

ANNUAL REPORT

2022 - 2023



Presented by:

Mary Elizabeth Bailey
Personnel Cabinet Secretary



LETTER FROM THE SECRETARY

The "world of work" is ever-changing. As the leader of human resources within state government, we are entrusted with spearheading initiatives that reflect the changing needs of our employees.

From the COVID-19 public health crisis, devastating tornadoes, and the historic flooding that affected our citizens and state employees, the Commonwealth has endured so much over the past three years. If there was ever a time for evolution in the human resources field, it was witnessed during those critical moments in our state's history.

The Personnel Cabinet embraced this evolution, and we have worked hard to go above and beyond by providing benefits that align with the needs of today's diverse workforce.

We have continued to enhance state employee benefits, including flexible scheduling options, telecommuting, and adding even more programs to our top-tier health insurance plan with no added cost to the benefits participants. We have also completely transformed our recruitment methods and proactively seek top-notch talent to join Team Kentucky.

As we look to the future, we will continue to prioritize the well-being, both physical and mental, of our employees. We promise to continue to search for new, ground-breaking ways to accommodate the needs of our state employees so that we solidify ourselves as the employer of choice in the Commonwealth.

Mary Elizabeth Bailey

MARY ELIZABETH BAILEY

Personnel Cabinet Secretary

EXECUTIVE STAFF

Mary Elizabeth Bailey

Personnel Cabinet Secretary

Alan Hurst

Executive Director, Office of Employee Relations

Jana Smith

Executive Director, Office of Administrative Services

Robbie Perkins

Division Director, Division of Technology Services

Robert Long

Executive Director, Office of Legal Services

Sharron Burton

Commissioner, Kentucky Employees' Health Plan

Steeley Shacklette

Executive Director, Office of Public Affairs

Vikki Stone

Executive Director, Office of Diversity, Equality, and Training

Wes Swarner

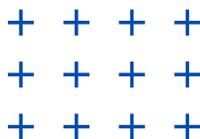
Executive Director, Governmental Services Center

William C. Biddle

Executive Director, Kentucky Deferred Compensation Authority

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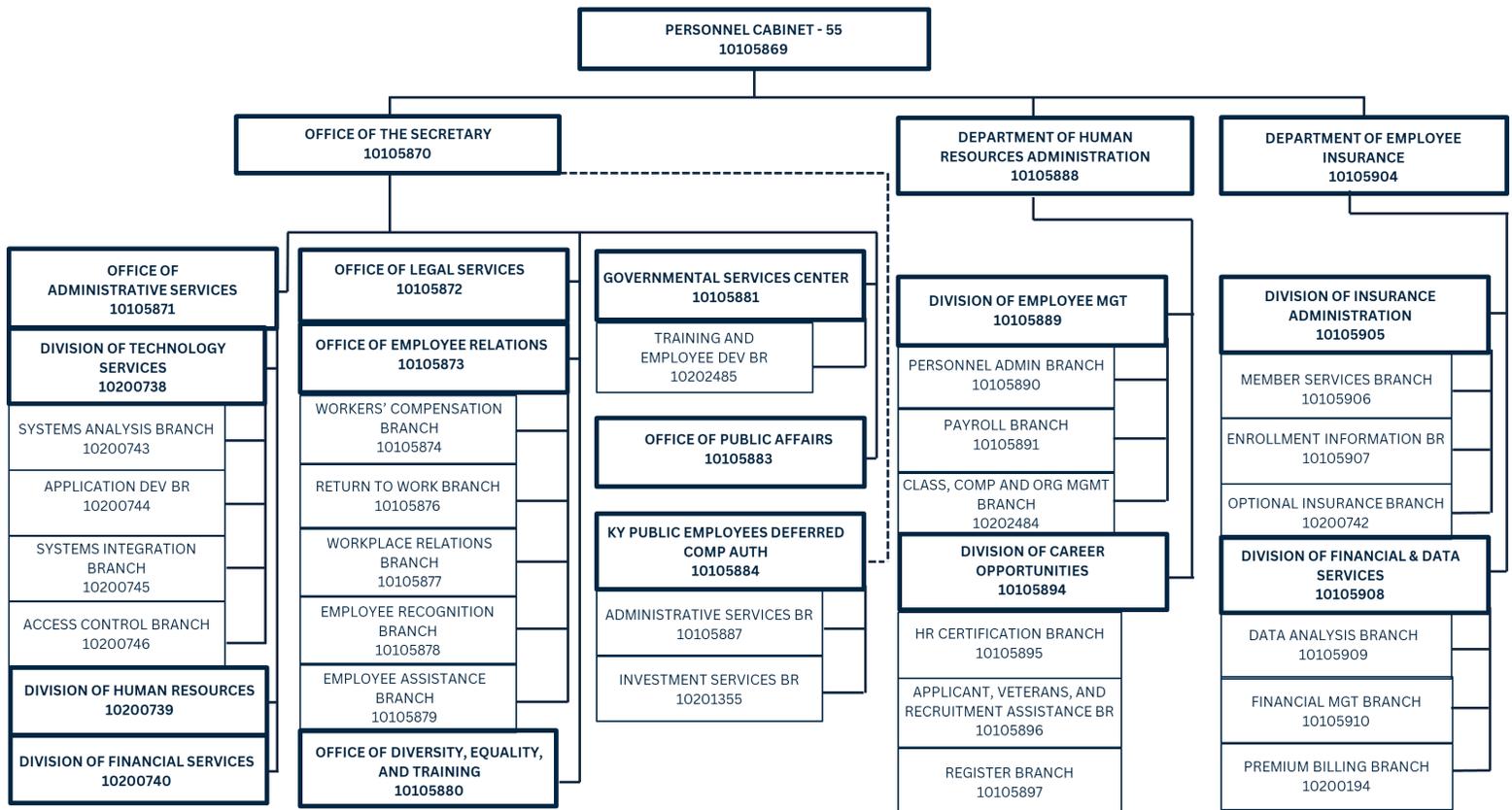
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Pictured above: Current Cabinet Secretary Mary Elizabeth Bailey (left) and former Personnel Cabinet Secretary Gerina D. Whethers (right) stand with the Personnel Cabinet Employee of the Quarter nominees.

