

ARKANSAS WORKERS' COMPENSATION COMMISSION (AWCC)

FY 2018 – FY 2019 STRATEGIC PLAN

MISSION: To administer and enforce Arkansas Workers' Compensation Law as authorized by the Constitution and as enacted by the Legislature.

VISION: Provide just, efficient and timely services as set forth by Arkansas law for all participants in the workers' compensation process.

CORE VALUES:

- Efficiency
- Accessibility
- Integrity
- Accountability

GOAL 1 PROVIDE CONSISTENT PRODUCTS AND SERVICES IN AN EFFICIENT AND TIMELY MANNER THROUGH THE USE OF STANDARD OPERATING PROCEDURES

ALIGNS WITH GOVERNOR HUTCHINSON'S "EFFICIENT & RESPONSIVE" GOAL

Measurable Objective 1:

Identify all AWCC products and services and assess the status of standard operating procedures (SOPs) supporting those products and services. Review and revise existing SOPs and develop new SOPs as needed.

Timeframe:

All division heads will complete the initial SOP review and provide their status report to CEO's office by December 1, 2017.

SOP updates will be completed by division heads by March 1, 2018.

Annual review of SOPs will be completed by division heads and a status report submitted to the CEO's office by December 1 of each year.

Strategy 1:

Identify:

1. *All Products and Services*
2. *Products and services with SOPs in place*
3. *SOPs not followed by internal practices*
4. *SOPs not compliant with current laws and rules*

Strategy 2:

Update procedures so that all products and services have SOP's and all SOP's are followed and compliant with current laws and rules.

Strategy 3:

Track SOP utilization and ensure continued compliance.

Measurable Objective 2:

Assess all new legislation to determine impact on AWCC operations and update policies, procedures, forms, etc. as needed.

Timeframe:

Initial review completed by December 1, 2017

Thereafter complete within 30 days of close of legislative session/special sessions

Strategy 1:

CEO's Office will review all new legislation and communicate any changes to each division as appropriate.

Strategy 2:

Division heads will revise policies and procedures as needed; submit drafts of any resulting rule or form changes to CEO's office for review and implementation.

Strategy 3:

Communicate proposed changes in procedures, rules and/or forms to affected stakeholders and implement changes.

GOAL 2 DEVELOP COLLABORATIVE OUTREACH PROGRAMS WITH AGENCY STAKEHOLDERS

ALIGNS WITH GOVERNOR HUTCHINSON'S "EFFICIENT & RESPONSIVE" AND "EDUCATE" GOALS

Measurable Objective 1:

Improve the effectiveness of current communication tools with AWCC stakeholders and their representatives including claimants, employers, insurance carriers and healthcare providers.

Timeframe: To be completed August 1, 2018.

Strategy 1:

Identify and develop a database of AWCC stakeholders and methods of communication.

Strategy 2:

Assess current methods of communication to identify underutilized methods and determine groups with which current methods of communication are not effective.

Strategy 3:

Track methods of communication to assess efficiency and update as needed.

Measurable Objective 2:

Improve education materials through review and updating of materials and delivery methods.

Timeframe:

Initial review completed by February 1, 2018.

Annual review completed by December 1 each year.

Strategy 1:

Identify, review and update all current materials (printed, website, etc.) to ensure they are current and correct.

Strategy 2:

Identify areas where education materials need to be developed, prepare materials and make available.

Measurable Objective 3:

Improve the educational and economic value of the Workers' Compensation Educational Conference, resulting in increased contributions to Kids' Chance which provides scholarships to the children of workers killed or permanently disabled due to on-the-job accidents or illnesses.

Timeframe: To be completed by July 15, 2018.

Strategy 1:

Assess feedback from conference attendees by using a conference survey to obtain actionable information about each session and attendees:

- *Develop survey tool which will obtain actionable information about the conference facilities, materials, CEU needs and goals of the attendees, best contact methods, etc.*
- *Develop tools to encourage completion and return of surveys.*
- *Assess information from surveys; identify opportunities to improve the conference and implement improvements.*

Strategy 2:

Develop techniques to determine what types of stakeholders would be expected to attend the Education Conference but did not. Determine if the reason for their non-participation can be identified and information obtained used to improve future conferences.

GOAL 3 RESOLVE INEFFICIENCIES, TRACK PERFORMANCE, AND IDENTIFY AREAS FOR IMPROVEMENT.

ALIGNS WITH GOVERNOR HUTCHINSON'S "EFFICIENT & RESPONSIVE" AND "GROW" GOALS

Measurable Objective 1:

Providing training on agency policies and procedures, goal management and process improvement for agency staff.

Timeframe:

Initial training will be completed by February 1, 2018

Report to CEO on identified process improvement projects by April 1, 2018

Monthly report to CEO on status of identified projects

Strategy 1:

All division heads will complete training on goal management and process improvement by February 1, 2018.

Strategy 2:

75% of agency staff will complete training on agency policies and procedures by July 1, 2018.

Strategy 3:

All new hires will receive training on agency policies and procedures within 60 days of hire.

Measurable Objective 2:

Reduce cost of operations through identification and resolution of redundancies and use of best available technology.

Budget: To be determined based on projects identified.

Staffing:

Lead: CEO's office

Team: IT, Admin Services

Timeframe: July 15, 2019

Strategy 1:

Identify and reduce redundant operations including offices (include assessment of offices, software and hardware technology).

Strategy 2:

Evaluate and upgrade technologies that provide better service at lower costs including software and hardware.

Strategy 3:

Work with DIS to identify viable joint projects to improve efficiency, accessibility and transparency of AWCC products and services.