

HOUSE BILL 332

By Baum

AN ACT to amend Tennessee Code Annotated, Title 4 and
Title 8, relative to government services.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. This act is known and may be cited as the "Government Serves the People Act."

SECTION 2. Tennessee Code Annotated, Title 4, Chapter 3, Part 10, is amended by adding the following new section:

(a) As used in this section:

(1) "Agency" means a department, agency, commission, board, or other unit of state government;

(2) "Commissioner" means the commissioner of finance and administration;

(3) "Government service delivery" means an action by an agency related to providing a benefit or service to a state resident, business, or organization, including any such action of a contractor or nonprofit organization acting on behalf of the agency or administering a state-funded program;

(4) "Government service delivery channel" means the format or medium of an interaction or transaction with an agency, including in-person, through the mail, through a digital service, by telephone, through a contact center, on a website, through outreach and communication, and through collaboration with a third party, or through other ways in which an individual or entity significantly interacts or engages with an agency; and

(5) "High-impact service program" means an agency program identified by the commissioner due to the scale and impact of the public-facing services of the program.

(b) The commissioner shall designate a state official as the state of Tennessee government service delivery coordinator within the department of finance and administration whose responsibility is to coordinate government-wide efforts to improve government service delivery by agencies. The coordinator shall:

(1) Facilitate and coordinate government-wide efforts to improve government service delivery provided by agencies, particularly with respect to high-impact service programs;

(2) Carry out the duties and powers prescribed by the commissioner;

(3) Serve as the coordinating, government-wide official responsible for supporting government service delivery;

(4) Advise the commissioner concerning the improvement of government service delivery provided by agencies;

(5) In consultation with each lead agency service delivery official and any other agency stakeholder as appropriate, develop and oversee the implementation of government-wide government service delivery standards, policies, and guidelines for services and programs provided by agencies, including standards, policies, and guidelines to:

(A) Understand the needs of an individual, business, or organization interacting with an agency;

(B) Solicit and consider voluntary feedback on the government service delivery by the agency;

(C) Assess government service delivery processes;

(D) Consider the factors of ease, efficiency, transparency, accessibility, fairness, burden, and duration, including wait and processing times, with respect to government service delivery; and

(E) Encourage the adoption of commercial products and services to measure and ensure holistic government service delivery channels and customer service satisfaction and customer experience;

(6) Collect and report qualitative and quantitative information or data on government service delivery through existing reporting mechanisms;

(7) Evaluate the quality of government service delivery, including through the establishment of performance metrics developed using the standards, policies, and guidelines developed pursuant to subdivision (b)(5) and the information or data collected and reported pursuant to subdivision (b)(6);

(8) Engage with stakeholders to identify leading practices in service design and delivery that would improve government service delivery across and within agencies; and

(9) Coordinate with other executive agency stakeholders on government service delivery.

(c)

(1) The commissioner shall identify each agency that must comply with this section. Each agency that is selected shall designate an official to be responsible for the government service delivery of the agency.

(2) The official selected in an agency shall:

(A) Possess sufficient operational authority to effectuate implementation of government service delivery improvements within the agency, particularly with respect to high impact service programs;

(B) Coordinate and execute, as appropriate, under the direction of the head of the agency, and in collaboration with relevant agency officials as appropriate, efforts to improve and enhance the government service delivery and government service delivery channels of the agency;

(C) At the direction of the state of Tennessee government service delivery lead, submit an implementation plan for improving agency government service delivery no later than one (1) year from the effective date of this act;

(D) Coordinate the collection and reporting of the data and information required and use such data and information to improve government service delivery;

(E) Facilitate collaboration among and between offices, and components within the agency and with other agencies as appropriate, in coordination with the state of Tennessee government service delivery coordinator, to improve and enhance government service delivery; and

(F) Assist in the incorporation of the government service delivery requirements established under this section in agency plans, such as strategic plans or annual performance plans.

(d) The commissioner or commissioner's designee shall provide an annual report to the governor and the speakers of the senate and the house of representatives on government-wide current and future efforts to improve government service delivery by agencies.

SECTION 3. This act takes effect upon becoming a law, the public welfare requiring it.