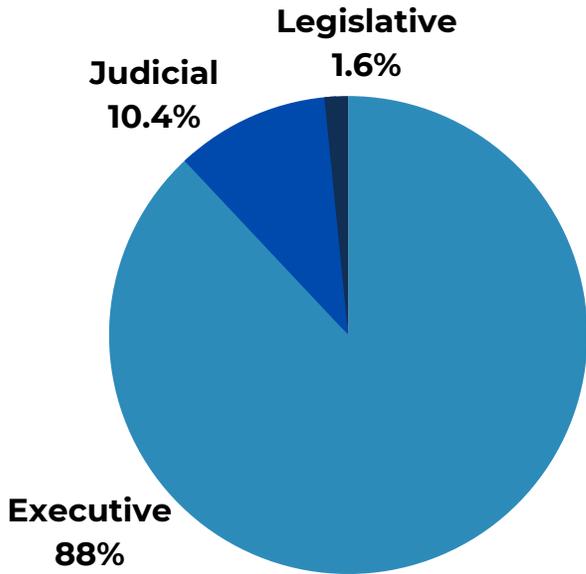
Personnel Cabinet Organizational Chart



Employee Statistics

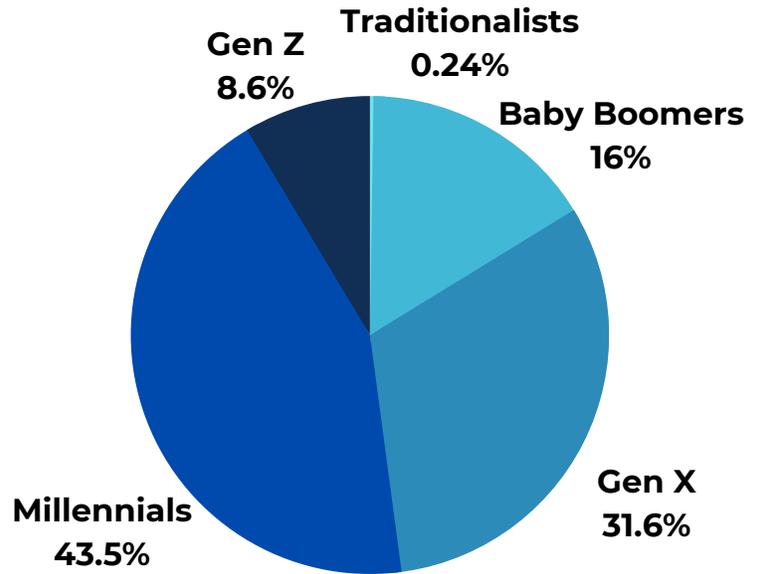
Employee Count

By Personnel Area



- Executive Branch: 29,061
- Judicial Branch: 3,437
- Legislative Branch: 527

By Generations in the Workplace



- Traditionalists (1927-1945): 78
- Baby Boomers (1946-1964): 5,285
- Gen X (1965-1976): 10,452
- Millennials (1977-1996): 14,373
- Gen Z (1997-2019): 2,837

Average Employee Total Compensation

Average gross annual salary	\$	54,445.15
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Average employer paid annual benefits:

<i>Retirement</i>	\$	37,466.63
<i>FICA</i>	\$	3,873.01
<i>Health insurance</i>	\$	8,408.31
<i>Life insurance</i>	\$	11.49
Total benefits	\$	49,759.44

Average annual employee compensation	\$	104,204.59
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DEPARTMENT OF EMPLOYEE INSURANCE

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 \$2 billion, self-funded health insurance and flexible spending account program that provides benefits to more than 290,000 public employees, retirees under the age of 65, and their dependents.

NEW THIS FISCAL YEAR:

Castlight

In 2023, the Department of Insurance introduced Castlight for KEHP members – a new resource that offers a one-stop-shop for KEHP members to access their health insurance benefits. Through Castlight, KEHP members can:

- Understand their benefits, see their healthcare spend, and view recent claims
- Find quality, in-network providers near you
- Access their FSA/HRA balances
- Estimate how much care will cost, before a member sees a doctor
- Access insurance card information from anywhere at anytime
- Get one-on-one support from a Castlight Care Guide

PrudentRX

PrudentRX was introduced in 2022 for the LivingWell PPO plan. The PrudentRx plan offers a third-party (manufacturer) co-pay assistance program that helped members and the plan save money when members filled prescriptions through the CVS Specialty network. Once enrolled in the PrudentRx program, members pay nothing out-of-pocket for medications on the plan's specialty drug list dispensed by a pharmacy in the CVS Specialty network. To date, the PrudentRx program has saved over 2000 members a total of \$319,154 and has saved KEHP over \$7 million dollars.

Exciting news!

