

Annual Work Plans

The following work plans have been established as a tool for the Department to use in allocating resources, budget preparation, and annual goal setting.

Work plans are organized by year and identify the specific strategies to be undertaken by the Department. For each strategy, a champion is responsible for managing the implementation of the strategy. Additionally, the work plans identify a target timeline for strategy implementation and any budget or personnel resources needed.

The Department should refer to these annual work plans at least monthly to ensure that the Department's efforts remain focused on accomplishing the strategic goals outlined in this plan. Work plans may be updated or revised as needed to reflect changes in direction, timelines, or resources available.



Ongoing Work Plan

Goal #	Strategy	Champion	Budget & Resource Needs	Completion Timeline	Status
1	Provide training on equity, diversity, inclusion, and access.	Commissioner	Existing budget	Initiate by April 2022	Underway
3	Review statutes as issues arise and, as appropriate, work with legislators to propose solutions.	Office of the Commissioner	Existing budget	Ongoing	Underway
3	Respond to customers and close filings, complaints, and investigations in a timely manner.	H&L and P&C Division Directors	Existing budget	Ongoing	Underway
3	Perform efficient, relevant, and timely financial and market conduct examinations or investigations utilizing appropriate guidelines.	FRL, H&L, and P&C Division Directors	Existing budget	Ongoing	Underway
3	Promote transparency in department processes and decisions unless legally prohibited.	Office of the Commissioner, Division Directors	Existing budget	Ongoing	Underway
3	Continue to ensure that Department actions and decisions are clear and understandable to the customer.	Office of the Commissioner, Division Directors	Existing budget	Ongoing	Underway
3	Continue to host and participate in ongoing dialogue with licensees and industry groups.	Office of the Commissioner, Division Directors	Existing budget	Ongoing	Underway
3	Pay the fee for an employee to enroll in relevant course or certification programs.	Finance Director	Existing budget	Ongoing	Underway
1	Expedite filling vacancies as they arise.	Division Directors, Supervisors	Existing budget, DHRM	Ongoing	Underway
3	Identify and support external training opportunities.	Division Directors, Supervisors	Staff time, existing budget	Ongoing	Underway
3	Improve efficiency in conducting financial examinations by encouraging analysts and examiners to obtain the Certified Financial Examiner (CFE) designation.	FRL Division Director	Existing budget	Ongoing	Underway
2	Provide Spanish-language outreach on fraud and other insurance-related topics.	Fraud Division, PIO	Staff time	Ongoing	Underway

FY2023 Work Plan

Goal #	Strategy	Champion	Budget & Resource Needs	Completion Timeline	Status
1	Seek increased compensation for Department employees to remain competitive in the industry.	Commissioner	DHRM, additional budget TBD	November 2022	Complete
3	Each division will maintain and internally distribute a prioritized list of courses and certifications that develop relevant skills.	Division Directors	Staff time	April 2023	Implemented
1	Institute team “anchor” days when everybody who is on a specific team works together in person in the office.	Division Directors	N/A	Immediate	Implemented
1	Align the number of full-time employees with the Department’s needs.	Commissioner	Seek budget and FTE allocations	March 2023	Complete
1	Establish regular (no less than once per month) one-to-one manager/employee touchpoints to review workload and identify ways in which the manager can support the employee.	Division Directors and Supervisors	Staff time	September 2022	Complete
3	Implement a functioning program for customers to obtain information about licensees.	Deputy Commissioner	Existing budget, Staff time, DTS	September 2022	Implemented
3	Develop a process for examiners to identify and submit potential fraud cases to the Fraud Division.	Fraud, P&C, H&L Division Directors	Staff time	June 2023	Complete
3	Complete the tasks recommended by the legislative auditor in 2022-09 <i>An In-Depth Budget Review of the Utah Insurance Department</i> for the Captive Division.	Captive Director	Staff time	June 2023	Complete

FY2024 Work Plan

Goal #	Strategy	Champion	Budget & Resource Needs	Completion Timeline	Status
1	Seek increased compensation for Department employees to remain competitive in the industry	Commissioner	DHRM, additional budget TBD	November 2023	
3	At each quarterly all-employee meeting, one division will give a presentation concerning its work to the assembled department.	Division Directors	Staff time	July 2023	Implemented
3	Identify experienced employees who can serve as mentors to newer employees as needed.	Division Directors, Supervisors	Staff time	July 2023	
3	Establish a document that organizes the criteria, costs, and acceptable employee bonus amounts for each item on the Department's prioritized list of skills and courses.	Division Directors	Existing budget, seek additional budget allocation	June 2024	
3	Internally elevate the Department's rules review process to ensure that rules meet statutory scope and facilitate fair regulation.	PIO, Division Directors	Staff time	June 2024	
3	Circulate a survey to the NAIC Western Zone about recent methods of enhancing access to the Department's services and innovations.	Deputy Commissioners, PIO	Staff time	January 2024	
3	Utilize fraud investigators to educate analysts and examiners on how to investigate alleged violations of applicable law.	Deputy Commissioners, Fraud Director, H&L and P&C Directors	Staff time	June 2024	
3	Complete the tasks recommended by the legislative auditor in 2022-09 <i>An In-Depth Budget Review of the Utah Insurance Department</i> for the Fraud Division.	Fraud Director	Staff time	December 2023	
2	Begin community outreach across the state, including translating the producer licensing exam into Spanish and hosting community events.	Commissioner, Division Directors, PIO	Existing budget, staff time	June 2024	
3	Develop an emergency response plan for community assistance and outreach during a natural disaster.	Deputy Commissioners, Division Directors, PIO	Staff time, seek additional budget allocation	March 2024	

