2019 Accomplishments

Tax Watch Productivity Award
The People First Division received an Agency Tax Watch Productivity Award for the People First Portal Upgrade in recognition of the major overhaul of the People First system and employee self-service enhancements that were implemented as part of this upgrade. Some of the major enhancements included making the system available for all major internet browsers (Chrome, Internet Explorer, Firefox and Edge), as well as significantly improving the user-friendliness of the system.

People First Annual Survey
The Department of Management Services (DMS) surveys People First users to gauge customer satisfaction with the People First system and service center. People First is the state’s human resource information system and includes a service center to assist users with human resource transactions. Each user’s feedback is critical in helping us determine the effectiveness of the system and service center and to identify opportunities to improve services. The survey is randomly submitted to current employees and retirees. For 2019, the survey was administered during March 11 – 22. There were a total of 2,132 survey responses, with an overall satisfaction rating of 81.6 percent, which is a 5.1 percent increase over the previous survey results.

Consolidation of People First Service Centers
People First provides an enterprise-wide suite of human resource and insurance benefit services to state employees and retirees through outsourced service center staff with Alight Solutions, Inc./NorthgateArinso. In the early years of People First, two service centers were available to assist customers, one in Jacksonville, Florida, and the other in Tallahassee, Florida. As time evolved, many of these services were moved to the Tallahassee service center, with the exception of organizational management functions (establishing and updating positions, position actions, employment status changes, payroll processing, and other fiscal activities). In May 2019, the service centers consolidated and now all services are provided from the Tallahassee location. The move was successful and provides for more effective contract management oversight and opportunities to collaborate on issues locally.

hrX Assist Go-Live
A new case management system, hrX Assist, was implemented in June, 2019. This new case system streamlined the case management process for agency human resource staff. hrX Assist replaced the previous case management system, eCase, and eliminated the need for agencies to submit cases to a variety of separate email boxes, depending on what the case was in reference to. Utilizing this system also eliminated the use of fax numbers and allows users to monitor and validate cases online. Agency human resource staff received multiple correspondences regarding the launch of hrX Assist and were provided an instructional guide, general correspondence and reminders on this new functionality.

Agency for State Technology (AST) to Department of Management Services/Division of State Technology (DST)
As part of the 2019 legislative session, the Agency for State Technology was abolished, and the AST positions and employees were moved to the DMS / Division of State Technology. The People First Division worked with the DMS/Office of Human Resources to successfully move the AST positions and employees to the DMS/DST using an automated mass load process. The mass load process allowed us to process a total of 3,212 position and employee records in an automated fashion, reducing the administrative burden on the DMS/Office of Human Resources.
July 1, 2019 Pay Increases
As part of the 2019 legislative session, employees in law enforcement and correctional probationary officer classes received a legislative pay increase. Employees in specific classes in the Justice Administration Commission and Department of Children and Families also received a legislative pay increase. The pay increases were effective July 1, 2019. The People First Division worked with the impacted state agencies to process automated mass loads for their eligible employees. The mass load process allowed us to process 4,848 pay changes and 242 pay additives in an automated fashion, reducing the administrative burden on the agencies.

2020 Plan Year Open Enrollment (OE) & MA-PD Plans
The 2020 plan year Open Enrollment saw 160,913 election changes, with 97% of changes being processed on the People First website and 3% processed by a call to the service center. With this, the service center saw an average of 1,402 calls per day during the Open Enrollment period, which was a significant decrease compared to the prior year’s average of 2,016 calls per day.

A big change for retiree benefits included implementation of new Medicare Advantage and Prescription Drug Plans (MA-PDs). The Division worked with the service provider to include these new plans allowing retiree participation in one of three qualified MA-PDs.

People First Learning Management System Administrators Portal
A statewide Learning Management System was developed to allow all state of Florida agencies the ability to use one standard training platform at no additional cost to the agencies. By utilizing a single platform, this allows training to systematically follow employees across agencies, utilize a system that is integrated with other SuccessFactors talent management systems within People First and take advantage of a system that is highly ranked in the industry with a software version that stays current.

