

2024-2025 KENTUCKY PERSONNEL CABINET ANNUAL REPORT

**BECOMING  
THE EMPLOYER OF CHOICE**



PRESENTED BY: MARY ELIZABETH BAILEY, PERSONNEL CABINET SECRETARY

# Cabinet Leadership

**Mary Elizabeth Bailey**

Personnel Cabinet Secretary

**Robert Long**

Personnel Cabinet Deputy Secretary

**Alan Hurst**

Executive Director, Office of Employee Relations

**Chris Chamness**

Commissioner, Department of Employee Insurance

**Brandon Adams**

Deputy Commissioner, Department of Employee Insurance

**Jamie Caldwell**

Commissioner, Department of Human Resources Administration

**Stephanie Carpenter**

Deputy Commissioner, Department of Human Resources Administration

**Jana Smith**

Executive Director, Office of Administrative Services

**Tanya Lawrence**

Deputy Executive Director, Office of Administrative Services

**Robbie Perkins**

Director, Division of Technology Services

**Steeley Franco**

Executive Director, Office of Public Affairs

**Vikki Stone**

Executive Director, Office of Employee Engagement & Training

**William C. Biddle**

Executive Director, Kentucky Deferred Compensation Authority

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## Letter from the Secretary

Throughout my career in state government, there have been few other periods of time where I have witnessed such a comprehensive growth within all areas of the Personnel Cabinet.

Staff worked tirelessly this fiscal year to enhance benefit offerings to state employees, generate new recruitment initiatives, and collaborate across departments to achieve remarkable things.

When we announce initiatives like First Day Insurance, the Team Kentucky Internship Program, or enhanced benefits offerings, it stands as a testament to the immense teamwork required behind the scenes to ensure success.

I could not be more proud of how we have adhered to our mission this year: to serve our employees and agencies to the best of our ability. We aren't stopping here, though. We will continue to seek out ways to enhance benefits for our employees.

## Personnel Cabinet Awards Spotlight



In July of 2024, Secretary Bailey was presented with the Eugene H. Rooney Jr. Award for Leadership in State Human Resource Management. This prestigious award was given during the National Association of State Personnel Executives' annual meeting.

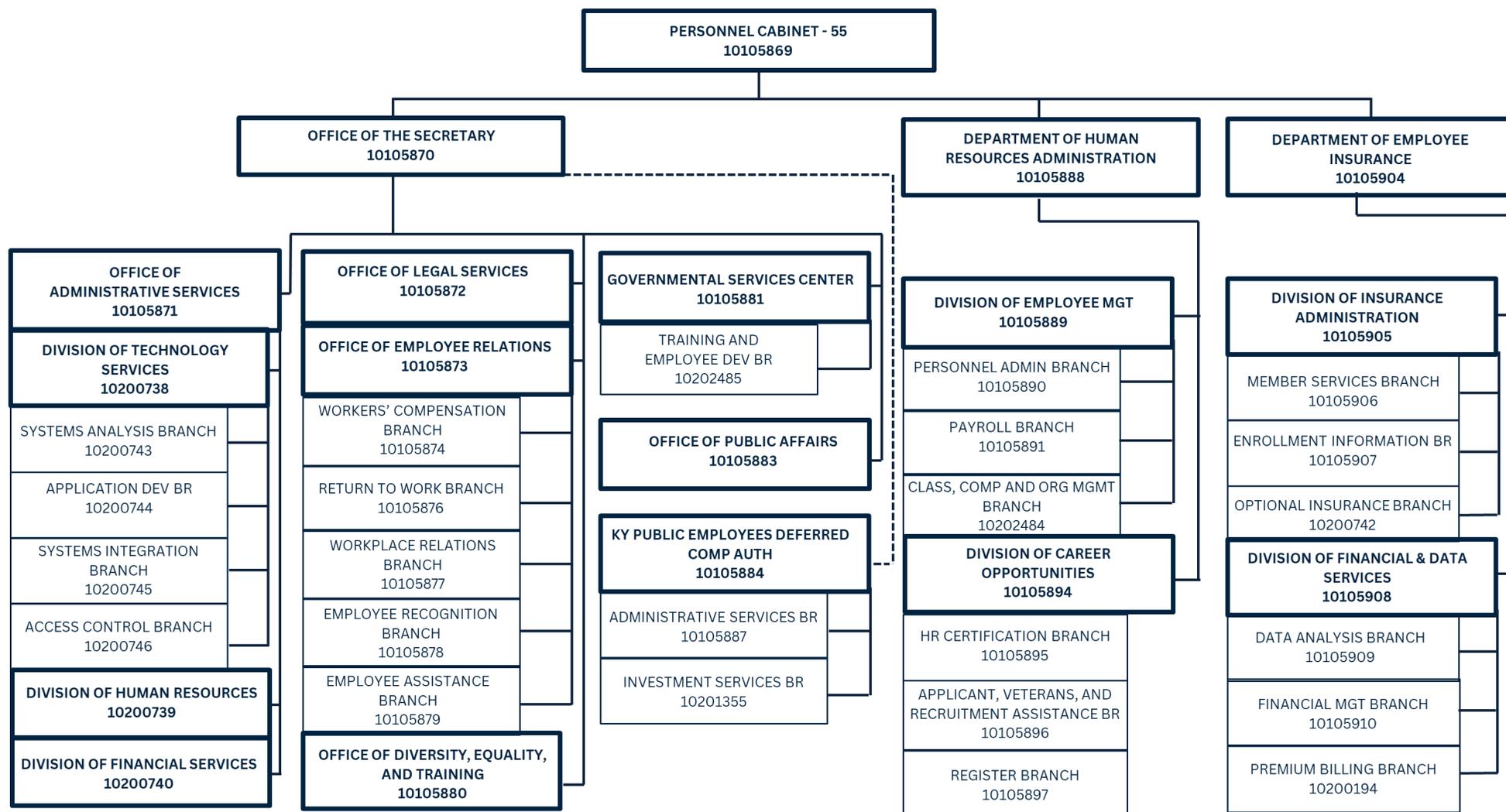
This national award recognizes innovative state human resources management practices that ensure access and equity while enhancing productivity and service delivery.



