared by the Office of Public Affairs

Steeley Shacklette, Information Officer,  
Office of Public Affairs

Russell Goodwin, Executive Director,  
Office of Public Affairs



# AWARDS & ACCOLADES



## **2020 Public Sector Innovation**

presented by Public Sector 360 to the Division of Technology Services for the MyPURPOSE/MyPERFORMANCE project.



## **2021 NASPE Eva Santos Communication Award**

presented to the Division of Technology Services for the Kentucky's Personnel Cabinet Mobile App.



## **2020 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 learning and development opportunities.



## **2021 Leadership Recognition Award**

by the National Association of Government Defined Contribution Administrators, Inc (NAGDCA ) to Kentucky Deferred Comp for outstanding achievements in Plan design and administration.



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

to Secretary Gerina D. Whethers.

# 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.



### **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.

# EMPLOYEE STATISTICS

## AVERAGE ANNUAL COMPENSATION

Average Gross Annual Salary \$46,317.77

Average employer paid annual benefits:

Retirement	\$35,008.76
FICA	\$3,267.48
Health Insurance	\$8,054.60
Life Insurance	\$11.91
Total Benefits	\$46,342.74

Average Annual Employee Cost \$92,660.51

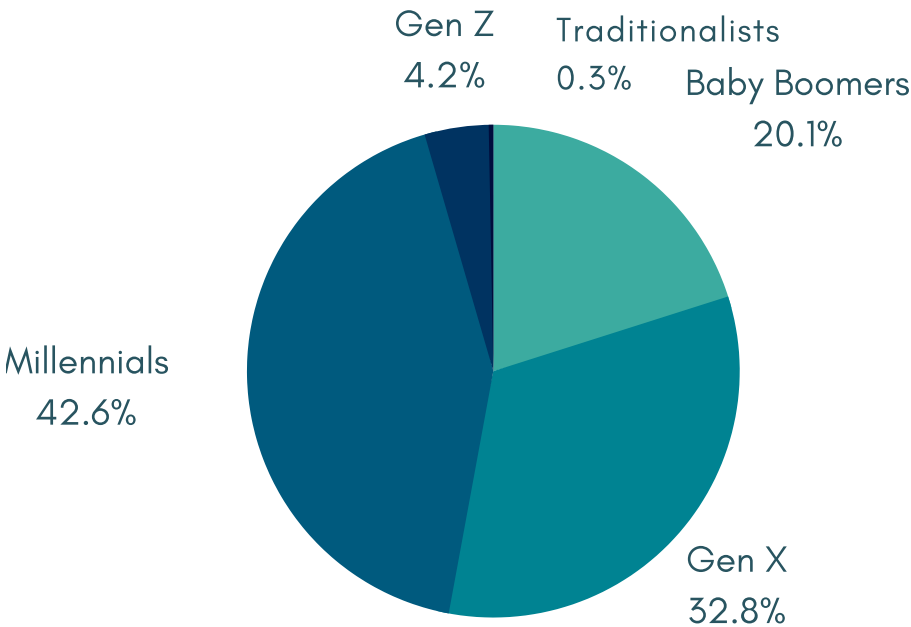
### ANNUAL SALARY GROWTH

- Last annual increment increase (1%) - 2015
- Last 5% annual increment - 2001

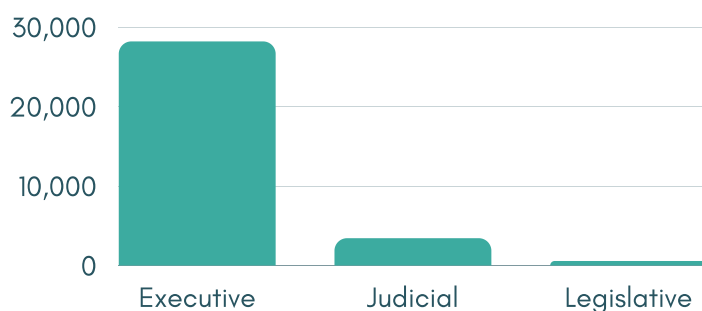
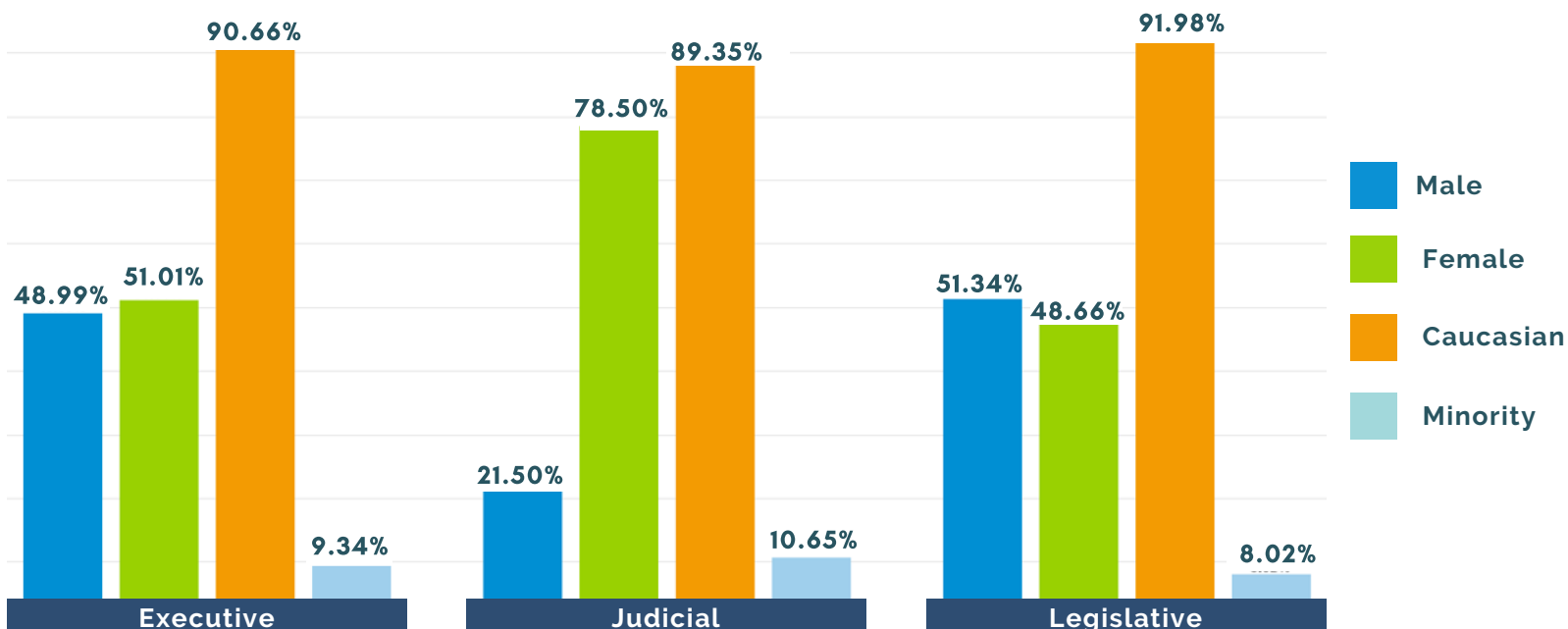
## GENERATIONS IN THE WORKPLACE