Implementation of New Single Sign-On
The People First site has decreased the number of sites users have to visit as well as the number login credentials they have to maintain by creating single sign-on capability with both Healthcare Bluebook (Shared Saving provider) and CVS Caremark (pharmacy provider). After logging into the People First system, users can go to these sites without any additional authentication to take advantage of the services they offer.
2018 Accomplishments

Chard Snyder Survey
Chard Snyder, the state’s Flexible Spending Account and Health Savings Account Administrator, sent their annual 2017 Participant Experience Survey to 2,000 randomly selected participants on Jan. 9, 2018. The survey included components related to satisfaction with customer service, claims processing, the Benny prepaid benefits card, participant portal, mobile app and overall satisfaction with Chard Snyder. The response rate was 19.7% and the overall customer satisfaction rating was 94.3% of respondents being either satisfied or extremely satisfied with Chard Snyder. While this is a good satisfaction rating, Chard Snyder is reviewing opportunities for improvement by considering the verbatim comments. Chard Snyder continues to improve awareness of the mobile app, online claim submission, investment information and provide general education of all participants.

Portal Upgrade
On Monday, March 26, 2018, approximately 230,000 People First customers were presented with a new and improved People First system. In fact, the system was officially deployed two days earlier than expected (Saturday, March 24, 2018) as a “soft” launch. Five years of planning, building, testing, training, and step-by-step communication with a variety of stakeholders resulted in a very successful system deployment. This project has been a monumental undertaking since it began in 2013. This was a coordinated effort between the Department of Management Services People First Division and NorthgateArinso who spent countless hours ensuring all steps in the process were effectively carried out while staying on schedule. For the first three days after deployment, there were 160,734 successful logins and 6,679 successful password resets. Initial comments have been overwhelmingly positive and employees have commented on the improvements in functionality, aesthetics, and intuitiveness. Florida now has a system that can grow and transform along with the needs of our state for years to come.

Prudential Productivity Awards
The People First Division won two Prudential Productivity Awards. One award was for the People First Contract Administration and Service Center Oversight Team comprised of Andrea Simpson, Gina Moat, Lydia Stafford, Rachel Roberts and Norma Davis. The award was for the team’s efforts in implementing call calibration sessions with the People First Service Center to monitor the quality of calls. The other award was for the Insurance Reinstatement Process Improvement Initiative and the team was comprised of People First Division members Andrea Simpson, Gina Moat, Lydia Stafford, Jimmy Cox and several Division of State Group Insurance team members. Members of the division attended the Prudential Productivity Award ceremony which was held on June 5, 2018.

Legislative Appropriations System/Planning and Budgeting Subsystem (LAS / PBS) Annual Transfer
The People First Division successfully completed the annual fiscal year transfer of employee salary and position data from the People First system to the LAS / PBS system. The transfer of People First data expedites the collection of information needed for financial analysis and for executive and legislative decision making. The transfer of People First data into LAS / PBS is critical as the information is used by agencies to produce their annual Legislative Budget Requests and is made available to the Executive Office of the Governor and the Legislature as part of the budgeting process.
Health Reimbursement Account (HRA) Procurement
The Health Reimbursement Account Administrative Services procurement concluded on June 12, 2018, with a contract award to NorthgateArinso / Chard Snyder. The contract was signed on July 30, 2018. The People First Division and NorthgateArinso / Chard immediately held a kick-off meeting on Aug. 16-17, 2018 to determine implementation next steps. The timing of the implementation decisions are critical to meeting open enrollment communication and programming deadlines. The HRA product will be available to Shared Savings Program participants beginning Jan. 1, 2019.