In November of 2024, Rosemary Holbrook was awarded the Second Annual Governor Brereton C. Jones Outstanding Ethics Award from the Executive Branch Ethics Commission.

She earned this prestigious honor for her dedication to upholding the Executive Branch Code of Ethics as the Cabinet's Ethics Officer, and for establishing policies and procedures that ensure effective ethics enforcement.

# PERSONNEL CABINET ORGANIZATIONAL CHART



Pictured above: Personnel Cabinet Executive Staff members at an end-of-year staff meeting.

# Employee Statistics

## Race and Gender

Personnel Area	Males		Females		Caucasians		Minorities	
Executive	14,960	48.18%	16,092	51.82%	27,898	89.84%	3,154	10.16%
Judicial	781	22.02%	2,765	77.98%	3,148	88.78%	398	11.22%
Legislative	301	50.93%	290	49.07%	547	92.55%	44	7.45%

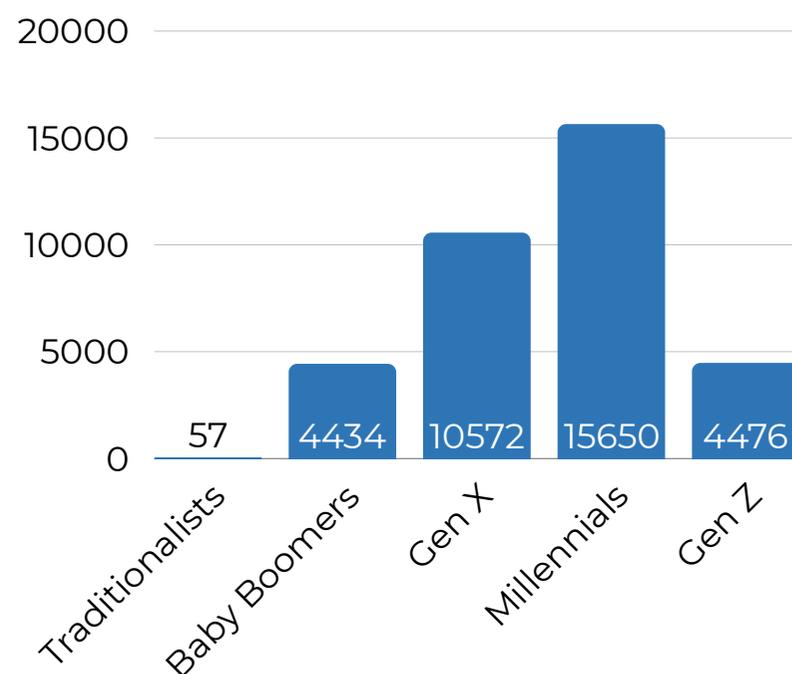
## Employee Counts Per Branch of Government

Executive	31,052
Judicial	3,546
Legislative	591

## Counties with Highest Population of State Employees

1. Franklin County: 9,873
2. Jefferson: 2,514
3. Fayette: 1,449
4. Warren: 750
5. Oldham: 742
6. Hardin: 674
7. Boyle: 611
8. Madison: 593
9. Hopkins: 556
10. Pike: 546

## Generations in the Workplace



## Average Annual Employee Compensation

<b>Average Gross Annual Salary</b>	<b>\$63,965.95</b>
Average employer paid annual benefits:	
Retirement	\$28,449.29
FICA	\$4,575.84
Health Insurance	\$10,348.12
Life Insurance	\$12.00
<b>Total Benefits</b>	<b>\$43,385.25</b>
<b>Average Annual Employee Compensation</b>	<b>\$107,351.20</b>

# THE INAUGURAL TEAM KENTUCKY INTERNSHIP PROGRAM LAUNCHES FOR STUDENTS

The Team Kentucky Internship Program (TKIP) is an exclusive internship program developed with students in mind! TKIP is intended to provide students with the opportunity to gain meaningful experience and employment in state government.

In addition to developing practical workplace skills in a variety of professional areas, interns are effectively introduced to the exciting career options in public service. The program strives to provide opportunities for students to gain first-hand experience, knowledge and understanding of governmental processes through various fields. This internship opportunity gives students insight into considering a future career within state government.

In FY25, over 1,000 applications were received for 51 TKIP positions.

## Here's what the interns said:

"This internship has allowed me to explore various sectors of public service, giving me the opportunity to learn so much about state government and sharing insight to refine my professional interests and goals as I gain new experiences." - *Soleila E.*

"Not only do we get educational and professional development opportunities, we get networking opportunities from people within Team Kentucky. I know that TKIP will best prepare me for my future, and I am forever grateful." - *Aimee P.*

"I feel like the skills I am learning here will be ones that I can take with me for the rest of my life." - *Clay P.*



# KENTUCKY PROVIDES 1<sup>ST</sup> DAY INSURANCE COVERAGE FOR NEW STATE EMPLOYEES

“Health care is a basic human right, and that is why this is an extremely important initiative to me. I will continue to advocate for accessible, affordable health care for all Kentuckians – including those who are entering a career of public service.”

-Governor Andy Beshear

Starting January 1, 2025, the Kentucky Employees’ Health Plan (KEHP) now offers insurance for new hires at state agencies on their **first day of employment**. New employees are now able to obtain KEHP coverage without a waiting period! This effort required comprehensive changes to new hire insurance operations, as well as close coordination with the Department for Human Resources Administration for payroll, new hire onboarding, and HR operations.

# EXPANDED HEALTH BENEFITS WITH NO ADDITIONAL MEMBER COST

Since plan year 2024, Carrum has offered KEHP members and their dependents aged 18 and older access to Carrum’s surgical centers of excellence (COEs) for access to high-quality surgical or cancer care. Since the launch of the program for KEHP members, Carrum has added care centers around Kentucky, including bariatric surgical centers for weight loss, and orthopedic centers for hip, knee and spine.