The 2024 Plan Year will bring absolutely NO employee contribution increases and NO benefit reductions!

OTHER INFORMATION

105,266

Members with dental benefits

96,565

Members with vision benefits

22,057

Members with healthcare FSA

1,313

Members with dependent care FSA

135,664

Employees with optional life insurance

15,767

Dependents and spouses with optional life insurance



KEHP & HINGE HEALTH MEMBER OUTCOMES

49% ↓

Reduction in pain

53% ↓

Reduction in lost productivity

58% ↓

Reduction in anxiety

69% ↓

Reduction in surgery intent

*Outcomes based on participant self-reported data

KEHP PROGRAM HIGHLIGHT

In March 2022, KEHP introduced Hinge Health to its members as an alternative to pain management for members experience hip, knee, and joint pain.

Since the inception of the program:

- 5,997 members have engaged in the program reporting:
- 49% reported a reduction in pain
- 69% reported a reduction in surgery intent
- 53% reported a reduction in lost productivity
- 9/10 member program satisfaction rating resulting in
- \$13.1 million in net savings to KEHP.

Hinge Health has been such a success for KEHP that the program has developed a case study on KEHP, which can be found [here](#).

“Members are grateful that we brought Hinge Health to them. It’s helped them, and for some, it’s been life changing. Hinge Health has enabled people to feel better and get back to a life they want to lead. It’s also helping us avoid costs that may have otherwise been incurred. Anytime a member can avoid a surgery or reduce their pain without opioids, that’s a win.”

- Sharron Burton, Commissioner of the Department of Employee Insurance





DEPARTMENT OF HUMAN RESOURCES ADMINISTRATION

The Department of Human Resources Administration (DHRA) consists of the Commissioner's Office and two divisions: the Division of Career Opportunities (DCO) and the Division of Employee Management (DEM). Collectively the department oversees the Commonwealth's employment application and recruitment processes, performs state payroll functions, maintains the official personnel records for employees and the classification and compensation system, administers the statewide Performance Management Program, and maintains oversight of the Executive Branch organizational structure.

PROGRAM HIGHLIGHTS

Classification and Compensation Report

As required by 2022 House Bill 1, a comprehensive review of KRS Chapter 18A was completed and a report of recommended changes was presented to the Interim Joint Committees on State Government and Appropriations and Revenue, on July 6, 2022. The recommendations included, but were not limited to, regular annual cost-of-living increases for state workers to maintain employees' standard of living, adjustments to the overall salary schedule, a comprehensive job classification review, and flexible compensation options for specific compensation issues including signing bonuses, agency internal pay equity adjustments, and pay grade changes to include a few.

HR Symposium

On October 25 and 27, 2022, DHRA hosted the HR Symposium for more than 100 agency HR professionals, providing the opportunity to engage in face-to-face training with cabinet leadership, DHRA staff, and fellow agency HR peers. This two-day event included Personnel Cabinet program updates, presentations on the Classification and Compensation Report, the new HR Academy and HR Fundamentals course, the cabinet's new "brochure" website, regulation changes, the enterprise onboarding procedure, and a review of future cabinet initiatives.

Executive Branch Classified and Unclassified Salary Schedule Adjustment

For the first time since 2007, the classified and unclassified salary schedule was adjusted on September 16, 2022, resulting in an increase of eight (8) percent in the minimum salary of all grades.

Implementing Legislation

The 2023 regular legislative session was impactful to the department and required the effectuation of 18 legislative bills. The approval of these bills resulted in five (5) reorganizations, three (3) programmatic moves, the creation of a new job classification, a six (6) percent increase to base salary provided to eligible Executive Branch employees, probationary period changes to specific job titles, shortening of time for Non-Hazardous Retirees to return to work, salary increases for targeted jobs at the Justice and Public Safety Cabinet, and numerous changes to KRS Chapter 18A.



DHRA ACCOMPLISHMENTS

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. At fiscal year-end, an additional 5,322 employees were moved to self-time entry. 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 17,809 employees are utilizing self-time entry through KHRIS ESS.

Job Assessment & Refactoring Project

The Classification, Compensation, and Organizational Management Branch has continued the initiative to perform a comprehensive job assessment and refactoring study on all active job classification specifications.

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 and MyPURPOSE welcome screens, the Personnel Cabinet's employee and career's websites, to include the Employee Handbook, as well as employee-directed emails and notifications.

HR Business and System Training

In addition to DHRA’s responsibility to provide necessary HR process and system information to agencies, DHRA is also responsible for delivering training to agency HR staff required to perform HR functions within the Kentucky Human Resource Information System (KHRIS) and MyPURPOSE. Many department staff members are involved in these classes as trainers and subject matter experts. Trainings are offered to new employees in addition to current employees wishing to re-take the course(s) as a refresher. DHRA virtual training courses have been revised to enhance the user experience. Additionally, multiple courses were enhanced to be offered in an on-demand video format.

DHRA conducts course evaluations and follow up participant surveys for all DHRA HR and system training courses to gauge participant satisfaction and analyze data for future course enhancements. DHRA staff regularly follows up with agencies regarding feedback on these surveys.



