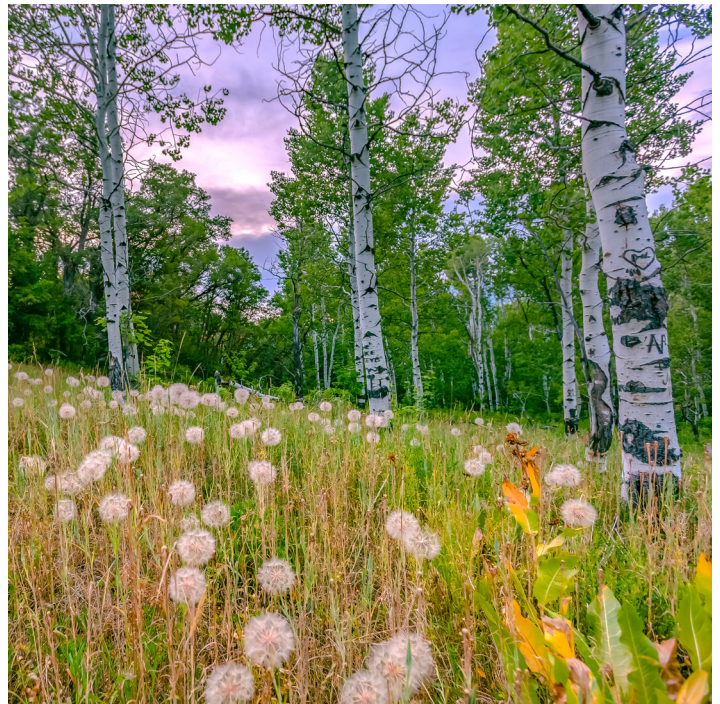


Annual Work Plans

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 refers to these annual work plans at least monthly to ensure that its 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
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.	Captive, 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 citizen 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	Consider hiring part-time Spanish translator for Fraud Division and potentially the rest of the Department.	Fraud Division, PIO	Staff time	Ongoing	Underway
2	When preapproval of forms is required, implement free computer programs that help determine readability.	Division Directors	Staff time, existing budget	Ongoing	Underway
3	Identify best practices to streamline repetitive cases.	Division Directors	Staff time	Ongoing	Underway
1	Provide time and resources for team building activities.	Leadership, DHRM	Existing budget	Ongoing	Underway
1	After reviewing results of DHRM employee survey, determine needs to be addressed and how to address them.	Commissioner, DHRM	Existing budget	Ongoing	Underway

FY2026 Work Plan

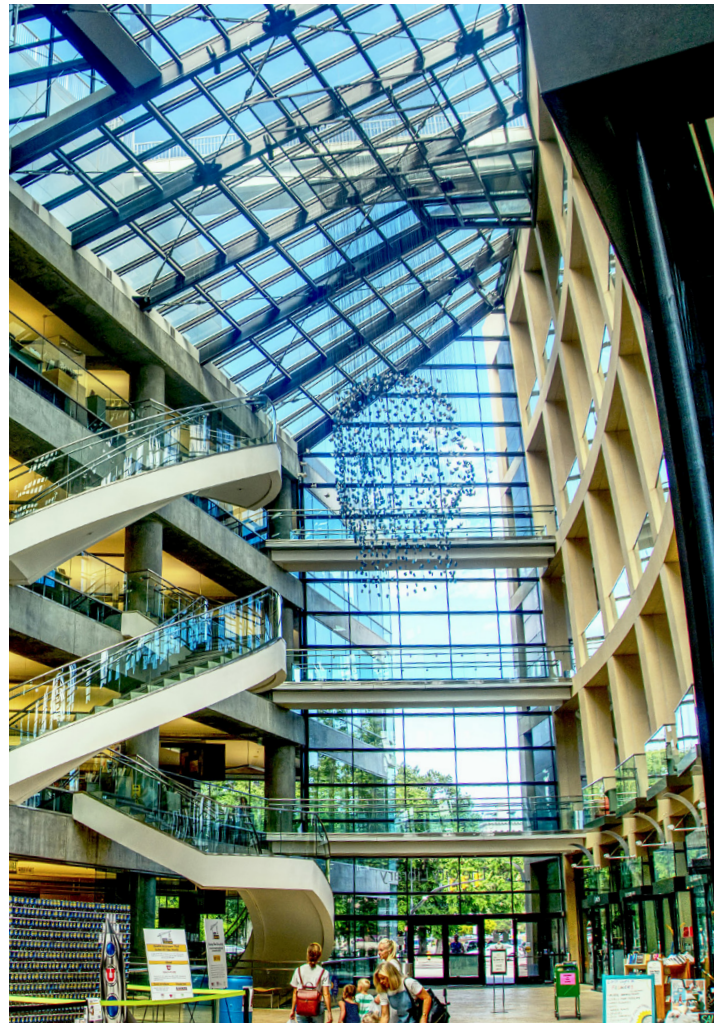
Goal #	Strategy	Champion	Budget & Resource Needs	Completion Timeline	Status
1	Seek increased compensation for Department employees to remain competitive in the industry.	Commissioner	DHRM, additional budget TBD	November 2025	
3	Develop handbooks for consistent policies and procedures that can also be 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 access, outcomes, and service delivery to underserved Utahns.	Leadership, PIO	Staff time, seek additional budget	June 2026	
3	Meet full requirements of HB 491, Data Privacy Amendments (2024), and HB 444, Data Privacy Amendments (2025).	Office of the Commissioner	Staff time, consultant time	June 2026	
3	Develop new state essential health benefit plan.	Office of the Commissioner, Health & Life Director	Staff time, consultant time	December 2025	
3	Work with industry to produce rules related to HB 48, Wildland Urban Interface Modifications (2025).	Office of the Commissioner, Property & Casualty Director	Staff time	January 2026	