### Employee Count by Generation:

Traditionalists: 106  
Baby Boomers: 6,433  
Gen X: 10,531  
Millennials: 13,648  
Gen Z: 1,342



# EMPLOYEE STATISTICS



## EMPLOYEE COUNT BY PERSONNEL AREA

Executive: 28,145

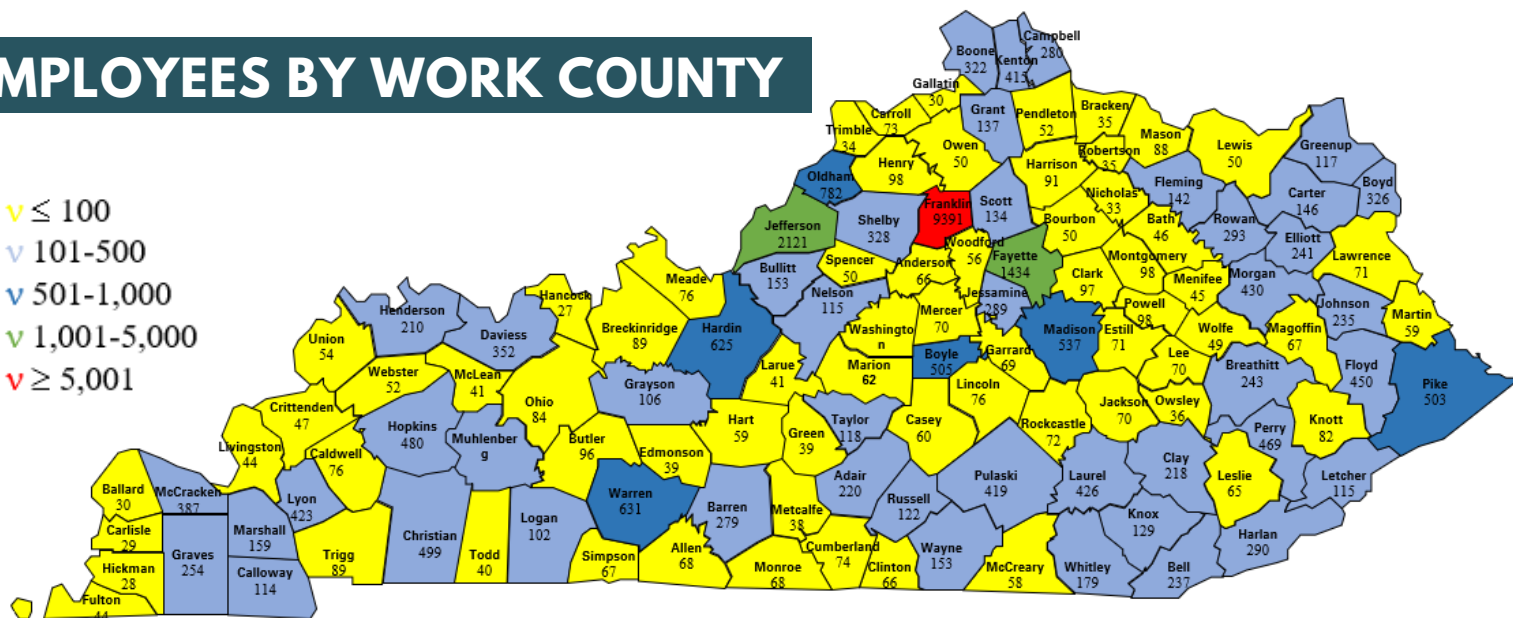
Judicial: 3,391

Legislative: 524

\*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

THE DEPARTMENT OVERSEES THE  
COMMONWEALTH'S **\$1.9B**  
SELF-FUNDED INSURANCE & FLEXIBLE  
SPENDING ACCOUNT PROGRAM

THE HEALTH PLAN COVERS **6.7%**  
OF THE STATE'S ENTIRE POPULATION

THAT IS **299K** PUBLIC EMPLOYEES,  
RETIREES UNDER AGE 65, AND DEPENDENTS

THE PLAN PAYS **\$4.4M** EACH DAY  
FOR MEDICAL AND PHARMACY CLAIMS

THE PLAN PAYS **7.6M** MEDICAL AND  
PRESCRIPTION CLAIMS EACH YEAR

## ABOUT US

The Department of Employee Insurance administers the:

- Kentucky Employees' Health Plan and Flexible Spending Account program
- Group life insurance program, and
- Optional benefits for dental and vision coverage.

The health plan is an almost \$2 billion self-funded plan that provides benefits to more than 290,000 public employees, retirees under the age of 65, and their dependents.

Over 135,000 public employees are enrolled in the basic Group Life Insurance Program.

Almost 80,000 public employees and their dependents are enrolled in dental and vision insurance coverage.

The Department oversees these valuable benefits with a staff of 45 state employees and over a dozen of supporting partner vendors.

THE NUMBERS DEMONSTRATE OUR ADMINISTRATIVE EFFICIENCY!  
OF EVERY DOLLAR THE DEPARTMENT RECEIVES IN PREMIUMS:

- 95.7% is spent in claims payment
- 4% is spent on administrative payments to vendors
- 0.3% is spent on operating expenses. DEI salaries account for less than one-quarter of a penny of every dollar spent!

