



Iowa Department of Administrative Services

Customer Council Archives

Council: **Human Resources**

For Calendar Year: **2005**

Meeting Dates: **February 2**
 March 2
 April 6
 May 4
 June 1
 July 6
 August 3
 September 7
 October 5
 November 2
 December 7

Any meeting hand-outs or attachments not included in this electronic file may be obtained by contacting the Department of Administrative Services – Customer Council Support at 515-242-5038.

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Human Resources Customer Council Meeting Agenda

February 2, 2005

1:30 - 3:30

Grimes North Conference Room

Grimes Building

- | | |
|-------------------------------------------------|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 12-01-04 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Council Vacancy | Nancy Richardson |
| 5. HRE Service Categories | Mollie Anderson |
| 6. Council Discussion of HRE Service Categories | Nancy Richardson |
| 7. DAS Billing | Denise Strum |
| 8. Future Meetings | Nancy Richardson |
| 9. Close and Adjourn | Nancy Richardson |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room
February 2, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair-Transportation, Bev Schmeling-Public Safety, Roger Stirler-Education, Bill Gardam-Human Services, Cindy Morton-Revenue, Lance Noe-Drake and Bill Snyder-Judicial

Member's Absent

John Craig, Vice-Chair AFSCME, Dean Lerner-Inspections and Appeals, Clarence Key-Parole Board and Penny Westfall-Law Enforcement Academy

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Bill West-DAS-HRE, MaryAnn Hills-DAS-HRE, Dave Werning-Inspections, Appeals, Linda Plazak-DAS, Kit Krogmeier-DAS, Richard Blahnik-DAS-SAE, Tim Brand-DAS-SAE, Roger Sitterly-Law Enforcement Academy, Michael McCarthy-Revenue, Pat Harmeyer-DAS-SAE, Denise Sturm-DAS-SAE and Marty Deaton-Public Safety

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Cindy Morton made the motion to approve the minutes from the December 1, 2004 meeting and Roger Stirler seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

1. Utility Complaint Process: HRE and ITE Customers Councils have passed the same version of the Utility Complaint Process. The GSE Customer Council has approved a different version. Both versions will be posted to the DAS Customer Council web site by February 11th.
2. Customer Council Web Site: DAS is renovating the Customer Council web site. The goal is to only have one Customer Council page, located from the DAS Home Page. The web site will be available February 11th at: http://www.das.iowa.gov/customer_councils/index.html
3. Linda Plazak will conduct nominations and voting to replace the vacancy left by Ron Pothast from Civil Rights. Ron represented the small agency group and was serving a 4-year term due to expire in 2007. The replacement will be named before the next HRE Customer Council meeting.

4. Bev Schmeling is transferring to Vocational Rehabilitation and this will create another vacancy. Linda Plazak will conduct nominations and voting to replace Bev. Member terms due to expire August of this year are Lance Noe: public member, Bev Schmeling: large agency, Roger Stirler: medium agency, and Penny Westfall: small agency.

HRE Service Categories: Mollie Anderson comments:

Mollie Anderson attended the HRE Customer Council meeting to discuss the process for the Customer Councils to make service category recommendations to DAS. Within HRE, Training has been designated as a marketplace service and all other services have been designated as utilities.

Mollie has presented information to the Legislature and the Governor indicating that for the new paradigm to succeed, the customers have to receive the dollars to buy DAS services. Additionally, services must cash flow to cover costs and the marketplace dollars must be reinvested in services and products for customers.

Utilities services mean the Governor and the DAS Director have the opportunity to create a center of service. There is an economy of savings in buying from one place. This benefits customers and citizens. Marketplace is a complete choice of providers and leadership is supported by the general fund.

The Governor makes the decision each year what is leadership, utilities and marketplace. ITE is 90% marketplace, GSE is 50% marketplace, HRE is mostly utilities and SAE is leadership.

Mollie invited the Council to document their recommendations in a letter to Mollie.

Mollie also made general comments about DAS.

