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**MONTANA STATE FUND**  
**OPERATIONAL EXCELLENCE COMMITTEE**  
**June 13, 2024**

The Montana State Fund (MSF) Operational Excellence Committee meeting was held June 13, 2024, in MSF's Boardroom at 855 Front Street, Helena, Montana 59601.

**Committee Members Attending**

Dexter Thiel, Chair, Sidney  
Michael Marsh, Billings

Nancy Butler, Helena

**Board Members Attending**

John Maxness, Helena

Karen Fagg, Billings

**MSF Staff Attending**

Holly O'Dell, President/CEO  
Nick Mazanec, VP, Legal Services  
Ryan Sanders, Enterprise Solutions Engineer  
Bruce Johnsen, Chief Strategy Officer  
Verena Maeder, VP, Organizational Health

Verna Boucher, Executive Assistant  
Matt Mandell, Assistant VP  
Herb Byers, Safety Services Director  
David Jordan, Assistant VP

**Others Attending**

Roberta Tilleman, State Director, SkillsUSA  
Peter Strauss, MSIA

Rob Virts, DOLI

**I. Meeting Preliminaries – Dexter Thiel**

**A. Call to Order**

The meeting was called to order at 2:05 p.m.

**B. March 7, 2024 Operational Excellence Committee Meeting Minutes**

*The Committee took action to approve the minutes. Mr. Marsh made the motion, Ms. Butler seconded; the motion passed unanimously.*

**II. Enterprise Scorecard – Ryan Sanders, Enterprise Solutions Engineer**

Staff provided a review of the internal metrics, financial and customer metrics and the learning and growth metrics monitored and depicted in the Scorecard Report. Committee members asked multiple questions.

**III. 2024 Strategic Plan – Matt Mandell, Assistant VP**

Staff provided a review of the four pillars of the strategic plan and walked the Committee members through the proposed changes that MSF is working to implement based on the feedback received from MSF's customers and described the successes that are being seen and additional successes that staff are striving to achieve from new processes and approaches.

**IV. Focus on Safety**

**A. Safety Services Champions for a Safe Montana – Bruce Johnsen, Chief Strategy Officer and Herb Byers, Safety Services Director**

Staff provided an in-depth report on safety programs and changes to safety programs for employers over the years in Montana and nationwide.

**B. Montana Roofers Association Safety Onboarding – Chair Thiel**

Chair Thiel shared his safety experiences with MSF and the onboarding that MSF is beginning to do for the Roofers Association members. The Committee wants to 1. Education – provide information to make owners see that this is a serious problem, 2. Provide good materials for people with no safety committee or safety director for whom safety is not the top priority. Training could include diabetes, knives, epi

pens and hospital locations. Providing the exact injuries and helping the owner see value is a key marketing tool.

*C. SkillsUSA, Roberta Tilleman, State Director*

Ms. Tilleman provided a review of the SkillsUSA program and the opportunities it offers to young prospective workers in Montana and nationwide and spoke to the Committee about the possibility of MSF partnering with this program going forward.

The Committee made suggestions including incident coaching, direct written business experience, customer on-boarding and on-boarding by industry, social presence, podcasts, safety awards, safety dividend information and tool box talks.

**VI. Old Business/New Business**

The Chair called for any Old or New Business.

Committee members discussed possible agenda topics for future OEC meetings highlighting a suggestion to revitalize the LMAC, a discussion of 2025 legislative possibilities and the approach to addressing the penalties that are now being enforced in the Medicare secondary payer compliance.

**VII. Public Comment**

The Chair called for public comment; there was none.

The meeting adjourned at 4:50 p.m. The next scheduled Operational Excellence Committee meeting will be held on Monday, August 19, 2024 in virtual format only.

Respectfully submitted,

*Verna Boucher*  
*Special Assistant to the President/CEO*