This larger COE network will bring increased convenience to members and their families. Members will also continue to receive treatment **without any surprise bills and no out of pocket costs**, which means no deductible, copay, or coinsurance! Members may also receive a travel stipend for travel expenses to the surgical facilities.

# NO EMPLOYEE PREMIUM INCREASES FOR 2025!

## DEPARTMENT OF EMPLOYEE INSURANCE

The Department of Employee Insurance (DEI) administers the KEHP and optional benefits for life, dental, and vision insurance. KEHP is a \$2.5 billion, self-funded health insurance and flexible spending account program that provides benefits to more than 300,000 public employees, retirees under the age of 65, and their dependents.

## Prevention & Education in Focus

### Regional Wellness Coordinators

The Department has contracted to continue the Regional Wellness Coordinator (RWC) program to provide in-person wellness programming and support to KEHP's participating employers across the Commonwealth. The RWCs participate in hundreds of in person and virtual events each plan year, including sharing important disease prevention and KEHP benefit information.

### Weight Management Pilot Program

In plan year 2025, KEHP required members prescribed a GLP-1 drug for weight loss to join a weight management program that offered wrap-around support including education and coaching. Many KEHP members reported learning important details about this type of drug and how they could adjust their lifestyle to achieve lower rates of side effects, as well as faster and more sustained weight loss.

### KEHP Benefits Participation:

**134,667**

Members with dental benefits

**1,415**

Members with a Child & Adult Daycare FSA

**126,079**

Members with vision benefits

**32,142**

Employees with optional life insurance

**24,710**

Members with a Healthcare FSA

**18,308**

Dependents and spouses with optional life insurance

### Wellness Fairs

The Department hosted seven wellness fairs throughout 2025—including five at state-owned buildings as well as the Administrative Office of the Courts. Many locations had year-over-year increases in attendance. The wellness fairs attracted over 1,200 members and provided an opportunity to educate state employees on health conditions and steps to improve personal wellness.

## Division of Insurance Administration

The Division of Insurance Administration (DIA) provides direct support to KEHP members, optional insurance subscribers and human resource generalists/insurance coordinators from our participating agencies, boards of education and quasi-governmental groups. The DIA consists of three branches: Enrollment Information, Member Services and Optional Insurance.

Each of the DIA branches support our members with enrollment and enrollment change processing, enrollment error resolution, member customer service calls, urgent additions for coverage, processing life insurance claims upon death, as support to beneficiaries, and other general customer service support. The DIA also ensures integration of new vendors and interacts with vendor customer services teams as necessary to ensure the highest levels of service to our membership.

**20,790**

Customer service calls for health insurance and optional insurance questions.

**36,481**

Insurance applications processed in KHRIS.

**3,710**

Enrollment exceptions processed.

**543**

Urgent additions for coverage processed in coordination with Anthem and CVS.

## Division of Financial and Data Services

The Department has a total of 15 vendors that invoice and provide services each month, including Aon consulting, 4C, Anthem (includes Castlight program), Anthem Dental and Vision, Blue & Co, CVS/Caremark, Healthplan Data Solutions, UK – Kentucky Medical Service Foundation Acupuncture Program, KnowYourRX, Merative, MetLife, Premise Health, RethinkCare, HealthEquity, and WebMD. The Division of Financial and Data Services ensures accurate payment and validation of vendor charges, resulting in the savings of thousands of dollars to the Plan each month.

### Data Analysis Branch (DAB)

The DAB is responsible for the data integrity of incoming and outgoing member eligibility files to vendors. The DAB's work includes process documentation, files, coding, reports, testing, and Open Enrollment planning, implementation, and testing.

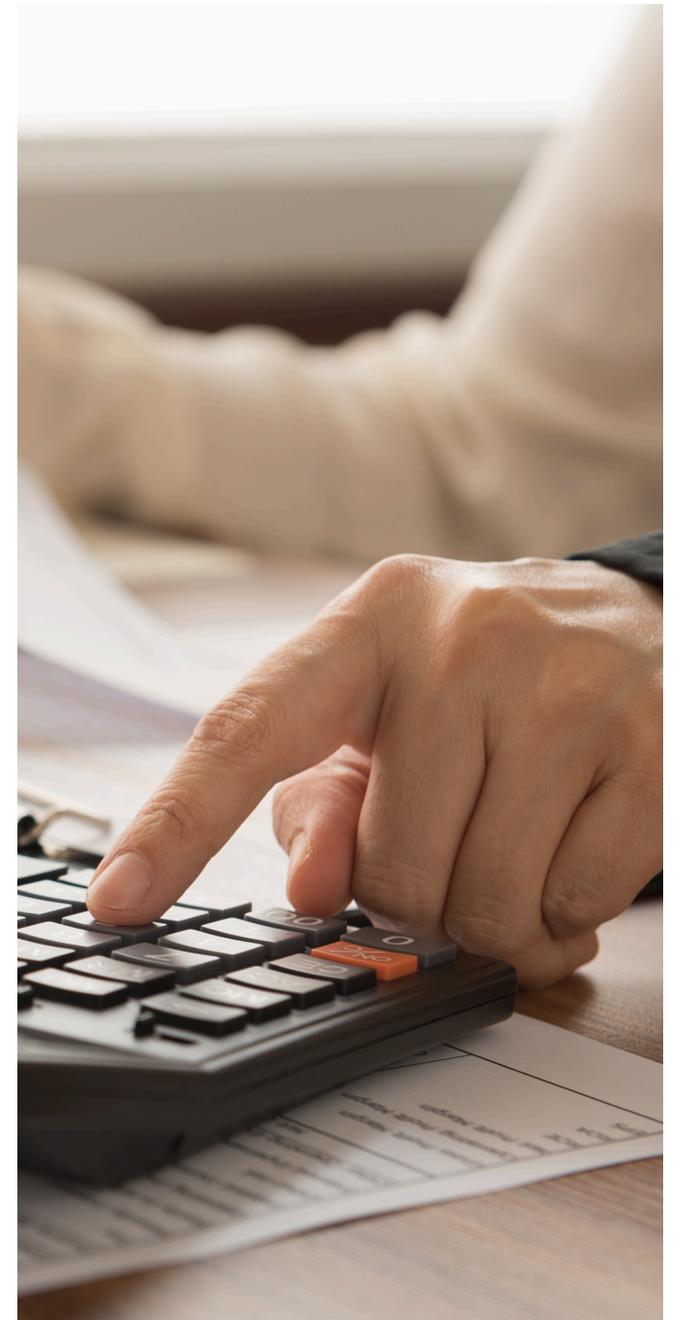
DAB is also involved in the Open Enrollment project plan, including testing KHRIS functionality prior to Open Enrollment, and troubleshooting any system issues that arise during Open Enrollment. Beyond Open Enrollment, they are also involved in new vendor implementation and generating eligibility files, ensuring the data meets requirements provided by each vendor. This fiscal year, the DAB:

- Processed **9,973** inbound file kickouts from TRS, KPPA, KDE and TRS.
- Sent **1,815** template corrections back to HealthEquity for enrollment or funding errors.
- Processed **4,582** HealthEquity file errors.
- Worked **1,933** Anthem file discrepancy reports.
- Worked **785** KHRIS enrollment discrepancies.
- Produced **2,192** discrepancy reports for DIA to correct KHRIS errors.

## Financial Management Branch (FMB)

FMB manages daily Accounts Receivable/Accounts Payable, including creating and maintaining templates and tables in eMARS and the review and analysis of financial reports, claims, and files supplied by vendors and agencies of DEI to determine accuracy of invoiced billing and premium payments in compliance with current contracts. FMB also:

- Performs financial analysis by applying statistical and accounting disciplines to specific benefit programs offered by DEI.
- Develops specialized and complex reporting of premium contributions and liabilities relating to the health, FSA/HRA, Life, Optional Insurances, and other benefits.
- Manages complex financial reconciliations on seven funding accounts of DEI.
- Creates complex financial reports, dashboards and financial schedules included in actuarial reports, financial closing packages, board reports, legislature reports and utilized by management to set budgets and premium rates. Assists with annual financial DEI audit.
- Advises management on fiscal matters pertaining to DEI.



### During FY25, FMB processed the following financial transactions:

- Completed **2,159** eMARS documents including refunds, transfers, deposits, and payments.
- Processed files and payments for **1,527,182** HRA/FSA claims totaling **\$141,361,806.25**.
- Worked **98,493** discrepancies in financial files/bills.
- Processed **\$397,882,571.44** pharmacy rebates.
- Completed **295** invoices for payments to **15** vendors totaling **\$97,388,104.20**.
- Processed **231,333** Wellness Rewards for members/spouses totaling **\$11,297,225.00**.
- Processed files and payments for **5,169,610** medical claims totaling **\$1,545,447,909.13**.
- Processed disputed charges totaling **\$219,937.33**.
- Processed files and payments for **4,521,960** pharmaceutical claims totaling **\$952,603,962.13**.
- Processed **\$7,811,545.56** in Performance Guarantees for DEI vendors.

## Premium Billing Branch (PBB)

PBB manages daily billing and premium reconciliation, reporting, and customer service for health, dental, vision and life premiums, flexible spending accounts, and health reimbursement arrangement contributions and administration fees for KEHP and Optional Insurances.

During FY 2025, PBB processed the following financial transactions:

- **10,535** premium bills were processed.
- **8,879** billing clarifications were manually worked and posted.
- Manually processed and posted **81** premium payment remittance files that totaled **\$500,588,402.31**.
- Prepared and processed **579** deposits that totaled **\$2,905,969.35** in premium payments.
- Manually entered and posted **577** check & payment lots that totaled **\$1,597,403,572.61** in premium payments received.
- Processed **4,289** 30-day arrears letters that totaled **\$297,501.14** in premiums owed.
- Processed **851** 60-day arrears letters that totaled **\$97,739.64** in premiums owed.
- Terminated **1,285** benefit plans due to non-payment of premiums that totaled **\$97,737.64** in premiums owed.
- Manually processed **170** premium refunds in the amount of **\$78,467.59**.
- Processed **1,641** write-offs in the amount of **\$64,161.75** in overpayments that DEI retained due to the agency not taking the overpayment back with the required 60-day policy.
- Manually entered **3,365** billing adjustments/corrections in KHRIS that totaled **\$475,793.73**. These are a combination of hazardous duty cross-reference, newborn and board member billing adjustments along with billing corrections.
- Reconciled all agency and member accounts each month with less than **0.33%** over 60-days.

## DEI Event Spotlight: LivingWell Fairs



# KDC CLEARS \$4.5B IN MANAGED ASSETS

MOST IN  
PROGRAM'S  
HISTORY

## KENTUCKY DEFERRED COMPENSATION

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, and Investment Services Branch.



### KDC by the Numbers

- \$4.5B** Assets Under Management
  - \$3M increase from FY24
- 87,727** Plan Participants
  - Over 2,000 more than FY24
- 4,004** new auto-enrolled participants
- 9,102** total new enrollments
- 16,094** participants increased their contributions
- 43,989** total participant conversations

### KDC Enhancements in 2025

In the 2025 legislative session, Senate Bill 104 was passed, which allows KDC the ability to offer Self-Directed Brokerage Accounts to participants.

This allows participants to invest in assets approved by the Board as alternative Plan investment. Senate Bill 104 also:

- Gave KDC the ability to purchase Fiduciary Liability Insurance, reducing risk and liability for KDC against financial losses.
- Allows KDC to use a self-correcting mechanism to maintain compliance with Federal law to avoid legislative changes.

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## 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.

OLS also represents 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. Staff also ensures that all personnel comply with the provisions of the Executive Branch Ethics Code.