- HRE is currently working on Collective Bargaining
- Wallace Building study was completed on Monday. The building is 28 years old, and there is a huge investment of \$31 million to ensure the building will last 100 years
- ITE infrastructure and consolidation study of IT has a potential of \$26 million savings
- ITE is a \$126 million asset
- Ankeny Labs are a \$50 million asset for DPS and Agriculture and will open March 1st
- DAS manages strategic resources worth \$500 million

DAS Issues:

- Private sector spends \$1.50 sq ft to maintain buildings, DAS spends 18 cents
- I/3 rate will be determined for FY07; the Legislators requested the system and now we need financial support to maintain it
- Agencies want I/3 to be a leadership service; estimated cost is \$4.9 million. DAS needs \$2.2 million in fees and \$2.7 million in pool tech funds for FY06.

DAS Billing-presented by Denise Sturm and Pat Harmeyer:

Denise and Pat presented the Customer Relationship Management (CRM) Billing system. The CRM team met with agency customers to identify billing requirements. The new billing system will put a monthly summary and detailed bill on the web. The new bill will have drill down function so you can see summary level information and detail data.

The DAS Service Catalog will be online and available July 1st. The actual bill will be available August 1st . Customers will be able to access the data and export to Excel.

The next phase will be to identify and provide costing information. Finance will hire an activity based costing position.

Topics for next meeting:

1. Service Categorization for FY07
2. Performance Metric Updates
3. Draft Business Plan
4. Begin discussion of FY07 rate-setting

Next meeting: March 2, 2005, Grimes North Conference Room at 1:30 p.m.

Meeting Adjourned: The meeting was adjourned at 3:00 p.m.

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Human Resources Customer Council Meeting Agenda

March 2, 2005

1:30 - 3:30

Grimes North Conference Room

Grimes Building

- | | |
|--------------------------------------|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 02-02-05 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Service Categorization Discussion | Nancy Richardson |
| 5. Information Distribution | Nancy Berggren |
| Performance Metrics | |
| Business Plan | |
| 6. Rate Setting Discussion | Nancy Richardson |
| 7. Future Meetings | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

March 02, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Marty Deaton-Public Safety, Roger Stirler-Education, Bill Gardam-Human Services, Cindy Morton-Revenue, Lance Noe-Drake, Penny Westfall-Law Enforcement Academy, Clarence Key-Parole Board and Bill Snyder-Judicial

Member's Absent

Dean Lerner-Inspections and Appeals and Jim Riordan, PERB

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Bill West-DAS-HRE, MaryAnn Hills-DAS-HRE, Dave Werning-Inspections, Appeals, Marianne Mickelson-DAS, Carol Stratemeyer-DAS, Richard Blahnik-DAS-SAE, Dave Simmons-Auditor's Office, Sara Kolbe-Auditor's Office, Larry Grant, PSG and Lorraine Change, PSG

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Bill Gardam made the motion to approve the minutes from the February 2, 2005 meeting and Bill Snyder seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Nancy Richardson reported the following:

- Marty Deaton from DPS has been elected by large agency directors to replace Bev Schmeling. Marty's term will expire August 2008. Jim Riordan from PERB has been elected by small agency directors to replace Ron Pothast. Jim's term will expire August 2007.
- DAS is hosting a meeting May 9th from 1:30 -3:30 to allow council members to review their roles and authorities, provide feedback for council improvement and share lessons learned during the past year.
- The Council needs to elect a new Chair and Vice Chair in July. Nominations or volunteers will be identified in June.

Service Categorization Discussion:

All Councils have been asked to provide recommendations to DAS regarding service designations. Currently, all HRE services are designated utility except training, which is designated marketplace. If the Council wants to recommend changes, a letter documenting those recommendations should be sent to Mollie Anderson. Nancy Berggren indicated that although Mollie would like feedback in March, she would accept recommendations in April.

The Council discussed the possibility of moving those training courses and activities that are specific to the operations of state government from marketplace to utility. The council requested HRE provide attendance data for those classes for the April meeting.