COUNTS OF EMPLOYEES TRAINED PER COURSE, FOR THE REPORTING PERIOD, ARE:

- Human Resource Generalist – 38
 - Benefits Administration Refresher – 8
 - Organizational Management Refresher - 12
 - Personnel Administration Refresher – 8
 - Time Administrator Refresher – 2
 - Payroll Refresher – 7
- County Fees/Human Resource Generalist – 8
- County Fee/Payroll – 12
- Time Administrator – 173
- Organizational Management 200 – 21
- Personnel Administration 200 – 23
- Payroll 200 – 27
- Workers’ Compensation Buyback – 17
- Fundamentals of Payroll – 58
- Fair Labor Standards Act – 26
- Family Medical Leave Act – 28
- Position Description (PD) - 21
- MyPURPOSE Recruitment Super User – 47
- MyPURPOSE Agency Performance Admin – 50
- Performance with a Purpose (Evaluator training) - 771

Recruitment & Outreach

DHRA 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, DCO participated in 44 different events across the state.



DHRA RECRUITMENT ACCOMPLISHMENTS

- Continued to leverage MyPURPOSE, our applicant training system to enhance and customize job announcements by highlighting position details and benefits, adding recruitment videos, and extending announcements to social media platforms.
 - 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, 351 position vacancies have been advertised.
 - LinkedIn: LinkedIn is a part of DHRA's multifaceted approach to recruitment in the Commonwealth. Through LinkedIn, DHRA highlights job postings, provides users a glimpse of company culture through the LinkedIn life pages, and utilizes LinkedIn recruitment software, which allows agency recruiters to reach out directly to potential candidates for job postings. Monthly, a minimum of 101 job advertisements are posted on the Commonwealth's account. DHRA also conducted multiple LinkedIn campaigns for social workers, nursing positions, and general state government recruitment campaigns.
- Attended career fairs for multiple colleges, universities, high schools, and other recruitment events to promote the Commonwealth as an “employer of choice” and share information on how to apply for career opportunities.
- Attended multiple Fort Knox and Fort Campbell Solider for Life Transition Assistance Program Employer Days and Veterans Summer Career Fairs.
- Participated and presented detailed and helpful information at the Kentucky Careers Center Veterans Employment Workshop.
- Recruited for many positions in Handshake to various Universities throughout the state.
- Engaged with Employee Counts program and became a business partner for this initiative and attended recruitment events.
- Collaborated with Council on Post-Secondary Education (CPE) to meet with Career Counselors from colleges and universities across the state to share career opportunities and benefits of employment with the Commonwealth of KY.
- Began revamping the current co-op/intern program to provide greater flexibility and remove barriers for state agencies to employ a co-op/intern.



Video for External Applicants

The division worked in conjunction with the cabinet's Office of Public Affairs to develop a video designed to provide new applicants with helpful tips on applying for state government jobs. It is predominantly displayed on our career site and is the first of what we hope will be many helpful videos to assist our applicants. Click the image to the left or visit careers.ky.gov to watch!

OTHER DHRA ACCOMPLISHMENTS

Personnel Action Processing

The total number of personnel actions processed for this fiscal year total 120,135, which includes the mass processing of the 8% salary increase provided through 2022 HB 1 effective July 1, 2022.

Personnel Files/Records

19,977 records were scanned into personnel files.

Employment Verification

3,368 employment verifications were completed.

Reorganizations

14 agency reorganizations were implemented.

Payroll Processing

\$1,792,882,645.71 in payroll was processed for an average of 29,061 employees.

W-2 Information

Prepared and disseminated 44,790 Wage and Tax Statements (W-2) for 2022, 45% of which were delivered electronically to employees. This percentage of electronic versus printed W-2s is projected to increase to 47% in 2023.

Customer Service

DHRA handles a large variety of customer service tasks, including:

- Applicant assistance (email and TFS Business Request responses): 7,263
- Phone calls (Applicant Services): 1,476
- Veterans assisted: 921
- Veteran's preference assigned: 880
- Total applicants in MyPURPOSE: 150,350
- Total applicant submissions: 80,940
- Applications reviewed for minimum qualifications (MQR): 12,782
- Job opportunities posted: 13,605
- Job postings certified- 11,178

Performance Management

The DHRA performance management administrators trained 901 evaluators and 50 agency performance management administrators.



Pictured above: Members of the Women's Employee Resource Group (ERG) at the Kentucky Women Remembered event sponsored by the KY Commission on Women and the Governor's Office at the Capitol.

OFFICE OF DIVERSITY, EQUALITY & TRAINING

The Office of Diversity, Equality & Training (ODET) is responsible for the development and implementation of statewide programs and initiatives in the areas of equal employment opportunity, affirmative action, retention, inclusion, and diversity. ODET serves as the subject matter expert (SME) in these areas, and as such provides training, professional development and related programs on behalf of the executive branch.

Training Course Highlights

- Anti-Harassment
- Embracing Diversity
- What is a Protected Class?
- Bystander Training
- Inclusive Leadership

Diversity and anti-harassment playlists are also available for state employees in MyPurpose under training workshops.

PROGRAM HIGHLIGHTS

Governor's Minority Management Trainee Program

The Governor's Minority Management Trainee Program (GMMTP) is a one-year professional development program designed to prepare Executive Branch minority employees for management opportunities in state government. Participants receive in-depth, practical training through classroom instruction and hands-on experience. They also participate in projects and programming to further their professional capabilities.

Employee Resource Groups (ERG)

ERGs are voluntary, employee-led groups of individuals who share a common interest in diversity and inclusion and are committed to creating a sense of belonging amongst all state government employees. The Commonwealth has eight ERGs that are available to all Executive Branch employees.

Governor's LEAD Conference

The Governor's Conference on Leadership, Equality, Accessibility and Diversity (KyLEAD) continues to attract attendees from both private and public sectors. The 2022 conference featured approximately 1,000 participants, presenters, and vendors in attendance.