## 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.

## DEPARTMENT OF EMPLOYEE INSURANCE

### OUR PARTNERS

**Anthem**

**CVS/caremark™**

**LiveHealth®**  
O N L I N E

**SmartShopper®**

Premise Health.

**rethink**  
BENEFITS

**HealthEquity®**

**WebMD®** health services

## MORE TO OFFER

### 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.

### WELLNESS PROGRAM

Partnering with WebMD, the KEHP continues committed to increasing member participation and engagement in our wellness program. Through WebMD, our members receive incentives, participate in challenges, get rewards, and learn about staying active and healthy.

### RETHINK

A parent and caregiver online supportive and educational tool to better understand and communicate with children. It provides specialized support for those caring for children with learning, social or behavioral challenges. Rethink is free to KEHP members. Has no age restrictions. No diagnosis needed.

### 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 over \$2.9M in incentives, saving the Plan over \$17.6M in claims costs.

## KEHP COVID-19 RESPONSE

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

- KEHP members received access to telehealth services with no cost-share through the end of October 2020 for the testing and diagnosis of COVID-19. Free access continues when services are provided through LiveHealth Online.
- Members received coverage at no cost for inpatient treatment services related to COVID-19 through the end of March 2021.
- The KEHP spent an estimated \$60M in COVID-related inpatient, outpatient, professional, Emergency Department, and testing claims through June 2021.

# DEPARTMENT OF HUMAN RESOURCES ADMINISTRATION

## 18

Different DHRA Training Courses offered for Agency HR staff



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

## PROGRAM SPOTLIGHT

### Preparing to Deliver a New Onboarding Experience

Over the course of this fiscal year, DHRA has been working to design an enterprise onboarding and orientation procedure to enhance existing processes among agencies. This will ensure that at a minimum, all new employees regardless of their hiring agency, are greeted with the same enterprise information and training. This will provide greater efficiency and consistency in how state employees begin their initial employment. Among these enhancements is an online module being implemented within MyPURPOSE. Through work performed with the Division of Technology Services, a series of onboarding forms have been developed and designed to release to employees up to ten (10) days prior to their first day on the jobs. Others will release on their day of hire. This new module will allow employees the opportunity to begin with a head start, eliminating a large portion of the traditional new employee paperwork that awaits their arrival. Implementation will include a pilot launched at the end of calendar year 2021, with a full roll-out planned for 2022.

## DHRA TRAININGS

### Trainings for Agency HR Staff & Number of Participants

- Human Resource Generalist – 21
- Benefits Administration Refresher – 6
- Organizational Management Refresher – 1
- County Fees/Human Resource Generalist – 10
- County Fee/Payroll – 8
- Time Keeper – 15
- Time Administrator – 126
- Organizational Management 200 – 13
- Personnel Administration 200 – 11
- Payroll 200 – 11
- Workers' Compensation Buyback – 4
- Fundamentals of Payroll – 15
- Fair Labor Standards Act – 60
- Family Medical Leave Act – 60
- Position Description (PD) – 27
- MyPURPOSE Recruitment Super User – 22
- MyPURPOSE Agency Performance Admin – 201
- Performance with a Purpose (Evaluator training) – 908



# ACCOMPLISHMENTS

## 1

### MyPERFORMANCE

DHRA successfully concluded an entire cycle of the performance management program within the new performance management system, MyPERFORMANCE including performance plans, interim reviews and final evaluations.. This new system provides a more efficient and effective evaluation system in an online, modern approach to allow ongoing feedback to employees and to recognize and promote high performers. MyPERFORMANCE now allows the Commonwealth to further expand the use of technology to enable an online interactive user experience for employees from the initial goal setting, to the mid-year, to the year-end and through the final evaluation for the annual performance review. It also includes the capability to support competencies, goal setting and more. MyPERFORMANCE coupled with the vision and branding of MyPURPOSE, the Commonwealth's Talent Management Suite, further supports the Personnel Cabinet's initiative to create and promote a culture of continuous learning and development, and enables managers to align employee goals and expectations with organizational strategies.

Employees and managers have been able to connect, engage and review plans and reviews remotely, which is imperative during the pandemic and would have been impossible for some with the previous manual paper-based process. The program for calendar year 2021 is currently underway with much success and continues to help employees and managers adapt to electronic processes.

## 2

### Administering HR in a global pandemic

In fiscal year-end 2021, the state of emergency related to COVID-19 continued. Through its duration, the Personnel Cabinet continued to collaborate with the Governor's Office as well as the Cabinet for Health and Family Services (CHFS), to deliver guidance related to staffing, testing, vaccines, and eventually return-to-office efforts. DHRA continued to coordinate and communicate monthly testing opportunities for state employees and contractors as well as coordinated vaccines for the first few phases/groups of eligible employees. While DHRA may not have hosted the annual HR Symposium onsite, a number of special trainings were instead offered virtually to maintain interest in continued learning.



# ACCOMPLISHMENTS

3

## Online W-2 Elections

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
2018	34%
2019	37%
2020	43%

4

## 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 14,501 employees are utilizing self-time entry through KHRIS ESS.

5

## 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.

6

## Payroll Deferral

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

7

## Payroll Card Program

In May 2021, DHRA successfully transitioned the Payroll Card Program from Bank of America to U.S. Bank. This transition was a result of the initial card provider cancelling their services and ultimately their contract for offering pre-paid cards. More than 200 employees were included in the seamless program transition that continues to provide employees a direct deposit alternative to traditional checking and savings accounts.



# DIVISION OF EMPLOYEE MANAGEMENT

**DHRA**

This division is responsible for executing the state payroll, for processing personnel actions for KRS Chapter 18A, KRS 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: Classification, Compensation and Organizational Management, Personnel Administration, and Payroll.

## ACCOMPLISHMENTS

- COVID-19 and Expanded Use of Governor's Sponsored Event Leave
- 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 **\$1,303,613,601.14** in payroll during this review period

**63K**

Processed a total of **63,095** personnel actions for this Fiscal Year

**45K**

DEM was successful in preparing **45,456** Wage and Tax Statements (W-2) for 2020



# DIVISION OF CAREER OPPORTUNITIES

DHRA

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.

## WHAT WE DO

### Co-op/Internship Guidelines

Revamped the Co-op/Intern Program Guidelines intended to provide high school and college level students the opportunity to gain meaningful employment in state government. In addition to developing practical workplace skills in a variety of professional areas, interns are effectively introduced to career options in public service.