The Council briefly discussed moving contract negotiations to leadership. Because it is unlikely that DAS could obtain a general fund appropriation to make that change, the Council decided not to make that recommendation.

The Council will further discuss the categorization of services at the April meeting.

Report on Council Membership:

Rules were filed to change council member term expiration dates from June 30th to August 30th. This allows the same group of members to remain throughout the entire rate setting process.

Information Distribution:

The draft FY 07 HRE Utility Business Plan was distributed. Business plans should be approved by the Council in May. Comments may be given to HRE at any time.

Rate Setting Discussion:

Denise Sturm will attend the April 6th meeting to discuss FY07 budget.

The Council asked that HRE provide any current trend information that may be helpful to them in establishing rates. The Council also would like a listing of projects that may be occurring in FY 07. In addition, the Council asked for an update on the status of the I/3 project at its April meeting.

Performance Metrics:

HRE is progressing in defining and tracking performance metrics. Nancy Berggren, Mary Ann Hills, Ed Holland and Bill West presented a performance metrics update by bureau. HRE is collecting information from four perspectives; Financial, Operational, Customer, and Strategic. HRE provided preliminary information to the Council on the first three categories and is continuing to work on gathering data for the strategic perspective. During their discussion, the Council provided many helpful comments about additional data they would like. HRE will provide its next update on the performance metrics in June.

Topics for next meeting:

1. Categorization of Services
2. I/3 Update
3. Rate discussion – Denise Sturm and FY07 rate information
4. Business plan comments

Next meeting: April 6, 2005, Grimes ICN Room 2nd floor at 1:30 p.m.

Meeting Adjourned: The meeting was adjourned at 3:20 p.m.

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Human Resources Customer Council Meeting Agenda

April 06, 2005

1:30 - 3:30

ICN Conference Room, 2nd floor
Grimes Building

- | | |
|------------------------------------------------|-----------------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 03-02-05 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Categorization of Services | Nancy Richardson |
| 5. I/3 Update | Lori McClananhan
Sharon Sperry |
| 6. FY07 budget information and Rate discussion | Denise Strum
Nancy Richardson |
| 7. Business Plan Comments | Nancy Richardson |
| 8. Future Meetings | Nancy Richardson |
| 9. Close and Adjourn | Nancy Richardson |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

April 06, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair-Transportation, Marty Deaton- Public Safety, Roger Stirler- Education, Bill Gardam-Human Services, Cindy Morton-Revenue, Lance Noe-Drake, Jim Riordan-PERB, and Bill Snyder-Judicial

Member's Absent

John Craig, Vice-Chair, AFSCME, Dean Lerner-Inspections and Appeals, Penny Westfall-Law Enforcement Academy, Clarence Key-Parole Board

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Bill West-DAS-HRE, MaryAnn Hills-DAS-HRE, Dave Werning-Inspections, Appeals, Linda Plazak-DAS, Richard Blahnik-DAS-SAE, Charlie Smithson, Ethics & Campaign Disclosure Board, Lori McClannahan-DAS, Sharon Sperry-DAS, Deb Madison-Levi-DAS, Denise Sturm-DAS, and Mollie Anderson-DAS

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Bill Gardam made the motion to approve the minutes from the March 4, 2005 meeting and Bill Snyder seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Nancy Berggren introduced Jim Riordan from PERB who is replacing Ron Pothast as a small agency representative.

Ed Holland gave an update on the EAP contract and workers' compensation premium allocations.

Mollie Anderson discussed the salary bill and indicated it might be fully funded in the Legislature.

Service Categorization Discussion:

Nancy Berggren handed out information regarding the Applied Management Series (AMS) as requested by the Customer Council at the March meeting. This handout included the number of individuals attending the courses over the past five fiscal years. Also included was the per participant fee for FY 05. Prior to FY 05 these courses were offered free of charge.