DIVERSITY AND INCLUSION COUNCILS

Working in collaboration with several cabinets and agencies, ODET established Diversity and Inclusion Councils. These councils share the common objectives of embracing diversity and inclusion and promoting cultural awareness among their employees.

DIVERSITY OUTREACH AND RECRUITMENT

ODET, in collaboration with the Department for Human Resources Administration (DHRA), is actively engaged in Diversity Recruitment for the Commonwealth. ODET utilizes a variety of strategies as well as external networking resources that include, but are not limited to the creation of a state-wide and regional recruitment resource entitled "Inclusion NetWORKS for the Commonwealth (I.N.C.)"; participation in collegiate, civic and social organizations events and virtual career and job fairs throughout the state 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.



OFFICE OF EMPLOYEE RELATIONS

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.

PROGRAM HIGHLIGHTS

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. This benefit is available to executive branch employees and employees of the legislative research commission. In FY 2023, the adoption reimbursement program received and approved twenty-one (21) applications from seven (7) agencies covering thirty-two (32) children. Twenty-six (26) children were adopted from the state foster care system. The approved reimbursements totaled \$212,000. The Commonwealth of Kentucky state employee adoption benefit program was recognized by the Dave Thomas Foundation for Adoption as one of the Best Adoption-Friendly Workplaces in the government industry!



Pictured above: Governor Andy Beshear giving opening remarks at the 2023 Governor's Ambassador Awards event.

Governor's Ambassador Awards Seven (7) 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. One Hundred Seventy-Six (176) nominations were received for 2,028 employees. Winners were presented with an award from the Governor and the Personnel Cabinet Secretary during a recognition ceremony on June 14, 2023, in the Capitol rotunda.

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. During FY 2023, eleven (11) suggestions were awarded a total of \$3,500. Implemented suggestions represented a first-year savings of \$40,000.

Kentucky Employees Charitable Campaign (KECC)

During FY 2023, the campaign was chaired by KYTC Secretary Jim Gray, and raised \$590,483 with 1,971 state employees donating through payroll deduction or cash/check. This represents a 31.2% increase in overall donations and a 1% increase in participation (donors).

WORKERS' COMPENSATION PROGRAM

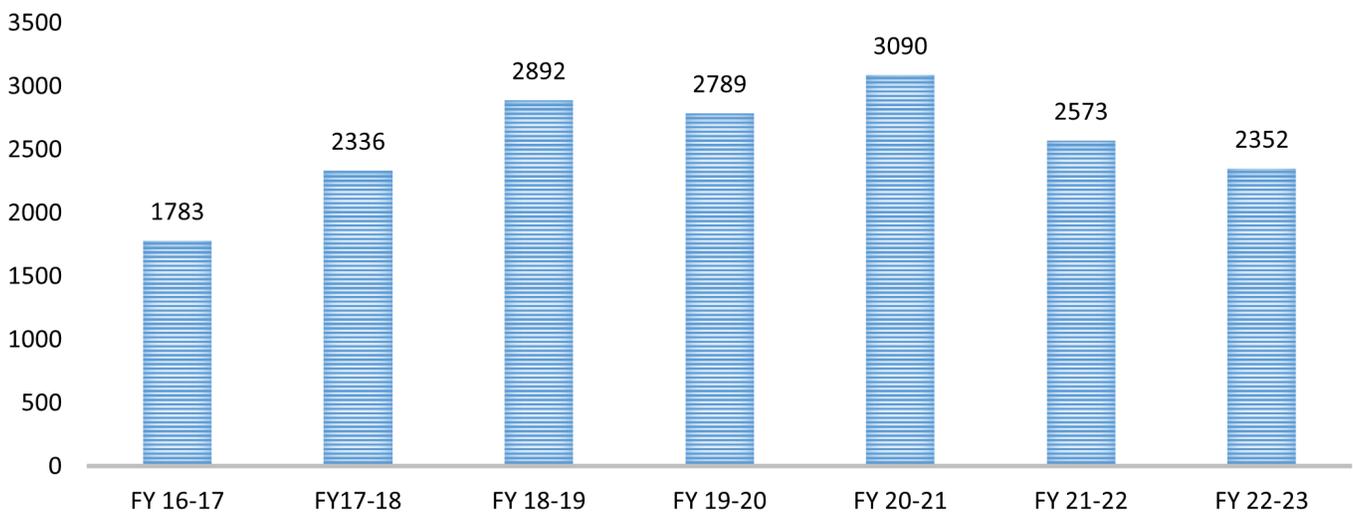
The Workers' Compensation Program (WCP) focuses on individual customer needs and cost containment. The WCP works closely with the Safety Program and the Return-to-Work Program to prevent and reduce injuries, focus on customer needs, and assist employees to return to work as soon as medically possible.



MORE ABOUT THE WCP:

- 2,352 First Reports of Injury were processed during fiscal year 2022-23. Record only claims totaled 998 whereas Medical/Indemnity claims totaled 1,354.
- The WCP covers approximately 60,000 lives and 184 agencies and independent entities. These include but are not limited to the State Active-Duty National Guard, nineteen (19) Sheriffs and Clerks Offices, Kentucky State Police, the Department of Corrections, social workers, volunteer firefighters, and emergency management volunteers.
- Total Incurred for fiscal year 2022-2023: \$10,668,649.87.
- The WCP works with the Office of Legal Services (OLS) to process pre-litigation settlement agreements and the prosecute subrogation liens in-house. This results in significant costs savings. Please refer to OLS's section of the annual report for details regarding the cost savings in fiscal year 23.