### Behavioral Interview Questions

Developed a beneficial and comprehensive detailed list of behavioral style questions to assist agencies with deciding the type of preferred soft skills they are seeking as part of the hiring and selection process.

### Recruitment

DCO continues to participate in various recruitment events for state agencies. DCO engages agency counterparts and the Office of Diversity, Equality, and Training for assistance with these important events, on a regular basis. During this period, leading up to the COVID\_19 pandemic, DCO participated in 20 different events across the state.

### Agency-HR & Managers

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.

### System Support (Business)

DCO continuously submits essential change requests that not only improve upon the recruitment module within MyPURPOSE, but are beneficial to the customers that use the system.

105,397

Total applicants in MyPURPOSE

77,915

Total job submissions

9,503

Applications reviewed for minimum qualifications

8,335

Requisitions posted

7,349

Registers certified

5,352

Helpdesk email responses

1,722

Phone calls received at Applicant Services

972

Veteran's preference assigned

481

Veterans assisted

# DIVISION OF CAREER OPPORTUNITIES

DHRA

## RECRUITMENT & OUTREACH DURING THE PANDEMIC

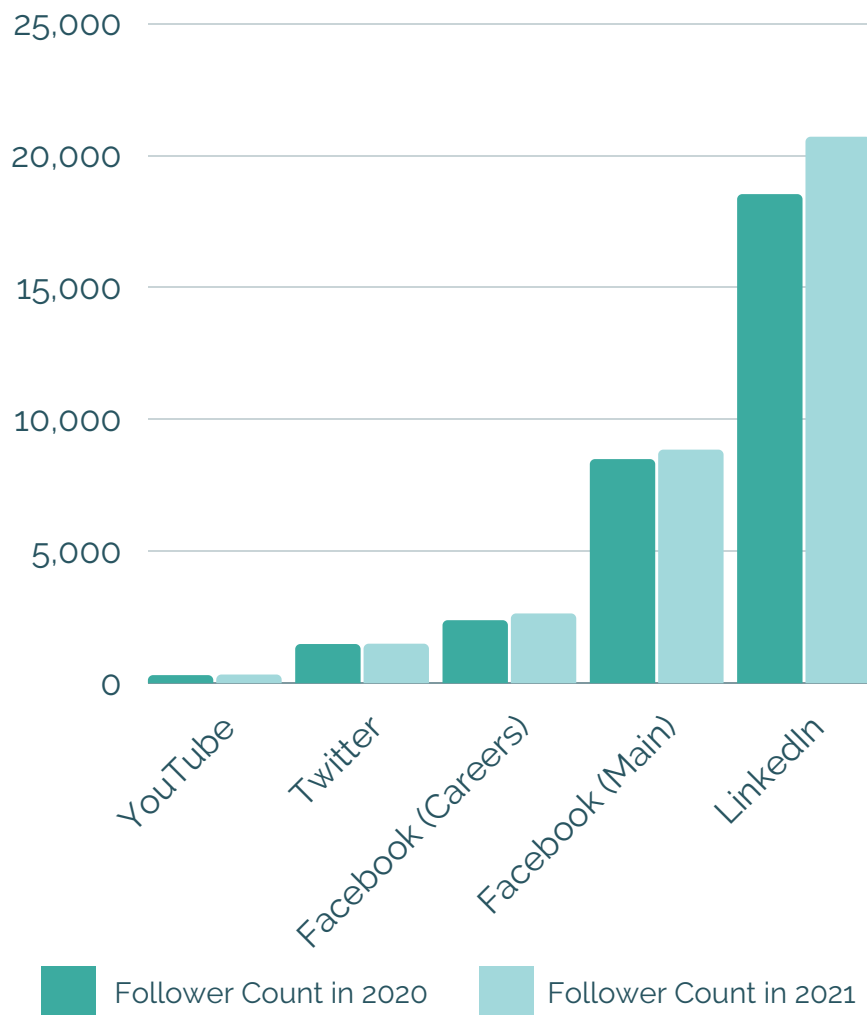
While the COVID-19 pandemic has presented obstacles for face-to-face recruitment and outreach, DCO has assimilated to virtual practices, in the following ways:

- **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.
  - **MyPURPOSE Referral Feature:** Identifying applicants who have applied to previous hard to fill requisitions and inviting them to apply to open requisitions for which they may qualify.
- **Facebook:** This 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. During this period, 316 position vacancies have been advertised.
- **LinkedIn:** Using recruitment services, maintaining the Commonwealth of KY company and life pages, 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. On a monthly basis a minimum of 101 job advertisements are posted on the Commonwealth's account. Continue to update and further enhance content and information on social media to engage users and potential applicants. Launched two LinkedIn campaigns to promote recruitment for healthcare positions and a general branding of career opportunities with the Commonwealth.
- Participated with the University of Kentucky partners in a virtual meet and greet with UK students on an overview of working in state government and the application process.
- Teamed up with Job Corps on a business engagement initiative at Perkins Job Corps Center. They shared our website and information with regional and national partners and informed us that it has been a successful partnership.
- Collaborated with a Sullivan University partner on recruitment efforts for hard to fill Registered Nurses and License Practical Nurse positions.
- Contacted colleges throughout the state to recruit for the Department of Parks Co/op position by posting on Handshake to attract college students.
- Performed an outreach initiative to assist various agencies in recruiting for hard to fill positions through social media and Handshake platforms.
- Provided an overview in a Virtual Platform of the application process and benefits within State Government for participants within the Louisville Urban League.

# OFFICE OF PUBLIC AFFAIRS

COMMUNICATING **ABOUT** THE COMMONWEALTH TO  
THE COMMONWEALTH

## NUMBER OF FOLLOWERS



Followers and engagement has increased for all Personnel Cabinet social media channels. By growing our followers, we can provide important announcements and updates to internal and external audiences.

