

MONTANA STATE FUND
Operational Excellence Committee
March 7, 2024 1:30 p.m.
Montana State Fund Office Building
855 Front Street, Helena, Montana

Committee Members

Dexter Thiel, Chair

Michael Marsh

Nancy Butler

This Committee Meeting will be all virtual – public participants may join staff in the Boardroom of Montana State Fund to participate via the Zoom presentation.

- I. Meeting Preliminaries (1:30 p.m.)**
 - A. Call to Order/Welcome
 - B. December 7, 2023 Operational Excellence Committee Meeting Minutes – *Committee Action*

- II. Scorecard – Ryan Sanders (1:35 p.m.)**

- III. 2024 Strategic Plan – David Jordan, Assistant VP and Verena Maeder, VP, Organizational Health (1:55 p.m.)**
 - 1. Increased call volume
 - 2. Four Pillars

- IV. Cannabis, Narcotics and Sex Trafficking in Montana – Steve Crawford, Narcotics Bureau Chief for the Division of Criminal Investigation (2:10 p.m.)**

- V. Customer Safety Enhancement and Customer Return-to-Work Programs – Wayne Bunch and Pam Byers, Assistant Vice Presidents (2:50 p.m.)**

- VIII. Old Business/New Business (3:15 p.m.)**

- IX. Public Comment (3:20 a.m.)**

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

Public Participation in the Board 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 5:00 p.m. on Tuesday, March 5, 2024. 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, March 5, 2024 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 March 1, 2024 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.