### OLS Legislative Support

In this fiscal year, OLS assisted with amendments to the following Personnel Cabinet regulations:

- **101 KAR 2:034** – Classified Compensation
- **101 KAR 2:086** – Internship Interview Preference
- **101 KAR 2:102** – Classified Leave General Requirements
- **101 KAR 2:210** – 2025 Plan Year Handbook for the Public Employee Health Insurance Program
- **101 KAR 3:015** – Leave requirements for Unclassified Service
- **101 KAR 3:045** – Compensation Plan and Pay Incentives for Unclassified Service

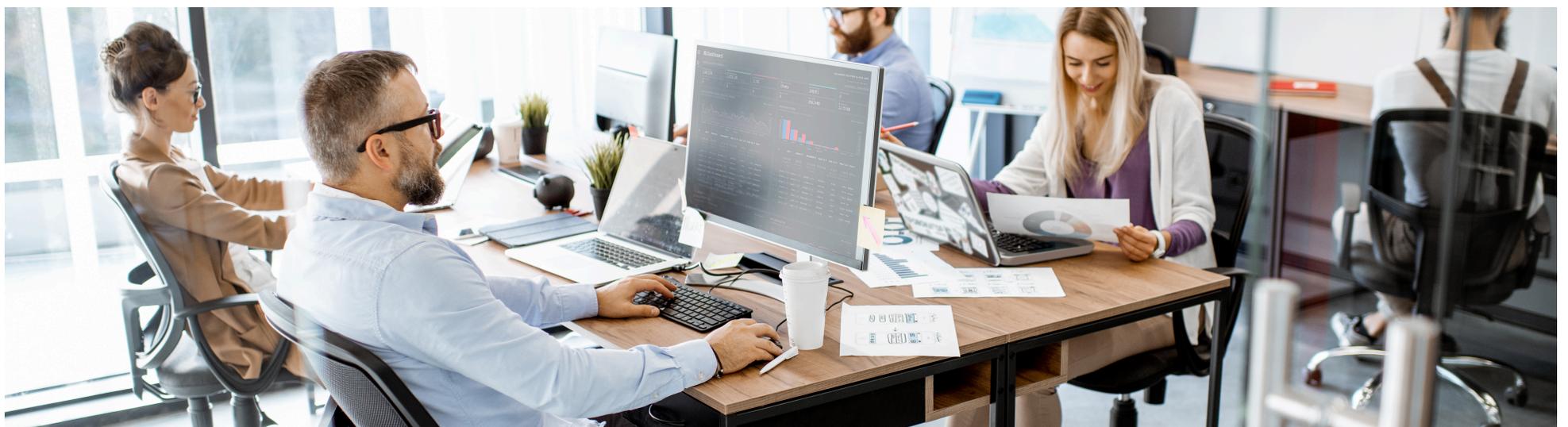
Some of the most notable highlights of these regulation amendments include:

- Providing interview preference for future executive branch employment for Team Kentucky Interns who successfully complete all program requirements, and
- Amending the leave regulations (101 KAR 2:102 and 101 KAR 3:015), to grant full-time KRS Chapter 18A employees up to six (6) weeks of continuous employer paid leave for certain life and health events.

### OLS Highlights

This fiscal year, OLS:

- Represented the Personnel Cabinet in **8** Personnel Board appeals;
- Completed **33** prelitigation settlement agreements for the Workers' Compensation Program, resulting in considerable cost-savings to the Commonwealth;
- Reviewed **2,797** personnel actions for legal sufficiency;
- Consulted with Executive Branch human resources and legal staff on **713** personnel issues;
- Conducted **12,517** background checks;
- Responded to **182** open records requests;
- Reviewed **105** minimum qualification reconsideration requests;
- Responded to **739** investigative requests regarding state employment; and
- Responded to **265** employee record requests.



# EMPLOYEE RECOGNITION, ADOPTION BENEFITS & MORE!

## OFFICE OF EMPLOYEE RELATIONS

The Office of Employee Relations (OER) provides leadership and support to state agencies through the coordination of several unique programs. Through these programs, OER helps take care of state employees in a variety of ways including assisting in their physical and mental health, maintaining safe workspaces, and recognizing their hard work and service to fellow Kentuckians. All of this is crucial to ensure they can complete their tasks essential to the Commonwealth.



## Adoption Reimbursement Program

For employees who wish to adopt, the Commonwealth provides financial assistance of up to \$7,000 to help cover expenses. This benefit is available to executive branch employees and employees of the Legislative Research Commission.

In FY 2025, the adoption reimbursement program received and approved **19** applications covering **25** children. **Twelve** children were adopted from the state foster care system. The approved reimbursements totaled **\$149,000**. Recognizing the impact of the program, the Dave Thomas Foundation for Adoption has recognized Kentucky state government as one of the Best Adoption-Friendly Workplaces in the government industry!



## Service Recognition

We are proud of the career milestones celebrated by state employees.

During calendar year 2024:

- **1,496** employees were honored for 5 years of service,
- **1,024** with 10 years,
- **495** with 20 years,
- **128** with 30 years, and
- **4** with 40 years of state service.

Each of these employees received a certificate from OER's Employee Recognition Branch to celebrate their service to the Commonwealth.

## Kentucky Employees Charitable Campaign (KECC)

During 2024, KECC was chaired by Tourism, Arts and Heritage Cabinet Secretary Lindy Casebier, and raised an incredible **\$643, 579**.

**This represents a \$27,418 (4.45%) increase from 2023!**



## Governor's Ambassador Awards

Seven individuals and one team of public service employees received recognition in six categories: Customer Service, Courage, Team Kentucky Excellence, The Extra Mile Award, Teamwork, and Community Service and Volunteerism.

A record amount of **253** nominations covering **449** state employees were received. Winners were presented with an award from Secretary Mary Elizabeth Bailey during a recognition ceremony on July 23, 2025. Commemorative bricks will be placed at Thomas D. Clark Center for Kentucky History in honor of their achievement.



***Pictured above:** A collage of photos taken at the 2025 Governor's Ambassador Awards ceremony. Personnel Cabinet Secretary Mary Elizabeth Bailey and Rocky Adkins, Senior Advisor to the Governor, presented the awards to recipients.*

## Return-to-Work Program

The Return-to-Work Program consults with employers and assists in developing Temporary Modified Duty Programs. 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, **301** employees returned to full duty. The RTWP also processed **1,124** Temporary Total Disability benefit checks.