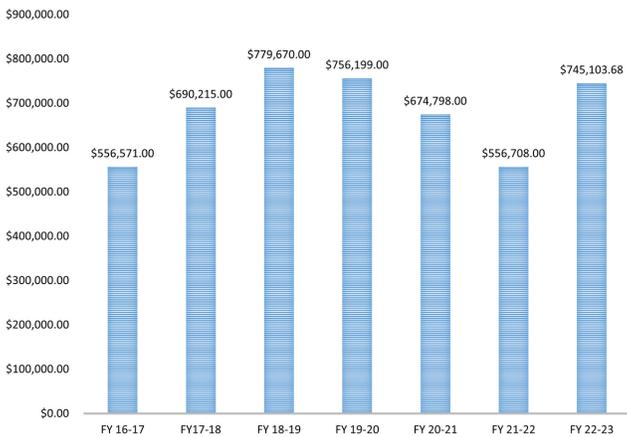
TOTAL NUMBER OF FIRST REPORT OF INJURIES PROCESSED



RETURN-TO-WORK PROGRAM

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 441 employees returned to full duty. The RTWP also processed 1,372 Temporary Total Disability benefit checks.

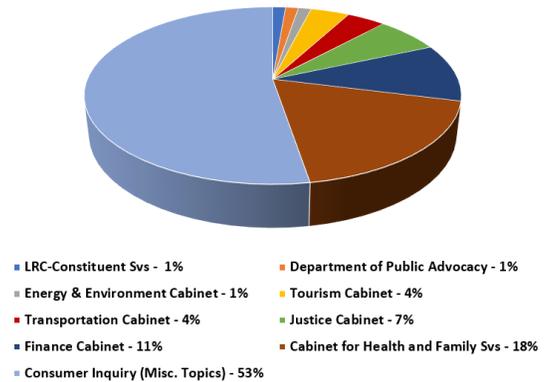
COST SAVINGS WITH MODIFIED DUTY



OFFICE OF THE OMBUDSMAN

The Ombudsman serves as a liaison and resource for employees and agencies in need of information or guidance. The Ombudsman 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 Mediation Program (KEMP) and coordinates the Transitional Assistance Program (TAP).

**Ombudsman Inquiries by Agency
FY 2022-2023**



KEMP ACCOMPLISHMENTS FROM THIS FISCAL YEAR:

- There were thirty-seven (37) mediations initiated during this fiscal year. Thirty-three (33) were referrals from the Personnel Board. Four (4) mediations were at the request of coworkers or supervisors. Thirteen (13) of the Personnel Board referred mediations were successfully resolved resulting in the dismissal of twenty-one (21) board appeals. As mediation is voluntary, several of the remaining referrals did not undergo the formal mediation process because one or both of the parties opted not to participate. All four (4) of the mediations between coworkers or supervisors were positively resolved.
- Four (4) agencies requested the services of KEMP for a Workplace Resolution (WPR). Two (2) certified mediators conduct the WPR in person or via TEAMS and provided a report for each with concerns expressed by participants and suggested resources.
- A new training class for KEMP mediators was conducted during the Spring of 2023. Currently, there are twenty-seven (27) mediators participating in the program representing nine (9) different state agencies.

KENTUCKY EMPLOYEE ASSISTANCE PROGRAM

KEAP is a confidential source to assist employees with personal concerns such as family issues, emotional distress, substance misuse, financial concerns or job stress challenges.

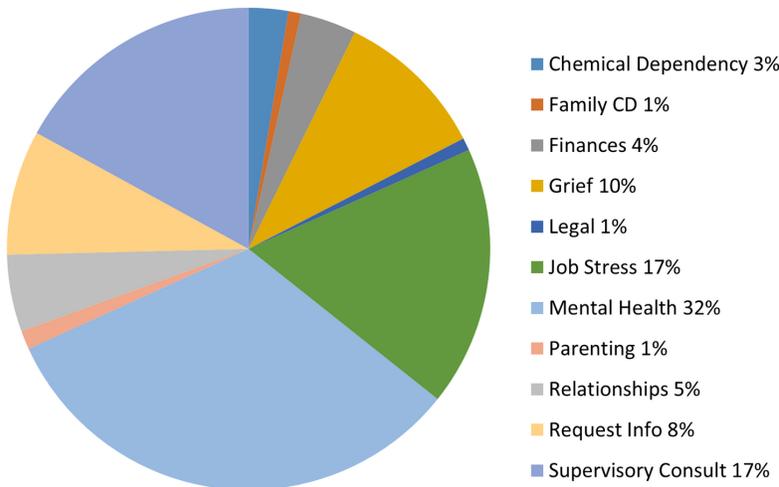
PROGRAM HIGHLIGHTS

- Developed a state-wide training used in the Executive Branch Annual Training on Building Mental Health and Well-Being.
- Created daily mental health spotlights during May’s Mental Health Awareness Month.
- Launched an updated KEAP orientation video