Important announcements distributed via social:

- Office/Building Closures due to Inclement Weather
- KyLEAD Announcements & Advertising
- Employee Benefits
- COVID-19 Vaccination Incentives & COVID Testing Dates

## WHAT DO WE DO?

### Develop New Outreach Initiatives



- Market the benefits available to state employees and careers within state government

### Workforce Initiatives



- Promote employment opportunities internally and externally to prospective employees



### Media Relations

- Promote positive stories involving state employees innovative while serving as PIO for the Personnel Cabinet



### Program Support & Development

- Assist in communication of initiatives and benefits such as Deferred Compensation, Kentucky Employees' Health Plan, MyPURPOSE and others

## ACCOMPLISHMENTS

- Exceeded industry average (20%) for e-newsletter unique opens, averaging over 30% per newsletter
- KECC Outreach resulting in 19% of Personnel Cabinet participation (3rd highest in Commonwealth)
- Intimate Partner Violence Training: Production and Outreach
- Resiliency During COVID-19: Production and Outreach
- COVID-19 Resource Guide: Production & Outreach



# OFFICE OF PUBLIC AFFAIRS

COMMUNICATING **ABOUT** THE COMMONWEALTH TO  
THE COMMONWEALTH

> **1000**

2020 KyLEAD Conference  
Attendees

> **100**

Women's History Month  
discussion series participants

> **100**

listens to the newly launched  
Personnel Podcast

**4**

Newly launched LinkedIn  
life pages

COMMUNICATING **ABOUT** THE COMMONWEALTH TO  
THE COMMONWEALTH



**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 is also responsible 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
- What is a Protected Class
- Bystander Training
- Employee Development and others!

## PROGRAM SPOTLIGHTS



ODET will be launching Employee Resource Groups (ERG) in 2022. The ERGs are voluntary, employee-led groups of individuals who share a common interest in diversity and inclusion. ERGs are committed to creating a sense of belonging amongst all state government employees. The following ERGs will be open to all Executive Branch employees: Women; Veterans; Black/African American; Hispanic/Latino; Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ); Multi-Generational; and Asian American/Pacific Islander.

# OFFICE OF DIVERSITY, EQUALITY & TRAINING

## PROGRAM SPOTLIGHTS CONT'D

This annual event experienced big growth as the newly rebranded Governor's Conference on Leadership, Equality, Accessibility and Diversity (KyLEAD). The conference has tripled in size over the past three years; attracting attendees from both private and public sectors, and garnering sponsorships for the event. The 2020 conference featured:



- Approximately 1,100 participants, presenters, and vendors in attendance.
- Interactive workshop sessions conducted in the areas of leadership, professional development, human resources best practices, equal employment opportunity and diversity and inclusion.
- Speakers from both private and public sectors.
- Keynote speaker, Karim Ellis, a nationally recognized motivational speaker and founder of Empowered Education.
- Ms. Sadiqa Reynolds received the prestigious Charles W. Anderson Laureate Award.

### ODET/Office of Public Affairs Notable Projects

- Black History Month Personnel Podcast episodes featuring Dr. Wayne B. Tuckson, Host, Kentucky Health on KET and Dr. Rosz Akins, Executive Director, BMW Academy, Lexington, KY
- Women's History Month – 3-Part “Working Women Talk Wednesdays” Speaker Series moderated by Marita Willis, Chair, KY Commission on Women
  - March 17- Women's Mental Health Matters: Strategies for Resilience, Self-Care and Well-Being
  - March 24 - Changing Face of Women in the Workplace
  - March 31- Mentorship to Leadership
- Addressing and Understanding Intimate Partner Violence (IPV) PowerPoint presentation for all state employees presented by Dr. Renee Campbell.



To date, ODET and DHRA have presented to or established relationships with the following entities:

- Black Achievers, Louisville
- Black Male Working Academy
- Family Scholar House
- Kentucky State University
- Louisville Urban League Center for Workforce Development
- Northern Kentucky University
- University Of Kentucky MANNRS Program
- Urban League Young Professionals Lexington and Louisville
- YouthBuild Louisville



### ODET & DHRA RELATIONSHIPS

ODET, in collaboration with Department for Human Resources Administration (DHRA), is actively engaged in **Diversity Recruitment** for the Commonwealth utilizing traditional and non-traditional strategies as well as external networking resources. Strategies underway include, but are not limited to: the creation of a state-wide, regional and national recruitment network (I.N.C. Inclusion NetWORKS for the Commonwealth); participation in collegiate, civic and social organization virtual career and job fairs throughout the state; outreach to diverse civic and social organizations to present employment options within KY State Government; and, a "grow your own" recruitment effort to fill positions with college students/graduates as well as high school seniors.

### D&I COUNCILS

ODET is working in collaboration with several cabinets and agencies to create Diversity and Inclusion Councils. These councils share the common objectives of embracing diversity and inclusion and promoting cultural awareness among employees.

To-date, D&I councils are underway in the following Cabinets and agencies:

- Cabinet for Health and Family Services
- Public Protection Cabinet
- Finance Cabinet
- Tourism Arts and Heritage Cabinet
- Energy and Environment Cabinet
- Transportation Cabinet
- KY Library and Archives
- Office of Vocational Rehabilitation
- Criminal Justice Training Center
- Public Advocacy



# MINORITY & FEMALE UTILIZATION GOALS

ODET

## CABINET SUCCESSES

- **Personnel Cabinet** exceeded both minority (14.47%) and female (72.96%) utilization goals.
- **Cabinet for Health and Family Services** exceeded both minority (14.40%) and female (82.91%) utilization goals.
- **Cabinet for Economic Development** exceeded both minority (12.70%) and female (52.38%) utilization goals.
- **Labor Cabinet** exceeded both minority (16.51%) and female (64.33%) utilization goals.
- **Office of the Governor** exceeded both minority (12.50%) and female (70.83%) utilization goals.
- **Secretary of State** exceeded both minority (13.79%) and female (62.07%) utilization goals.



## CONSTITUTIONAL OFFICES MET FEMALE GOAL

- Auditor of Public Accounts (56.78%)
- Office of State Treasurer (65.38%)
- Office of the Secretary of State (62.07%)

## MET FEMALE GOAL

- Cabinet for Economic Development (52.38%)
- Cabinet for Health & Family Services (82.91%)
- Education and Workforce Development (60.43%)
- Finance & Administration Cabinet (51.95%)
- General Government (56.86%)
- Labor Cabinet (64.33%)
- Personnel Cabinet (72.96%)
- Office of the Governor (70.83%)

## GROWTH TRENDS

### Minority Employment Growth

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

### Female Employment Growth

- Education & Workforce Development Cabinet
- Finance Cabinet
- Cabinet for Health & Family Services
- Justice and Public Safety Cabinet
- Tourism Cabinet
- Transportation Cabinet



# GOVERNMENTAL SERVICES CENTER

The Governmental Services Center (GSC), as reestablished through reorganization on August 16, 2020, is responsible for training, employee development, and related programs conducted on behalf of the Executive Branch.