### Employees Returned to Full Duty

FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
<b>1,219</b>	<b>668</b>	<b>441</b>	<b>312</b>	<b>301</b>

## Special Highlight: Blood Drives



During FY 2025, the Personnel Cabinet sponsored six blood drives with both the American Red Cross and the Kentucky Blood Center.

Between the two organizations, the Personnel Cabinet collected 119 units of blood, **which was 108% of our overall goal!**



## Workers' Compensation Program

The Workers' Compensation Program (WCP) focuses on individual customer needs and cost containment. The WCP, return-to-work, and the safety programs all create a system of data sharing, which allows OER to target safety initiatives specific to trends seen through the claims processed in each program area.

The WCP covers approximately **62,000** lives and **184** agencies and independent entities. These include but are not limited to the State Active-Duty National Guard, 19 Sheriffs and Clerks Offices, Kentucky State Police, the Department of Corrections, social workers, volunteer firefighters, and emergency management volunteers.

WCP employees processed 2,247 First Reports of Injury during fiscal year 2024-25. Record-only claims totaled 1,026 whereas Medical/Indemnity claims totaled 1,221. The Total Incurred for fiscal year 2024-2025 was \$9,244,791.83 as of July 1, 2025. Additionally, the WCP works with the Office of Legal Services (OLS) to process pre-litigation settlement agreements and prosecute subrogation liens in-house. This results in significant costs savings.

### Total # of First Report of Injuries Processed

FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
<b>3,090</b>	<b>2,573</b>	<b>2,352</b>	<b>2,217</b>	<b>2,247</b>

## 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 Mediation Program (KEMP) and coordinates the Transitional Assistance Program.

There were **17** mediations conducted during this fiscal year. Eleven were referred from the Personnel Board and six were at the request of either coworkers, supervisors or an Human Resources Office. Through mediation, **five** Personnel Board appeals were successfully resolved. Additionally, two agencies requested the services of KEMP for a Workplace Resolution.

## Kentucky Employee Assistance Program

In Fiscal Year 2025, the Kentucky Employee Assistance Program (KEAP) provided direct employee assistance services to **784** state employees and/or their family members, presenting as new clients.

Issues most frequently presented included mental/emotional health (35 percent) and supervisory consultations (16 percent). KEAP staff consulted with many agency personnel offices on how to effectively address troubled employee situations and participated in a number of agency conferences and staff events to further raise awareness of services.

In addition, KEAP staff provided **157** live presentations on topics such as stress management, preventive care for mental health, and depression awareness. For specific presentations, including work/life integration trainings, KEHP members also have the opportunity to earn rewards through Castlight for their participation.

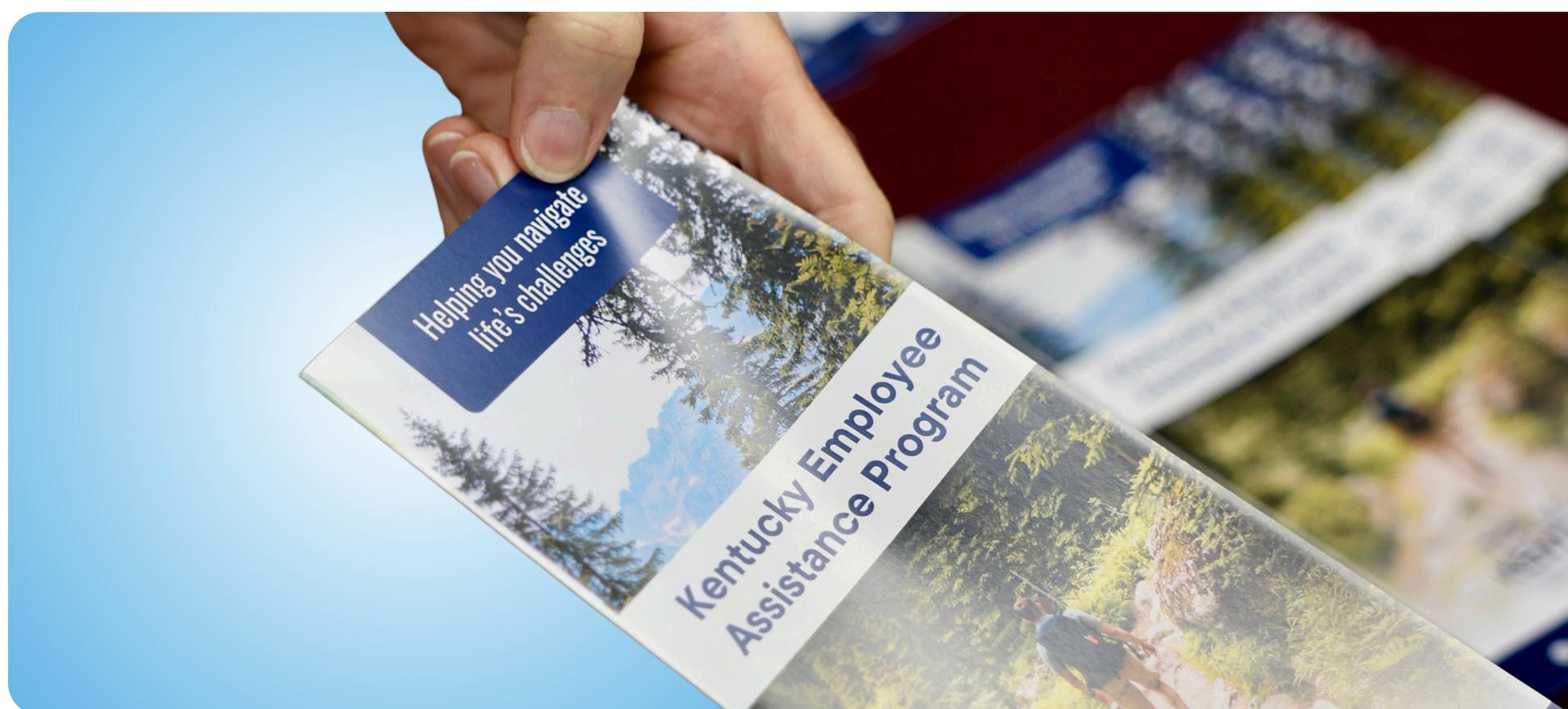
KEAP is approved by the Kentucky Board of Examiners of Psychology (KBEP), the Kentucky Board of Social Work and the Kentucky Board of Alcohol & Drug Counselors to provide continuing education courses free of charge to state employees in the social services profession who must maintain mental health licenses.