The Council is charged with bi-annually providing advice to Mollie Anderson regarding what HR services are leadership, utility, and marketplace. The Council discussed the possibility of moving the AMS courses from marketplace to utility. The rationale discussed for doing so is that AMS is comprised of fundamental courses that every supervisor should take in order to have some basic supervisory foundation. They should not be elective. They provide training in areas that state government believes form the foundation for being a good supervisor.

Nancy Berggren suggested that because training is still in its infancy as a marketplace service, it might be appropriate to leave all training in the marketplace until HRE has more experience with it.

Lance Noe moved that the Council recommend that these courses are designated as a utility. Bill Snyder seconded the motion.

Jim Riordan asked to amend the motion to allow time to obtain feedback from agencies.

Cindy Morton moved to table the motion in order to gather information from agencies regarding moving these classes from marketplace to utility. Dave Werning seconded. The motion carried.

Nancy Richardson will work with HRE in obtaining agency feedback for the May meeting.

I/3 Update:

Lori McClannahan and Sharon Sperry distributed two handouts, 1.) I/3 HR/Payroll Implementation Update, and 2.) The I/3 Update.

Lori stated that I/3 is on schedule. The hardware has been upgraded and installed. Unit testing on tables has been started. Document and workflow testing will begin in April. Cycle testing with payroll is scheduled in June. No significant problems have been identified to date. Data warehouse training for power users and novices will be provided using the ICN and classrooms. There will be an upgrade to the data warehouse in the fall.

Sharon Sperry stated that the budget system will be upgraded in October and training will commence in the fall. Sometime early next year, all modules of the I/3 system will be operational. There will be a monthly update, which will be the 2nd Thursday of each month for 1 hour starting at 10 a.m. I/3 will send out a reminder giving the location of the work site.

FY07 budget information and Rate Information::

Denise Sturm distributed a first draft of the HRE FY 07 budget. Nancy Richardson indicated that the Customer Council will begin rate methodology discussions in May and those discussions will continue into June.

Business Plan Comments:

Nancy Berggren said that DAS-HRE distributed a draft of the FY 07 Business Plan for comment at the March Customer Council meeting. The business plan will not be finalized until after the FY 07 rates are established. Comments are still welcome.

Other Topics:

At the March meeting, the Council asked for information concerning the Human Resources Enterprise workload trends. HRE distributed that information with a brief overview.

HRE also distributed a human resource performance report from the State of Massachusetts.

Linda Plazak told the Council that the purpose of the May 9th meeting is to receive feedback regarding Customer Council processes. A reminder will be sent to council members.

Topics for next meeting:

1. Categorization of Services
2. Discussion of FY 07 Budget.
3. Discussion of rate methodology.

Next meeting: May 4, 2005, Grimes North Conference Room 1st floor at 1:30 p.m.

Meeting Adjourned: The meeting was adjourned at 3:20 p.m.

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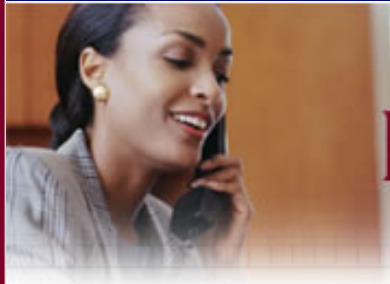
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Human Resources Customer Council Meeting Agenda

May 04, 2005

1:30 - 3:30

North Conference Room, 1st floor

Grimes Building

- | | |
|-----------------------------------|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 04-06-05 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Categorization of Services | Nancy Richardson |
| 5. Discussion of FY07 Budget | Denise Strum |
| 6. Discussion of Rate Methodology | Nancy Richardson |
| 7. Future Meetings | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

May 04, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair, Transportation; John Craig, Vice-Chair, AFSCME; Dean Lerner, Inspections and Appeals; Bill Gardam, Human Services; Cindy Morton, Revenue; Lance Noe, Drake; Jim Riordan, PERB; Bill Snyder, Judicial; Clarence Key, Parole Board

Member's Absent

Penny Westfall, Law Enforcement Academy; Roger Stirler, Education; and Marty Deaton, Public Safety