**153,453**

Online Course Participants  
(CommonwealthU)

**5,444**

Attendance at GSC  
Workshops

During the past GSC year, GSC trainers developed and conducted training to assist agencies in the continued development of their virtual and online agency-specific training for staff during the pandemic. Multiple sessions were conducted to meet agency demand:

- GSC Adding the 'v' to your 'ILT': A Crash Course in Virtual Classrooms
- GSC eLearning Basics
- GSC Train the Trainer

Successfully integrated Zoom video conferencing software into MyPURPOSE and transitioned traditional classroom instructor-led training to live virtual learning opportunities for state employees, providing interaction between trainers and participants:

- GSC Virtual Classroom: Brainstorming
- GSC Virtual Classroom: Building a Culture of Shared Accountability
- GSC Virtual Classroom: Choosing to Be Accountable
- GSC Virtual Classroom: Documentation for Supervisors
- GSC Virtual Classroom: Hiring Process Part 1
- GSC Virtual Classroom: Hiring Process Part 2
- GSC Virtual Classroom: Interview Questions
- GSC Virtual Classroom: Leadership Basics 1
- GSC Virtual Classroom: What is Discipline
- GSC Training Administrator Training
- GSC Training Coordinator Training
- GSC Training Admin and Training Coordinator Refreshers
- GSC Virtual Classroom- Training Coordinator General System Navigation
- GSC Virtual Classroom- Training Coordinator- Reporting
- GSC Virtual Classroom- Training Coordinator-Building an ILT Event, Session and Reconciling Rosters

# 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 that impacts internal and external human resources initiatives.



Supported 6,532 IT-related incident tickets that cover system change requests, access requests, production support requests, defects, and desktop/ IT support.



The MyPURPOSE system includes 32,681 users which include 4 additional implementations of external agencies; Northern Kentucky Health Department, Jefferson County PVA, Kentucky Educational TV Foundation and the Clark County Attorney's Office)



DTS responded to 5 security incidents. Of the 5 incidents researched, Zero (0) were identified as a breach. More than 7,500 external HR users of the cabinet's 3 enterprise HR systems completed DTS' iSTEP security training.



Completed the design for agencies' HR records in the ImageConnect/OnBase Enterprise HR Document Management System, began implementing the solution in agencies, provided an electronic document retention solution for all HR records.

## New This Year

- Successful execution of MyPERFORMANCE in MyPURPOSE to administer nearly 17,000 Year-End/Final Evaluations for employees' and managers' performance plans and evaluations
- Won the 2020 National Government Innovation Award for MyPERFORMANCE
- Edited, rebranded, and ensured ADA compliance for eLearning courses and tutorials
- Migrated an additional 1,621 employees to KHRIS self-time entry, allowing agencies to reallocate timekeeper resource
- Completed Redwood job scheduling upgrade from Business Process Automation (BPA to Run Your Jobs)
- Implemented benefit billing interfaces providing efficiencies for Jefferson County and Fayette County Public Schools
- Continued to ensure hardware, access and support for remote work for all Personnel Cabinet employees during the continued COVID-19 pandemic

10,453

**PERSONNEL  
MOBILE APP USERS**

20,346

**LINKEDIN  
FOLLOWERS**

60,017

**ACA FORMS**

1095-B Forms: 40,479  
1095-C Forms: 19,538

45,438

**W-2S PROCESSED**

DTS processed 25,900 print forms and 19,538 online forms (6.3% increase from the previous fiscal year)

36,415

**EMPLOYEE RECOGNITION BADGES**

Employee Recognition Badges awarded to employees in MyPURPOSE for Annual Public Employee Appreciation Week, Service Awards, attending the 2020 KYLEAD Conference and other areas of recognition.



# 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

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.

## \$4.0B

in participant assets

## 96%

retention for auto-enroll

## 77,900

KDCA participants

## 13,500

financial webinar  
participants

## 2020-2021 HIGHLIGHTS

- Implemented a new investment structure resulting in additional savings of \$5 million to the Plan annually.
- Implemented SB 79 for auto enroll of Judicial and Legislative officials and began designing the financial planning program being offered to all participants at no additional costs.
- Launched new website design and participant experience to include online processing and withdrawals.
- Recipient of the 2021 Leadership Recognition Award by the National Association of Government Defined Contribution Administrators, Inc (NAGDCA )for outstanding achievements in Plan design and administration.



# 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 2021, 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, allowed for paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. This act expired on December 31, 2020.

### 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 2021, twelve (12) suggestions were awarded a total of \$3,700. Implemented suggestions represented a first-year savings of \$101,289.

### 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 2021, the adoption reimbursement program received and approved sixteen (16) applications from seven (7) agencies covering twenty-one (21) children. The approved reimbursements totaled \$115,000.

### Kentucky Employees Charitable Campaign (KECC)

Each year the Personnel Cabinet administers KECC to employees who receive paychecks through the Commonwealth. During FY 2021, the campaign was chaired by Rocky Adkins, Senior Advisor to Governor Andy Beshear, and raised \$409,828 with 1,521 state employees donating through payroll deduction or cash/check.

### 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.

### Governor's Ambassador Awards

Six (6) individuals and one (1) team of public service employees received recognition in six (6) categories: customer service, courage, leadership, professional achievement, teamwork, and community service and volunteerism. 103 nominations were received.