### KEAP Program Highlights

In response to concerns of federally funded employees attached to state agencies, KEAP developed a training on managing anxiety during uncertain times.

Across agencies throughout the Commonwealth during 2025, KEAP participated in health and wellness fairs highlighting the risk of burnout, offering assessments and providing information on how to treat and prevent it.



# PROVIDING TOP-TIER BENEFITS FOR EMPLOYEES

## 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). DHRA 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.

## Event Spotlight: HR Symposium

On October 29, 2024, 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 one-day event included Personnel Cabinet program updates, presentations on the use of artificial intelligence, ADA Title 1/The Interactive Process, 1<sup>st</sup> Day Health Insurance Coverage, KPPA Employer Reporting and Pension Spiking, enterprise onboarding, a review of future cabinet initiatives and concluded with an introduction to the new HR group.



**Pictured above:** From left to right, Secretary Bailey, Carey Alexander, Katie Barber, and DHRA Commissioner Jamie Caldwell. Carey and Katie were presented with the Customer Service Award at the 2024 HR Symposium.

## DHRA ACCOMPLISHMENTS

### Executive Branch Classified and Unclassified Salary Schedule Adjustment

The classified and unclassified salary schedule was adjusted by Executive Order on September 16, 2024, resulting in an increase of 3% in the minimum salary of all grades.

### Implementing Legislation

The 2024 regular legislative session was impactful to the department and required the effectuation of multiple bills during this reporting period, including those outlined below:

- Effective 7/1/2024, a 3% increase was added to the base salary of eligible Executive, Legislative, and Judicial Branch employees. (HB 446),
- Nine reorganizations were managed; most notably, the Department of Charitable Gaming became a part of the Kentucky Horse Racing and Gaming Corporation,
- Increments and rank changes were implemented for the Department of Education, and
- KSP Trooper/CVE Salary Schedule adjustments were reflected per KRS 16.052.

### Performance Management

DHRA continues to oversee the statewide performance management program, **servicing more than 20,000 Executive Branch employees**. To support this initiative, the Performance Management team conducted a series of audits focusing on technical and quality compliance, suspension documentation, lowest rating actions, and training adherence. The team facilitated 17 one-on-one meetings with agency performance administrators and HR leadership to review audit results and provide program guidance. In addition, they delivered training to over 1,100 managers and more than 20 agency performance management administrators across the state.

### 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 KHRIS and MyPURPOSE.

Many division staff members are involved in these classes as trainers and subject matter experts. Trainings are offered in a variety of methods including instructor-led in-person, instructor-led virtual, and self-paced online trainings to new employees as well as current employees wishing to re-take the course(s) as a refresher. DHRA offered 18 different courses, with 1,916 course completions.

### Communications

DHRA is responsible for providing oversight and guidance to agencies on the administration of Human Resources (HR) as well as processes involving KHRIS & MyPURPOSE. In support of this, 11 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 website for agency HR staff. Additionally, DHRA also coordinates with the Office of Homeland Security for the use of Omnilert messages, which allows for simultaneous emergency notifications to employees, based on work and home county, using: mobile device text messaging (SMS), email, and pop-up desktop workstation alerts.



## Division of Employee Management

This division is responsible for executing the state payroll, for processing personnel actions, for maintaining employees' official personnel file, overseeing and monitoring compliance of the Employee Performance Evaluation System, 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.

### Job Classification Review

The Classification, Compensation, and Organizational Management (CCOM) Branch **effectuated changes to approximately 299 job classifications**. Among these were the establishment of 71 new job classifications, the abolishment of 38 job classifications, the adjustment of 10 pay grade assignments, and the establishment or adjustment of 105 special entrance rates set above the entry of the pay grade. Included in these counts and per the direction of the 2024 General Assembly, collaboration continued among the CCOM Branch, the Commonwealth's Office of Technology, and Korn Ferry to update the Commonwealth's information technology job classifications.

The CCOM Branch continues to make progress with the completion of a 5-year classification and compensation study of all job classifications as required by Kentucky Revised Statute 18A.030. This statute requires a recurring detailed review and refactoring of all existing job classifications.

## Accomplishments Include:

**\$1.9B**

In payroll processed.

**105,611**

Personnel actions processed, including the mass processing of the 3% annual increase.

**47,915**

Wage and Tax Statements disseminated (W-2) for 2024, (50%) of which were delivered electronically.

**19,991**

Records scanned into Personnel Files.

**4,251**

Verifications of employment completed.

## Division of Career Opportunities

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

- Applicant assistance: **7,946**
- Veterans assisted: **1,201**
- Veteran's preference assigned **1,132**
- Total applicants in MyPURPOSE: **266,206**
- Total applicant submissions: **37,374**
- Applications reviewed for minimum qualifications (MQR): **14,322**
- Job opportunities posted: **8,862**
- Job postings certified **7,561**

### Career Fairs

DCO continues to participate in recruitment events for state agencies. During this period, DCO participated in **107** different events across the state.

### Career Counseling

DCO launched career counseling in March 2025 to assist job seekers and current state employees with services such as résumé & application review and personalized recommendations for careers based on the jobseekers' goals, interests, experience, and education. This service is being provided to all current employees, applicants, and displaced federal workers. The division also actively reaches out to displaced federal workers upon learning of filed unemployment insurance claims, offering direct assistance, to include career counseling.