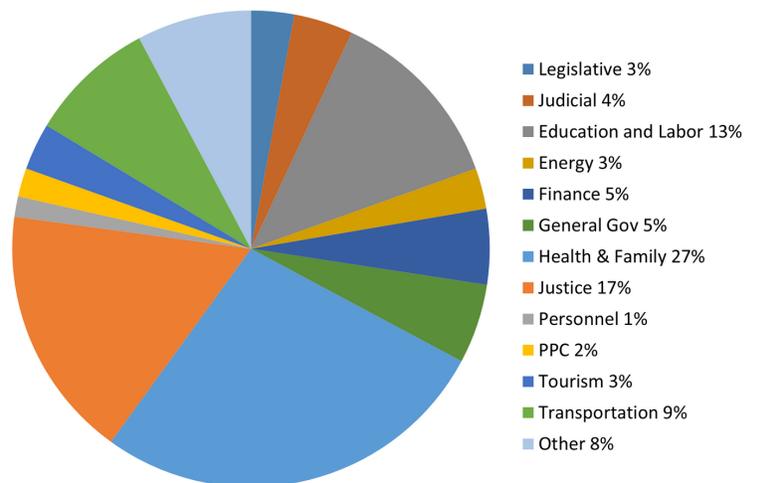
- During Fiscal Year 2023, the Kentucky Employee Assistance Program (KEAP) provided direct employee assistance services to 722 state employees and/or their family members, presenting as new clients.
- Issues most frequently presented included mental/emotional health (32 percent) and job stress (17 percent).
- KEAP staff provided 113 live presentations resulting in numerous contacts and including topics such as mental health in the workplace, understanding grief, and anxiety awareness.
- 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 PRESENTING ISSUES & UTILIZATION GRAPHS:

KEAP FY 2023 PRESENTING ISSUES



KEAP UTILIZATION by Agency FY 2023





OFFICE OF PUBLIC AFFAIRS

The Office of Public Affairs (OPA) provides communication planning and marketing services for the Personnel Cabinet, promoting employee benefits, programs and services, policies and new initiatives. OPA is responsible for media relations, website design and maintenance, social and electronic media, publications and all communication distributed from the Cabinet.

State Employee E-Newsletter

Streamlined communication from one centralized voice is crucial state government. Because of this, OPA coordinates a quarterly e-newsletter, distributed by email, to all Executive Branch state employees. This keeps employees engaged and up-to-date with the latest information regarding their benefits and other HR initiatives.

Governor's L.E.A.D. Conference

OPA works alongside ODET and OAS in planning and producing the annual Governor's Conference on Leadership, equality, Accessibility & Diversity. This year's conference generated almost 1,000 attendees and speakers.

Recruitment

OPA and DHRA work together with digital recruitment efforts, including LinkedIn and the Personnel Cabinet Facebook page dedicated to career opportunities. OPA also provides graphic design assistance with materials handed out at job and career fairs.

Website Development

This fiscal year, OPA and the Division of Technology Service launched a new website catered to job seekers. This website was built with the intention of being a "brochure" of what state government has to offer. You can access this website at personnel.ky.gov.

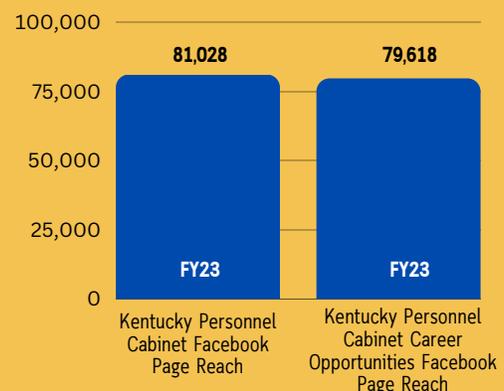
SOCIAL MEDIA

OPA continues to utilize platforms such as Facebook, Twitter, LinkedIn and YouTube to communicate with state employees and members of the public.

Social Media Platforms:

- Facebook: Kentucky Personnel Cabinet
- Facebook: Kentucky Personnel Cabinet - Career Opportunities
- Twitter: @kypersonnel
- LinkedIn: Commonwealth of Kentucky

FACEBOOK PAGE REACH



This metric counts reach from the organic distribution of Facebook posts and stories. It also includes reach from other sources, such as tags, check-ins and Page or profile visits.



OFFICE OF ADMINISTRATIVE SERVICES

The Office of Administrative Services (OAS) manages the cabinet's budget, accounting, procurement, human resources, facilities management and technology. Within OAS are three Divisions: Financial Services, Human Resources, and Technology Services.

Notable Accomplishments

- Completed the previous year's IT Audit by the Audit of Public accounts without any formal findings or comments
- Completed the financial close out of fiscal year 2023
- Produced and provided technical support for the 2022 KyLEAD Virtual Conference
- Transitioned all Personnel Cabinet employees to the Microsoft OneDrive cloud providing anywhere access and cost reductions for data storage

DTS Accomplishments by the Numbers

- DTS supports more than 400,000 end users in the Personnel Cabinet's 3 Enterprise HR systems: KHRIS, MyPURPOSE, and ImageConnect
- Responded to over 2,400 IT support requests
- Implemented 117 system change requests

MORE ABOUT OAS

Division of Financial Services (DFS)

DFS manages the \$160 million budget for the Cabinet providing monthly budget reports, processing invoices, depositing revenues, overseeing the contractual process for Cabinet goods and services, and providing asset and property management.

Division of Human Resources (DHR)

DHR processes Personnel Cabinet personnel actions, processes time and payroll, manages the performance process for Cabinet employees and provides assistance with employee benefits including insurances, leave, FMLA, and sick leave sharing.

Division of Technology Services (DTS)

DTS provides IT leadership, research, input, direction and oversight of all technology and technology-related initiatives in the Personnel Cabinet and manages all IT projects within the Program/Project Management Office (PMO) to ensure project progress and delivery.