# KENTUCKY EMPLOYEE ASSISTANCE PROGRAM

Office of Employee Relations

Cabinets in which employees most utilized services:

- Justice and Public Safety Cabinet (26%)
- Cabinet for Health and Family Services (25 %)

KEAP provided direct employee assistance services to

## 732

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

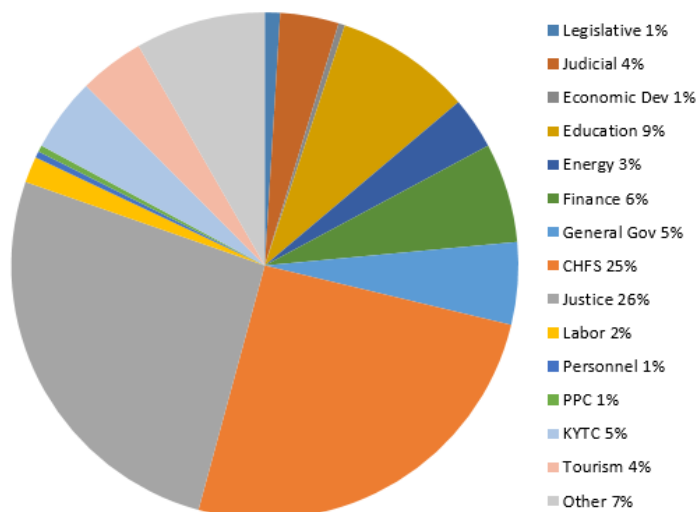
KEAP staff provided 102 live presentations resulting in numerous contacts, and including topics such as building resilience, anxiety awareness, and managing change.

KEAP worked with WebMD to award wellness points for participation in work/life integration 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. Staff consulted with many agency personnel offices on how to effectively address troubled employee situations and participated in a number of agency conferences, podcasts and staff events to further raise awareness of services.

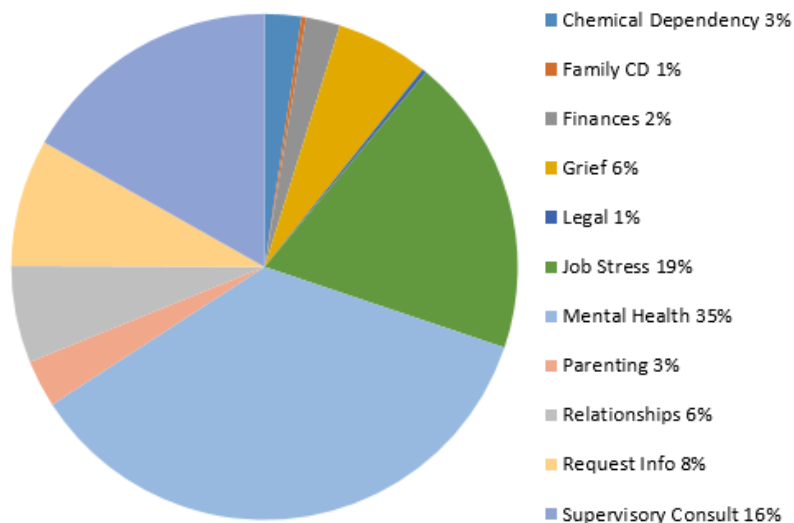
## Program Highlights:

- Introduced the Stigma Free Workplace campaign aimed at promoting a more supportive culture for mental health concerns.
- Developed a program to help employees better manage anxiety around re-entry transitions. More than 2,600 employees participated.
- Continued to provide aids for managing virus-related stress including resources for working at home with kids.

## KEAP UTILIZATION BY AGENCY FY 2021



## KEAP FY 2021 PRESENTING ISSUES:

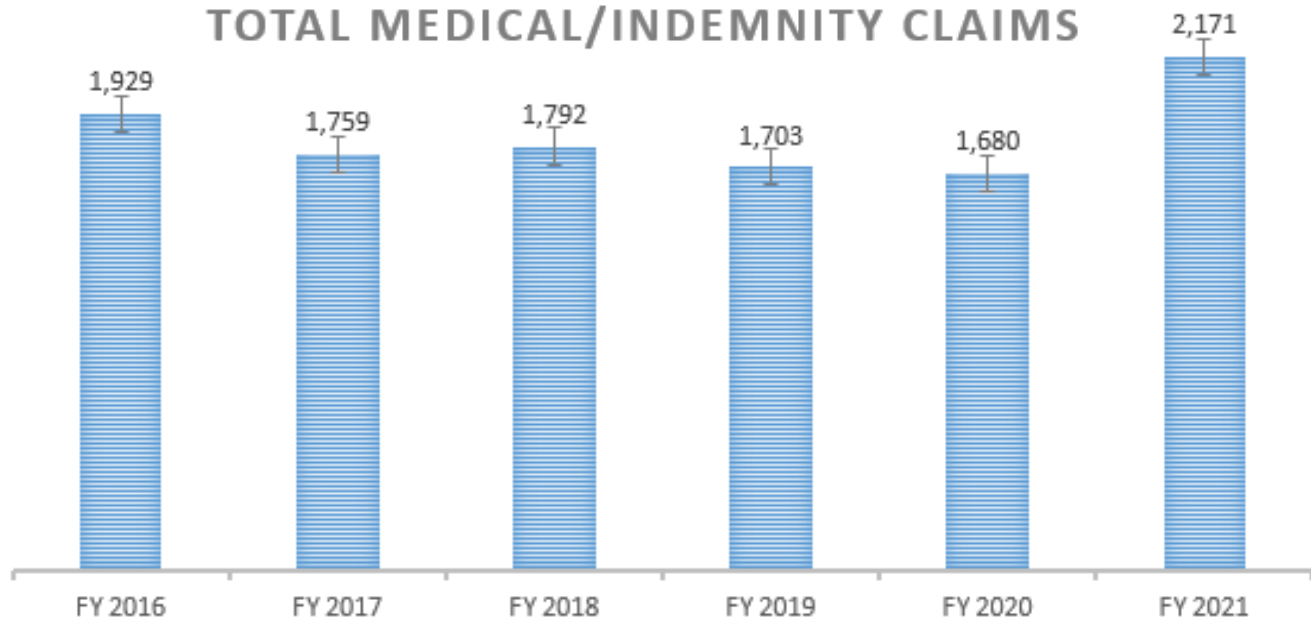


# WORKERS' COMPENSATION PROGRAM

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 medically possible.