FY2027 Projected Significant Budget Needs

Expense Type	Funds Needed
Ongoing Funds Requested:	
Appropriation Adjustment (Goals 2 and 3):	
Captive Insurance revenue cap adjustment to meet appropriation	\$19,000
Total Ongoing Funds Requested:	<u>\$19,000</u>
Budget Reallocation (One-Time):	
Litigation/Legal Fund (Goals 2 and 3):	
Reallocate existing Department funds	\$1,000,000
Total One-Time Funds Reallocation:	<u>\$1,000,000</u>
State Mandated Insurer Payments Restricted Account:	
Pass-Through Funding Separate from Operational Budget:	
Projected <u>increase</u> in Autism payment to health insurers by July 2026	\$10,479,000
Total Restricted Account Increase:	<u>\$10,479,000</u>

Appendix

The following pages include supplementary materials — such as work plans for past fiscal years and DTS' IT Strategic plan for the Department — and are being presented here for historical and accountability purposes.



Salt Lake City Library
Photo by Michael Hart

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	Complete
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	Implemented
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	Complete
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	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 Fraud Division.	Fraud Director	Staff time	December 2023	Complete
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	Underway

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	Complete
3	Support streamlined processes for licensees and consumers to provide information to the Department electronically.	Deputy Commissioners, Division Directors, DTS	Existing budget	June 2025	Complete
3	Support implementation of the cloud-based solution to increase efficiencies in the examination process.	FRL Director, DTS, NAIC	Existing budget	June 2025	Complete
2	Identify populations underserved by the insurance industry, using existing community groups to raise awareness of insurance-related services and insurance fraud prevention.	All hands on deck, PIO, Leadership	Staff time, existing budget	June 2025	Complete
3	Review and update the Department's website and any other social media presence.	PIO	Staff time, existing budget, DTS	June 2025	Complete
2	Explore options for Section 1332 waiver.	Commissioner	Staff time, appropriation for third-party study	June 2025	Complete
3	Meet initial requirements of HB 491, Data Privacy Amendments.	Office of the Commissioner	Staff time, consultant time	May 2025	Complete
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	

IT Strategic Plan

The Department of Technology Services (DTS) created the following plan that includes strategic goals about how the DTS will strive to be a valuable, secure, responsive, and innovative information technology (IT) partner to the Utah Insurance Department (UID).

UID IT Objectives

- » **Consumer Awareness:** Increase consumer awareness of available technology around UID services.
- » **Agency Efficiency:** Improve the efficient use of agency resources through technology.
- » **IT Security Policies:** Maintain current IT security policies to reinforce the procedures in place and to address issues needing definitive clarification. Integrate security processes seamlessly into UID IT projects to diminish risk and maximize efficiency.
- » **PCI Compliance:** Maintain security of customers' financial information through payment card industry (PCI) best practices.
- » **Effective Technology Solutions:** Continue to provide effective technology solutions for customers. Continue to stay current with modernized technology and adapt when changes in the IT landscape occur. Explore ways to provide automated processes where needed and work with DTS on finding those solutions.

UID IT Infrastructure and Facility Projects

None at this time.

Data Privacy

We envision a future where trust in the government is increased by empowering individual citizens to hold the government accountable for the privacy of their personal information. Long-term privacy goals include:

- » providing each licensee:
 - how their personal information is being used;
 - when their personal information will be destroyed;

- » providing a standardized data collection and forms framework that facilitates automated compliance with the Government Records Access and Management Act (GRAMA); and
- » providing automated notification mechanisms to citizens so they are aware of privacy breaches that affect them and can easily access appropriate help resources, such as identity and financial theft protection.

Contact Center System Replacement

DTS will be replacing the centralized call center management system that assists with call-center activities to connect customers with UID services. DTS is working closely with UID on a migration plan, with an expected implementation date by the end of FY2025.

Additional Appropriations for IT

It is not anticipated that UID will request additional IT appropriations at this time.

IT Coordination with other Governmental Entities

UID participates in the Governor's Office of Planning and Budget's (GOPB) customer service experience using the Qualtrics framework.

Electronic Transactions

UID currently operates at approximately ninety percent electronic transactions. No additional efforts have been taken in this area.

Security Standard Assessments

UID management is alerted to security issues and supports efforts needed to comply with DTS security directions. All development efforts will comply with DTS security standards as outlined in the Software Development Lifecycle Checklist.