

MONTANA STATE FUND
Operational Excellence Committee
December 8, 2022 – 2:30 p.m.
Montana State Fund Office Building
855 Front Street, Helena, Montana

Committee Members

Dexter Thiel, Chair

Michael Marsh

Jan VanRiper

The meeting will be streamed live on the internet.
Visit <https://www.youtube.com/user/MTStateFund> to access the stream.

- I. Meeting Preliminaries – Dexter Thiel (2:30 p.m.)**
 - A. Call to Order
 - B. June 3, 2022 Minutes – *Committee Action*
- II. Committee Charter/Structural Issues – Jan VanRiper – *Potential Committee Action***
- III. Stakeholder Perspective – Agent – Agency Partnership Committee Feedback – Nick Hopkins, Marketing and Business Development Director**
- IV. Stakeholder Perspective – Injured Worker – Claimant Attorney Insights – Jan VanRiper, Kevin Braun, Leslae Dalpiaz**
- V. Claims Examiner Experience – Focus on What Matters - Pam Byers, Assistant Vice President, Claims Operations**
- VI. 2022 Strategic Plan – Meaningful Decisions at the Desk – “Kill the Forms” – Matt Mandell, Interim Vice President, Operations Support**
- VII. 2023 Looking Up and Out – Bruce Johnsen, Chief Strategy Officer**
- VIII. Safety-related Grant and Scholarship Programs – Michael Marsh**
- IX. Old Business/New Business**
- X. Public Comment (4:30 p.m.)**

Times are approximate, and items may be on the agenda earlier or later than stated.

Public Participation in the Committee Meeting

The public may attend the meeting and offer public comment in the meeting room or provide public comment either remotely via Zoom or in writing.

To offer public comment via Zoom during the meeting, please submit the online form <https://form.jotform.com/SafeMT/msf-public-participation> for remote participation by 5 p.m. on Tuesday, December 6, 2022. You will receive an email with the login information by 5:00 p.m. the following day.

Written public comments may be submitted either through the online form <https://form.jotform.com/SafeMT/msf-public-participation> for written comment or by mailing the comments to Montana State Fund, Attn. Verna Boucher, P.O. Box 4759, Helena, MT 59604. Comments provided by 5 p.m. on Tuesday, December 6, 2022 will be given to the Committee at the meeting. Comments provided after that time will be given to the Committee at the next meeting.

* Public comment provided in person or remotely at a committee meeting is a public record that is recorded, archived, and available on the Internet. Public comment submitted in writing at a committee meeting is a public record that will be posted to Montana State Fund's Web site as part of the minutes log for the committee meeting.

The Montana State Fund makes reasonable accommodations for any known disability that may interfere with a person's ability to participate in state government. Persons needing accommodations must contact Ms. Verna Boucher at the Montana State Fund no later than November 29, 2022 by calling 495-5000 (TTD 495-5030) or writing to Montana State Fund Executive Offices, P.O. Box 4759, Helena, MT 59604, to allow adequate time to make arrangements.