### Second Chance Employment

The division actively works with the Department of Corrections, Division of Reentry, and executive branch agencies to help inmates or previously incarcerated individuals find gainful employment within state government upon release.

### Hiring Assessments

The Division continues to assist agencies in streamlining hiring processes by working with agencies on internal processes and providing recommendations on workflows to reduce the time to fill a position.



### Social Media Highlights

The divisions' Facebook account (Kentucky Personnel Cabinet - Career Opportunities) 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, **390** position vacancies have been advertised.

The Commonwealth of Kentucky LinkedIn page utilizes recruitment services through allowing select agency recruiters to provide outreach to LinkedIn users, sponsor job postings, and more.

# 781 REGISTERED FOR GOVERNOR'S LEAD CONFERENCE



## OFFICE OF EMPLOYEE ENGAGEMENT & TRAINING

The Office of Employee Engagement & Training (OEET) is responsible for the development and implementation of statewide programs and initiatives in the areas of employee engagement, equal employment opportunity, accessibility, retention, inclusion, and diversity. OEET serves as the subject matter expert in these areas, and as such provides training, professional development and related programs on behalf of the Executive Branch.

### 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 2024 conference saw almost 800 participants, and featured sessions on the topics of managing difficult conversations, engaging and retaining employees, assistive technology, mental health, and more.

### Employee Resource Groups

Employee Resource Groups (ERG) 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 seven ERGs that are available to all Executive Branch employees.

### ERG Participant Counts (End of Year)

**2023** : 246 ERG Members    **2024**: 313 ERG Members

### Employee Engagement Councils

Employee Engagement Councils share the common objectives of embracing diversity and inclusion, developing programming to create a sense of belonging and enhancing cultural awareness within their agencies.



## OFFICE OF ADMINISTRATIVE SERVICES

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

### Division of Financial Services (DFS)

DFS manages the \$143.8 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. DTS manages all IT projects within the Program/Project Management Office (PMO) to ensure project progress, delivery, and budget compliance.

#### Accomplishments

- Completed the previous year's IT Audit by the Auditor of Public Accounts without any formal findings or comments.
- Completed the financial close out of fiscal year 2024.
- Provided technical support for the 2024 KyLEAD Virtual Conference.
- Successfully tested KHRIS during the Executive Branch disaster recovery exercise.
- Legislative Research Commission (LRC) implementation into OnBase/Image Connect – provides digitization of HR records



#### DTS Accomplishments by the Numbers

- Supports more than **500,000** end users in the Personnel Cabinet's 3 Enterprise HR systems: KHRIS, MyPURPOSE, and ImageConnect
- Responded to over **6,114** IT support requests
- Implemented **70** system change requests
- Upgraded operating system and database software for KHRIS landscape – **31 terabytes** of data on **46 servers**

# GSC NOW OFFERS HYBRID TRAINING SESSIONS!

## GOVERNMENTAL SERVICES CENTER

The Governmental Services Center (GSC) is the training and development office for Kentucky state employees. GSC partners with agencies, helping them develop their employees through their training programs. GSC offers classroom and online training opportunities to state employees, managers, and state agencies.

### Highlighted Training

#### New Trainings Developed in FY24

- Cubicle Etiquette
- Overcoming Imposter Syndrome
- Difficult Conversations
- Customer Service vs Customer Experience
- Resume Building
- Interview Skills

#### Trainings Created with the Help of GSC:

- Sexual Harassment Prevention
- Supervising Interns
- Financial Literacy—Creating a Legacy of Prosperity

### In this fiscal year, there were:

- **88,297** CommonwealthU completions
- **22,085** GSC completions
- **14** training consultations
- **352** attendees at GSC's in-person trainings resulting from individual consultations

### Highlighted Services

#### eLearning

GSC manages a vast collection of eLearning courses offered through CommonwealthU. Additionally, GSC creates playlists for specific topics. Playlists are collections of learning content curated by the Personnel Cabinet. Playlists can be found on the Learner Home Screen.

#### Hybrid Training Sessions

GSC has begun to offer hybrid (or blended) training sessions! These sessions combine in-person and virtual participation into one seamless learning experience. Participants can choose to attend on-site or join remotely, while still receiving the same content, interaction opportunities, and overall quality of instruction. This flexible format makes training more accessible and inclusive, allowing everyone to engage in the way that works best for them—without compromising the effectiveness of the session.

#### Consulting Services

GSC can provide customized development opportunities for agencies. GSC can meet with leadership and determine the best training solution, offering sessions virtually or in-person at any location in Kentucky. In addition, GSC can recommend eLearning opportunities to meet a team's needs.



# RECORD HIGH NUMBERS ACROSS SOCIAL MEDIA PLATFORMS

## OFFICE OF PUBLIC AFFAIRS

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

### State Employee Newsletter & Benefits Communications

Communication from one centralized voice is essential for state government, which is why OPA coordinates e-newsletters to all Executive Branch state employees. This keeps employees engaged and up to date with their benefits and other HR initiatives. OPA also advises and assists in KEHP and KDC benefits communications.

### Recruitment

OPA and the Department for Human Resources Administration work together in recruitment efforts, including social media promotion, brochure and flyer designs, and event support. This fiscal year, OPA assisted DHRA in the marketing, promotion, and event planning associated with the Team Kentucky Internship Program.

### Media Relations

OPA coordinates the creation and distribution of positive news about state employees and Personnel Cabinet programs. OPA also responds to all media requests that are sent to the Cabinet

### Social Media

OPA continues to utilize Facebook, X (formerly Twitter), and LinkedIn to communicate with state employees and members of the public.

#### Follow us!

Facebook: Kentucky Personnel Cabinet  
Facebook: Kentucky Personnel Cabinet - Career Opportunities

X: @kypersonnel

LinkedIn: Commonwealth of Kentucky

### Social Media Statistics

#### Kentucky Personnel Cabinet Facebook Page:

Total reach: 426,882

Total page views: 124,794

#### Commonwealth of Kentucky LinkedIn Page:

Total impressions: 710,557