July 1, 2018 Pay Increases
As part of the 2018 legislative session, law enforcement employees, Juvenile Justice Detention Officers and Firefighters received a legislative pay increase effective July 1, 2018. During this period, the People First Division worked with the impacted state agencies to process a mass load for their eligible employees. The mass load process allowed us to process 6,172 pay changes and 278 pay additives in an automated fashion, reducing the administrative burden on the agencies.

Chard Snyder Benefit Card Redesign
The redesigned Chard Snyder benefit card was launched on Sept. 1, 2018. While the card has a new look, participants will still experience the same convenience they are used to with the current Benny card. Participants will still be able to use their Benny cards until they expire. The new Chard Snyder card will be sent to new enrollees and anyone who requests an additional card or reports their card as lost / stolen / damaged, after Sept. 1, 2018. The benefit card allows participants to pay for eligible expenses at the cash register in stores and at doctors, dentists, orthodontists and optical providers. The card recognizes which items and services are eligible for the state’s plan. It can also be used at some dependent care locations, too. To date, 95 percent of claims are auto-adjudicated, meaning once the participant swipes the benefit card, no additional documentation is needed to substantiate the claim. From the inception of the Program with Chard Snyder (Jan. 1, 2016), 25,643 benefit cards have been activated by participants, accounting for more than 250,000 benefit card swipes, representing 90 percent of the claims processed.

Data Center Migration
The People First provider, NGA, completed the data center migration, swapping the production and back-up data sites between Atlanta (now production site) and Jacksonville (now back-up site). As part of this move, the production environment was moved to new, updated servers. The People First Division participated in numerous readiness activities and validation activities to ensure this transition occurred smoothly. Additionally, Division members visited the new production data center site (with our IV&V consultant in attendance) to ensure everything was in order. Overall, the migration was very smooth and successful, and provided a slight increase in the performance speed of the People First system.

SAP Business Objects Reporting Solution Implementation
On Oct. 29, 2018, People First transitioned from the legacy front-end reporting tools and ad hoc reporting functionality to SAP Business Objects (BOBJ). SAP BOBJ, Web Intelligence (WebI), replaced the existing Oracle APEX toolset, as well as the existing Cognos Impromptu ad hoc toolset. People First Division staff managed a project plan that resulted in: (1) providing ad hoc data warehouse user training to 91 “super” users, representing 30 agencies over seven three-day sessions; (2) developing a significant amount of training materials including an online video and user guides; (3) communicating and briefing users and various stakeholders; (4) implementing a go-live process that required six stage gates being met prior to implementation;
(5) implementing post-deployment Hypercare activities to ensure any issues were resolved quickly; and (6) holding additional computer lab help sessions for agency staff. The benefits of transitioning to BOBJ included the following:

- Eliminated the need for over 500 agency ad hoc users to maintain client-specific querying software (i.e., IMPROMPTU) on their computer.
- Leveraged the latest SAP reporting tools versus using outdated (i.e., Oracle APEX) and unsupported tools (i.e., IMPROMPTU).
- Improved data security by requiring re-authorization of data warehouse access for data warehouse ad hoc users, including approval by the agency’s HR officer.

Consolidated all reports into one seamless user experience for pre-build/canned reports.

**2019 Plan Year Open Enrollment (OE) & Shared Savings Program**
As part of the People First Portal Upgrade, the Division worked closely with the service provider to redesign the insurance benefits enrollment process in a manner to allow employees to easily make changes to their insurance benefits. Additionally, the Division worked with the service provider to implement a new online password reset process that included two factor authentication. These processes were built with OE in mind and were built to be secure and user friendly. As a result of these changes, the 2019 OE Period, saw a significant increase in employee self-service. The number of employee elections increased compared to prior years (2014-2017) with over 97 percent of the elections being completed online and less than 3 percent being completed through a call to the service center. In prior years (2014-2017), the online percentage averaged 95 percent. Password resets increased during open enrollment to approximately 91 percent being handled online, where in prior years this was a much lower online percentage.
2017 Accomplishments

New Performance & Talent Management System
On January 7, 2017, the People First Team successfully rolled out its new State of Florida job site, hiring center and performance management systems. These new sites were designed to improve the overall experience for applicants and employees and offer enhanced usability and a modern look. This project was a large undertaking and required People First staff to work with personnel from other agencies to determine how best to develop the sites to meet the unique needs of all of our state agencies. The team also worked hand in hand with its vendor, NorthgateArinso, to ensure that the state was receiving the best product possible.