Other Attendees

Nancy Berggren, DAS-HRE; Ed Holland, DAS-HRE; Bill West, DAS-HRE; MaryAnn Hills, DAS-HRE; Dave Werning Inspections and Appeals; Linda Plazak, DAS; Richard Blahnik, DAS-SAE; Charlie Smithson, Ethics & Campaign Disclosure Board; Carol Stratemeyer, DAS; Denise Sturm, DAS; Roger Sitterly, Law Enforcement Academy; Brandi Hoffmann, Iowa Lottery; and Barb Kroon, DAS

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Bill Snyder made the motion to approve the minutes from the April 6, 2005 meeting and Bill Gardam seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Nancy Richardson reminded the Council of the May 9th Feedback Session, scheduled for 1:30 p.m. in Grimes North & South. This is a location change from the Hoover Building. The focus of this meeting is on Customer Council processes.

Nancy Berggren stated that HRE Service Agreements for FY06 will go out soon. Meetings will be scheduled with departments in June to discuss the agreements. The primary focus of those conversations will be on future needs of the departments and HRE service delivery.

Categorization of Services:

At the April Customer Council meeting, the Council asked that HRE customers be surveyed regarding whether the Applied Management Series of training courses should be moved from a marketplace to a utility service. Results of the survey showed that customers overwhelmingly supported leaving this a marketplace function. Jim Riordan moved that the Applied Management Series remain marketplace and Dean Lerner seconded the motion. The

motion carried.

Discussion of FY07 Budget:

Denise Sturm discussed the \$537,000 HRE received from the Legislature that has been used as seed capital to cover HRE payroll. The Legislature wants a repayment plan included in the HRE budget. When DAS received the money, the legislation did not include a repayment provision. Denise discussed with the Council various repayment options and will keep the Council informed about this issue.

Denise also indicated that the DAS shared services budget was not finalized. She will attend the June HRE Customer Council meeting and will have the final FY 07 HRE budget at that time.

Discussion of Rate Methodology:

Nancy Berggren distributed the following handouts: FY06 rates by categories, rate methodology for FY 05 and 06, services provided by category type, number of employees in HRE by division, and the number of employees in agencies.

After discussion, the Customer Council decided to use the FY 06 rate methodology in FY 07. This methodology establishes a rate for each service category, 1.) merit employment services, 2.) merit and non-merit employment services, 3.) program delivery services, and 4.) benefit services. Each rate will be established using a 5-quarter average of number of employees. Departments will be billed monthly based on their number of permanent full and part-time employees.

Denise Sturm will use this methodology to determine rates and will bring those rates to the June meeting for tentative approval by the Council. The rates will then go to customers for a 30-day comment period. After the comments are received, the HRE Customer Council will finalize the rates or make adjustments. The Council urged DAS to be very clear in identifying the services included in those rates when the rates go out for comment.

Lance Noe suggested having a Certified Public Managers class look at human resource future issues, what other states are doing, trends, and ideas. The Council asked Lance to move forward with that suggestion.

The Council also asked Bill Gardam to chair a sub-committee to establish customer input focus groups. Bill will represent large agencies, Jim Riordan will represent small agencies, Cindy Morton and Bill Snyder will represent medium agencies.

Topics for next meeting:

1. Finalize rates
2. Performance Metric Update
3. Sub-Committee status
4. Election of Officers

Next meeting:

June 1, 2005, Grimes North Conference Room 1st floor at 1:30 p.m.

Adjournment:

Cindy Morton made the motion to adjourn and Clarence Key seconded the motion. The meeting was adjourned at 3:20 p.m.