## TOTAL MEDICAL/INDEMNITY CLAIMS



## STATISTICS

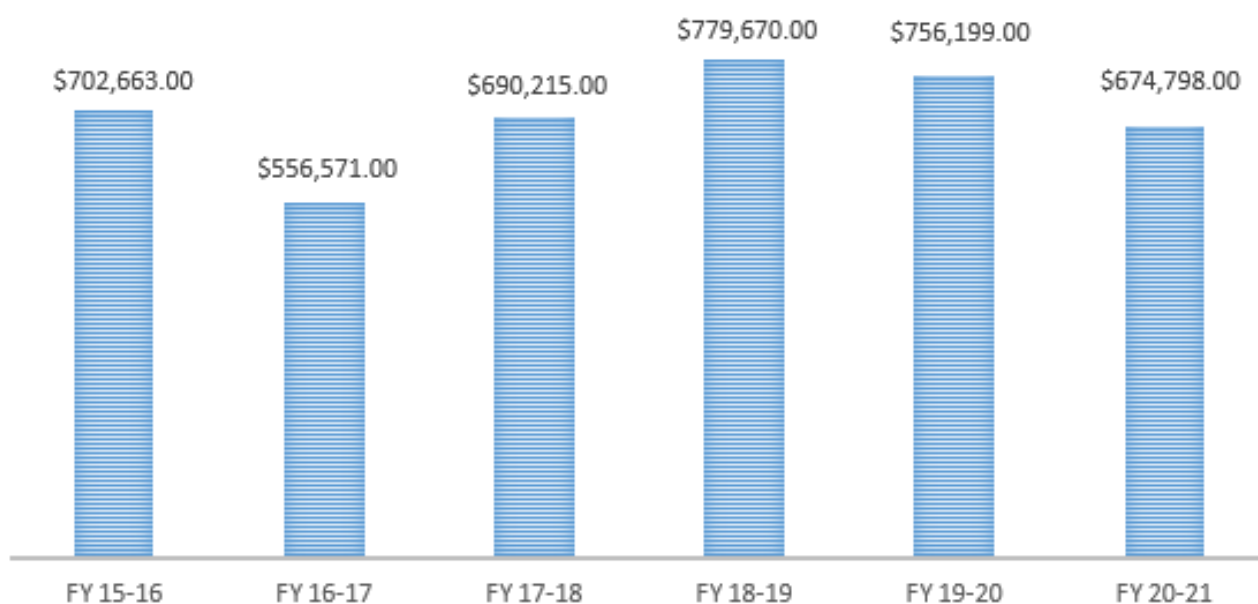
- Processed 3,090 First Report of Injuries. Record only claims totaled 919 whereas Medical/Indemnity claims totaled 2,171.
- Provided coverage to approximately 60,000 state and quasi-state employees. This included 13,000 volunteer firefighters, 500 junior volunteer firefighters, and one (1) public school system.
- Total Incurred for Fiscal Year 2020-2021: \$10,854,874.27
- In-house counsel worked to recover a total of \$126,240.50 in subrogation costs.
- In-house counsel drafted thirty-three (33) workers' compensation pre-litigation settlement agreements, for a savings to the Commonwealth of approximately \$33,000.
- The WCP worked diligently to administer claims pursuant to Executive Order 2020-277. 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, 1,219 employees returned to full duty. The RTWP also processed 1,547 Temporary Total Disability benefit checks.

## 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.

- Despite difficulties brought about by the global pandemic, there were five (5) mediations conducted, all of which were referred from the Personnel Board. All five (5) of the mediations were resolved successfully (100%).
- 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.



# OFFICE OF LEGAL SERVICES



The Office of Legal Services (“OLS”) is the primary legal resource for personnel matters in the Executive Branch of Kentucky state government. We counsel, advise, and assist HR departments, DHRA, and various agencies regarding diverse employment issues in state government. In addition to our normal legal operations, during this fiscal year, we have devoted a significant amount of time to drafting policies and advising other agencies in relation to the COVID-19 public health crisis.

## New this year:

- Drafted and filed amendments to workstation location and requirements regulation, 101 KAR 2:095
- Drafted and filed amendments to Health Insurance Handbook regulations, 101 KAR 2:210 & E.

## Workers Compensation Settlement/Subrogation

- OLS recovered **\$126,240.50** in workers' compensation **subrogation payments** through June 30, 2021.
- OLS directly settled **33 workers' compensation disputes** without litigation or involvement of outside counsel, resulting in savings to the Commonwealth of approximately **\$32,000** in outside counsel fees.

## COVID-19 Response

- Worked with DHRA on two comprehensive guides for employee health and safety during the COVID-19 health crisis
- Worked with DHRA to develop enterprise-wide telecommuting policies
- Worked with OER to develop COVID-related guidelines for blood drives
- Continued to advise other Executive Branch agencies in regard to state and federal statutes and regulations related to the COVID pandemic, including the FFCRA, EMSL, FMLA, and face covering policy(ies).

## Personnel Board

- OLS worked on **95 Personnel Board** appeals with the Personnel Cabinet as a party.
- OLS assisted in the settlement of **34 Personnel Board Appeals** during the fiscal year ending June 30, 2021.

# OFFICE OF LEGAL SERVICES

*Let's take a look at the numbers:*

## 2,000+

### PERSONNEL ACTIONS

OLS reviewed and provided input on over 2,000 personnel actions.

## 179

### OPEN RECORD REQUESTS

OLS responded to 179 Open Records Requests for the fiscal year that ended June 30, 2021.

## 996

### INVESTIGATIVE REQUESTS

OLS responded to 996 investigative requests regarding state employment.

## 168

### EMPLOYEE RECORD REQUESTS

OLS responded to 168 employee/applicant requests for records.

## 9,763

### BACKGROUND CHECKS

OLS responded to 9,763 AOC background checks through June 30, 2021

## TRAINING

- Conducted enterprise-wide training on "Understanding KRS Chapter 18A"
- Conducted "Workplace Investigations" Training for Executive Branch investigative personnel
- Worked with OER to present FMLA Training for Executive Branch HR employees and new attorneys
- Worked with ODET to develop anti-harassment training for MyPurpose course

# OFFICE OF ADMINISTRATIVE SERVICES

## \$63.1M

Daily management and oversight of a \$63m budget. Includes contract management, accounts payable and accounts receivable actions.

## 157

Provide human resources services including payroll and personnel actions for 157 positions.

### Procurement

OAS assisted with the procurement process for several new and extended contracts throughout the Cabinet including: sponsorships for the Kentucky LEAD Conference, the enterprise talent management suite, and services related to the Kentucky Employees' Health Plan.

### eMARS

Successfully closed fiscal year-end 2021 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.