The team worked extremely hard over many months to ensure the successful launch of these systems, and their diligence and attention to every minor detail paid off. These new sites will enhance the state’s ability to draw top talent to state government and streamline the performance management process for our current employees and managers.

People First Annual Survey
The People First annual survey was emailed to 25,000 randomly selected employees and retirees with email addresses. The survey ran from March 6, 2017, through March 17, 2017. More than 2,100 responses were received resulting in a 78% overall satisfaction rate. Ideas and suggestions from the annual surveys are used to feed the team’s Potential Work Item list for possible system enhancements and are shared with NorthgateArinso to facilitate system and service center improvements. Click here for more information on the 2017 Annual Survey.

Refund Process
The People First team, Division of State Group Insurance (DSGI) and NorthgateArinso implemented a major process improvement that will save agency and university HR office time and reduce employee frustration. An automated People First system move money process was implemented that systematically moves employee overpayments for insurance plans to underpaid months for the same employee, for the same insurance type (e.g., health, life, supplemental). Prior to this enhancement, the process to move money required the state agency and university Human Resource (HR) office to manually create a request and submit to People First for processing. This new system enhancement went into effect on May 22, 2017, and will streamline and automate the move money process.

In addition, People First has automated the refund process for health and insurance participant premium overpayments. In conjunction with the above move money process, the automated refund process will eliminate agency and university HR offices’ manual process of manually requesting employee refunds due to insurance premium overpayments. A DSGI Management Advisory was distributed to agencies and universities on May 18, 2017, describing the process and indicating the People First Automated Premium Overpayment Refund Initiative implementation beginning May 27, 2017.

Insurance Reinstatement Process Rollout
On April 24, 2017, a new reinstatement process was implemented. We worked in conjunction with Division of State Group Insurance (DSGI) and NorthgateArinso to streamline the process when our participants request reinstatements. The service center agents and reinstatement team were trained on the new process and the online reference guide used by the service center staff was updated. The People First team has received positive feedback from the service center staff and has heard an improvement in the satisfaction of the participants during weekly call calibration sessions.
**Davis Productivity Awards**
This year our team was honored with two Davis Productivity Awards. The first nomination is for the Interactive Voice Recognition (IVR) Redesign Project. The previous IVR that supported the People First system was cumbersome, inefficient, and needed to be streamlined to better service the customers of People First. Based on post-production IVR testing, the time it takes for a participant to complete an average call through the IVR is just under 1 minute. An average of 35,000 calls are received through the IVR each month. The new IVR realizes a cost avoidance of $134,000 annually.

The second nomination was for the People First Next Generation Procurement and Negotiation Team who negotiated the People First Next Generation Human Resources (HR) outsourcing contract that reduced the annual contract price ($27.5 million over 5 years; $70 million over 10 years), leveraged the intellectual property and investment in the ERP SAP software, improved HR services and system functionality, enhanced vendor transparency, and strengthened vendor performance requirements. The People First Next Generation contract became effective on August 21, 2016.

**Chard Snyder Live Chat Feature**
On August 28, 2017, the People First team launched a new Live Chat feature for participants to use to contact Chard Snyder’s customer service representatives regarding their Flexible Spending Account and Health Savings Account Advantage accounts. Live Chat is an additional means for plan participants to connect with Chard Snyder to get answers to questions about how their plan works, which items or services are eligible, or other assistance with their account.