FY2025 Work Plan

Goal #	Strategy	Champion	Budget & Resource Needs	Completion Timeline	Status
1	Seek increased compensation for Department employees to remain competitive in the industry.	Commissioner	DHRM, additional budget TBD	November 2024	
1	Provide time and resources for team building activities.	Leadership, DHRM	Existing budget	June 2025	
1	Conduct an annual employee survey to better understand the needs, challenges, and opportunities of department staff.	Commissioner, DHRM	Existing budget	July 2024	
3	Support streamlined processes for licensees and consumers to provide information to the Department electronically.	Deputy Commissioners, Division Directors, DTS	Existing budget	June 2025	
3	Support implementation of the cloud-based solution to increase efficiencies in the examination process.	FRL Director, DTS, NAIC	Existing budget	June 2025	
3	Identify best practices to streamline repetitive cases.	Division Directors	Staff time	December 2024	
3	Formalize a Department emergency response team to better educate those who have been victims of disasters to address their insurance needs.	Division Directors	Staff time, existing budget	June 2025	
2	Identify barriers to obtaining insurance by consulting existing data and literature and by seeking input from private and public organizations.	All hands on deck, PIO, Senior Advisor on Equity & Opportunity, Leadership	Staff time, existing budget	June 2025	
2	Reach out to the community, in partnership with industry, associations, and community organizations, to identify culturally responsive and inclusive strategies to better assist underrepresented Utahns with insurance needs.	Leadership, PIO, Senior advisor on Equity & Opportunity	Staff time, existing budget	June 2025	
3	Review and update the Department's website and any other social media presence.	PIO	Staff time, existing budget, DTS	June 2025	

FY2025 Projected Significant Budget Needs

Expense Type	New Funds Needed
Ongoing Funds Requested:	
New Positions:	
Financial Regulator (Financial Regulation)	\$137,000
Market Conduct Examiner (Property & Casualty)	\$108,000
Market Conduct Examiner (Property & Casualty)	\$108,000
Legacy Project: Public Outreach & Education Coordinator	\$91,000
Consumer Service Analyst (Health & Life)	\$108,000
Market Conduct Examiner (Health & Life)	\$108,000
Administrative Assistant - part time (Administration)	\$31,000
Research Consultant II (Health & Life)	\$134,000
Subtotal, New Positions	\$825,000
Legacy Project:	
Vendor multi-language support	\$25,000
Website multi-language maintenance	\$10,000
Outreach vehicle/other ongoing expenses	\$50,000
Subtotal, Legacy Project Ongoing Funds	\$110,000
Total Ongoing Funds Requested:	\$935,000
One-Time Funds Requested:	
Legacy Project:	
Website re-do, Spanish translation	\$100,000
Vendor multi-language support	\$50,000
Form, brochure translation (\$0.30/word)	\$200,000
Disaster/Outreach vehicle	\$200,000
Outreach equipment	\$50,000
Subtotal, Legacy Project One-Time Funds	\$600,000
Total One-Time Funds Requested:	\$600,000

Note:

The Insurance Department will likely request an increase in license fees due to growth of the industry and the resulting need to fund the new positions above. The most significant fee revenues haven't increased since July 1, 2002.

FY2026 Work Plan

Goal #	Strategy	Champion	Budget & Resource Needs	Completion Timeline	Status
1	Seek increased compensation for Department employees to remain competitive in the industry.	Commissioner	DHRM, additional budget TBD	November 2025	
3	Develop handbooks for consistent policies and procedures that can also be used as a training tool for new employees.	Leadership	Staff time	June 2026	
3	Advertise the Department's resources through media campaigns, community events, flyers, brochures, and QR codes.	PIO	Staff time, seek additional budget	June 2026	
2	Develop, invest in, and implement strategies to extend Department resources to underrepresented groups. Engage licensed entities to increase equitable access, outcomes, and service delivery to underserved Utahns.	Leadership, PIO, Senior Advisor on Equity & Opportunity	Staff time, seek additional budget	June 2026	