

INSPD Emergency Response Report 2020 – Overview of Programs and Operations

Executive Summary:

On May 13, 2020, the Indiana Legislative Council issued a requirement for certain state agencies to submit an emergency response report to the Legislative Services Agency Executive Director by no later than September 14, 2020. The report must include the following:

- (1) Overview of which, if any, of your Division's operations or services were reduced or suspended during the COVID-19 pandemic.
- (2) Overview on preparations to address future emergencies and recovery from emergencies based on experience with the COVID-19 pandemic.
- (3) Recommendations, if any, for legislation that may be needed to help ensure the agency is prepared to address future emergencies.
- (4) Recommendations, if any, for legislation to permanently repeal or modify any regulations or laws that were or are partially or fully suspended due to the COVID-19 pandemic.

The Indiana State Personnel Department (INSPD) submits this report to fulfill this requirement:

Benefits & Wellness

Services in INSPD's Benefits & Wellness division have not been reduced or suspended. INSPD has increased marketing and communication to state employees and plan participants regarding the Employee Assistance Program, mental health benefits, and health coaching as well as free resources for symptom checking for COVID-19 and how to be tested.

As a result of the pandemic, INSPD took steps to ensure the Benefits Call Center, a key and critical service within INSPD during a pandemic, was able to be operated remotely if needed. This included the purchasing of equipment including laptops, phone license and headset adapters to allow our team to work remotely in an emergency and answer calls without having to transfer to a personal cell phone.

There are no additional legislative recommendations at this time.

Finance

INSPD's Finance division reduced the number of check deposits to two per week, in accordance with the Governor's guidelines. On-site employee file maintenance by the INSPD Shared Services team was suspended from mid-March until July 6. Office mail delivery was transferred from the Shared Services team to INSPD Benefits between mid-March and mid-June.

In the first days of the COVID crisis, INSPD made a number of Direct Deposit arrangements with vendors who send INSPD money, mostly through the benefits programs we administer. Our Finance teams migrated a number of important files into INSPD's SharePoint and OneDrive environment to enable access to critical files without need for VPN in the event of an emergency where VPN may be inaccessible.

To further enable continuity of operations in future emergencies, INSPD would like to consider the use of IOT's "Virtual Desktop" experience in certain employee scenarios. This Microsoft tool enables an employee to mirror their desktop computer experience through a web browser while preventing employees from bringing home laptops or desktops to access files and certain applications securely. INSPD believes this functionality should be further evaluated to determine if the number of deployed state laptops and desktops could be reduced where appropriate and eliminate the need for employees to carry equipment back and forth to the office.

There are no additional legislative recommendations at this time.

Compensation & Organizational Design

There were no service disruptions to INSPD's Compensation & Organizational Design division during the emergency response.

There are no additional legislative recommendations at this time.

Employee Relations

The primary operations and services provided by the Employee Relations division were not reduced nor suspended during the emergency response.

As a result of the Families First Coronavirus Response Act (FFCRA), INSPD implemented Emergency Family Medical Leave and Emergency Paid Sick Leave. This required additional duties such as enterprise-wide EFML processing and INSPD EPFL processing. INSPD also integrated an enterprise-wide internal employee COVID-19 into the Employee Relations division's operations. The division was able to effectively assess and identifying an appropriate balance of onsite and remote staff to ensure hourly/daily phone line coverage and availability for in-person consultations with walk-

ins and onsite co-workers, while taking into consideration pertinent health and safety factors.

All Employee Relations staff transitioned to laptop computers and softphones (computer based) with compatible headsets to enable remote work as needed. Prior to the COVID-19 pandemic, Employee Relations had not explored the availability of our specialized call center from remote work locations but the division was able to ensure functionality with existing computer and phone equipment; those capabilities will be further maximized moving forward once new laptops and softphones are obtained and incorporated eliminating the need for Employee Relations staff to utilize personal equipment.

As a proactive measure, the INSPD Employee Relations division is exploring an internal policy to outline a process agencies should follow when a future furlough or reduction in hours may be required during an emergency, including pertinent information regarding unemployment and benefits.

There are no additional legislative recommendations at this time.

Performance Management

INSPD's Performance Management division's services were not reduced, however, 2020 performance management practices were modified to accommodate agencies who needed more time to set goals due to the pandemic. This will not have an impact on the 2020 performance management appraisal process.

There are no additional legislative recommendations at this time.

Talent Acquisition

In response to the pandemic, INSPD's Talent Acquisition division halted all face-to-face career fairs both at government sites and at colleges and universities.

While the annual Governor's Summer Intern program was suspended in 2020, several agencies have been able to benefit from volunteer internship experiences.

To ensure future continuity of operations during an emergency, INSPD recommends stronger requirements in place to maintain the timeframe to complete fingerprinting as part of the background check process. Many key and critical roles needed during a pandemic require fingerprinting. During the pandemic, employers across the state have experienced significant delays in fingerprinting as a result of reduced fingerprinting site and staff availability. INSPD continues to work with the Indiana State Police and background check vendors to solve this issue.

There are no additional legislative recommendations at this time.

Learning & Development

INSPD's Learning & Development did not experience any disruption to service during the emergency response.

There are no additional legislative recommendations at this time.

Communications & Engagement

INSPD's Communications & Engagement division made several changes to operations as a result of the pandemic, including:

- 2020 Statehouse Market – cancelled
- Onsite yoga program for state employees – cancelled
- 2020 Public Service Recognition Week (annual and nationally celebrated week of appreciation for government service) – conducted virtually
- 2020 State Employees' Community Campaign (annual charitable giving campaign for state employees) – conducted virtually
- Hoosier Harvest Market (weekly health and wellness program providing state employees access to locally sourced fruits and vegetables) – suspended
- Access to Public Records Act (APRA) requests – response timing requirements suspended

There are no additional legislative recommendations at this time.