Pictured above: Beth Cram, Consulting Services Manager for the Governmental Services Center (GSC) presenting on GSC programs at the IPMA-KY conference.

GOVERNMENTAL SERVICES CENTER

The Governmental Services Center (GSC) is responsible for creating, coordinating, and implementing training and employee development courses conducted on behalf of the Executive Branch, including consultations and customized training for all agencies including legislative and judicial branches.

This year, GSC launched a series of trainings, the **Executive Branch Management Curriculum**, available through MyPURPOSE for all supervisors and employees preparing for supervisory positions!

This fiscal year, GSC successfully transitioned 5 workshops to online courses to provide 24/7 access for all managers and supervisors, including:

- GSC: What is Discipline
- GSC: Documentation for Supervisors
- GSC: Before the Interview
- GSC: The Interview
- GSC: After the Interview

GSC also created the new curriculum “Managing Work Relationships” with the following live courses:

- Understanding Your Social Style
- Adapting Your Social Style

GSC COURSE OFFERINGS

GSC also conducted live virtual learning opportunities for state employees, providing interaction between trainers and participants. Seventeen courses for all state employees were offered in multiple sessions:

- Brainstorming
- Building a Culture of Shared Accountability
- Choosing to Be Accountable
- Discipline & Documentation - Documentation for Supervisors
- Discipline & Documentation - What is Discipline
- GSC Hiring & Selection – Before the Interview
- GSC Hiring & Selection – The Interview
- GSC Hiring & Selection – After the Interview
- Leadership Basics - Foundations
- Leadership Basics 2 - Roles
- Leadership Basics 3 - Communication
- GSC Training Administrator Training
- GSC Training Coordinator Training
- Better Your Communication
- Train-the-Trainer
- Understanding Your Social Style
- Adapting Your Social Style



Pictured above: Kentucky Deferred Compensation Authority representative presenting to eligible new hires.

KENTUCKY DEFERRED COMPENSATION AUTHORITY

The Kentucky Public Employees' 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 is an Authority operated under the direction of a seven member Board of Trustees and Executive Director and assigned to the Personnel Cabinet for administrative purposes only. KDC consists of the following three branches: Executive Branch, Administrative Services Branch, Investment Services Branch.

ACCOMPLISHMENTS FROM THIS FISCAL YEAR:

- **\$3.7 Billion** Assets Under Management
- **82,198** Plan Participants
- Auto-Enrolled Participants: **4,177**
- Participant Contribution Increases: **13,220**
- Total Enrollments: **7,893**
- Total Participant Conversations:
 - Call center volume: **33,900**
 - Walk-In Office volume: **6,184**
- KDC Auto Enrollment Program has enrolled 14,000 total participants; with a 94% retention rate (leading the nation in Governmental DC Plans).
- Implementation of FastPay, an electronic billing system, now processes more than 2/3 employers' payroll transfers of participant deferrals enhancing accuracy and efficiency.
- Created comprehensive digital Human Resource Leader guide for employers.
- Provided content to the annually required Executive Branch training to educate state employees on the importance of Deferred Compensation.

OFFICE OF LEGAL SERVICES

The Office of Legal Services (OLS) counsels, advises, and assists Personnel Cabinet Staff and Executive Branch agency legal and human resources staff on employment issues in state government, primarily focusing on administration of the KRS Chapter 18A merit system. OLS staff drafts legal pleadings, memorandums, proposed legislation, proposed regulations, and legal opinions. We also represent the Personnel Cabinet in hearings and proceedings before administrative agencies and state and federal courts. OLS assists with contract reviews, open records requests, participates in mediations of Personnel Board appeals, and provides legal support to the Personnel Cabinet's Worker's Compensation Program. We also give daily legal advice to the Department of Employee Insurance. Our staff also ensures that all personnel comply with the provisions of the Executive Branch Ethics Code.

THIS FISCAL YEAR, OLS:

- Recovered **\$125,000** in worker's compensation subrogation payments and settled **51** worker's compensation disputes without litigation, resulting in cost savings to the Commonwealth of Kentucky;
- Reviewed **2,388** personnel actions for legal sufficiency;
- Consulted with Executive Branch human resources and legal staff on **795** personnel issues;
- Conducted **18,356** background checks;
- Responded to **195** open records requests;
- Responded to **923** investigative requests regarding state employment; and
- Responded to **240** employee record requests.

MORE ACCOMPLISHMENTS FROM THIS FISCAL YEAR:

- OLS represented the Personnel Cabinet in 53 Personnel Board appeals.
- OLS assisted with the implementation of Senate Bill (SB) 153 that modernized the Commonwealth of Kentucky's KRS Chapter 18A merit system.
- OLS coordinated the Executive Branch Annual State Certification for Drug-Free Workplace Federal Grants, to ensure continuation of federal funding for state agencies.
- OLS conducted training for Executive Branch personnel, to include:
 - Family and Medical Leave (together with OER);
 - Workplace Investigations; and
 - KRS Chapter 18A revisions pursuant to SB 153.
- In this fiscal year, OLS filed amendments to five (5) Personnel Cabinet regulations:
 - 101 KAR 2:034 - Classified Compensation;
 - 101 KAR 2:095 - Classified Service General Requirements;
 - 101 KAR 2:181 - Repeal of 101 KAR 2:180;
 - 101 KAR 2:210 - 2023 Plan Year Handbook for the Public Employee Health Insurance Program; and
 - 101 KAR 3:045 - Compensation Plan and Pay Incentives for Unclassified Service