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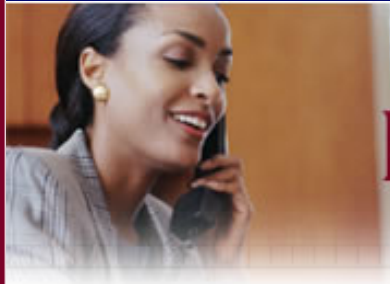
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Human Resources Customer Council Meeting Agenda

June 01 2005

1:30 - 3:30

North Conference Room, 1st floor

Grimes Building

- | | |
|------------------------------------------|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 05-04-05 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Discussion about 5/9 Feedback Session | Nancy Richardson |
| 5. Discuss Rates | Denise Strum |
| 6. Performance Metric Update | Nancy Breggren |
| 7. Sub-Committee Status | Nancy Richardson |
| 8. Election of Officers | Nancy Richardson |
| 9. Future Meetings | Nancy Richardson |
| 10. Close and Adjourn | Nancy Richardson |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

June 01, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair, Transportation; John Craig, Vice-Chair, AFSCME; Roger Stirler, Education; Marty Deaton, Public Safety; Bill Gardam, Human Services; Cindy Morton, Revenue and Bill Snyder, Judicial

Member's Absent

Penny Westfall, Law Enforcement Academy; Dean Lerner, Inspections and Appeals; Lance Noe, Drake; Jim Riordan, PERB and Clarence Key, Parole Board

Other Attendees

Nancy Berggren, DAS-HRE; Ed Holland, DAS-HRE; Bill West, DAS-HRE; MaryAnn Hills, DAS-HRE; Barb Kroon, DAS-HRE; Dave Werning Inspections and Appeals; Linda Plazak, DAS; Richard Blahnik, DAS-SAE; Denise Sturm, DAS; Mollie Anderson, DAS; Deb Madison-Levi, DAS; Pat Lantz, DAS and Pat Deluhery, DAS

Opening Remarks

Chairperson Nancy Richardson called the meeting to order.

Bill Gardam made the motion to approve the minutes from the May 4, 2005 meeting and Bill Snyder seconded the motion. The motion carried and the minutes were approved. The motion carried and the minutes were approved.

Updates:

None

Discussion about May 9th Feedback Session:

On June 2nd, Deb Madison-Levi will send out a summary of the May 9th feedback meeting to Council members. About twenty people attended the feedback session and seven of them were HRE Council members. General consensus was that the session was worthwhile. Common themes from the feedback session and from today's Council discussion about the meeting were:

- Council Chairs and DAS (Mollie Anderson) need to have regularly scheduled meetings. (feedback session)
- The definitions for marketplace, leadership and utility need to be distributed more effectively. There is still confusion regarding these designations. (feedback session)
- The rate setting process needs to be examined. (both feedback session and CC meeting)

- The purpose and authority of the Council needs to be clarified. (both feedback session and CC meeting)
- The Council would like monthly budget status reports. (CC meeting)
- The Business Plan should be the foundation for rate setting. (CC meeting)

The Council needs to develop a smooth process for gathering and giving information to the customer agencies they represent.

Discuss Rates:

Denise Sturm presented and reviewed a detailed binder of financial information. This binder is in a standardized format being given to all Councils. It includes the overall assumptions used to create the information, the FY07 rate sheet, FY07 budget, FY06 – FY07 budget comparison, FY07 rate calculations, agency impact, shared services budget and other analysis. After discussion, the Council asked for the following:

- A cash flow statement to determine if HRE is on target with expenses and income
- More information on shared services
- An explanation of any increases/decreases in the budget that are over or under 10%.

The Council will spend the month of June reviewing the budget materials given them. The discussion of rates will continue at the July meeting.

Performance Metric Update:

Barb Kroon gave an update on the strategic portion of performance metrics. As part of that presentation, HRE proposed a methodology for the customer council to use in establishing rates for FY 08. The purpose of the proposal is for the customer council to have information about each HRE program so they can determine the services and service levels HRE will offer, and appropriate results measures. Those decisions will then be included in the business plan and be used for establishing rates. HRE proposed that the program review and service level determination begin with a workforce planning presentation at the July meeting. The council decided to proceed with the July workforce planning presentation.

Sub-Committee Status:

The subcommittee regarding customer input will have a report at the July meeting.

Election of Officers:

The DAS Administrative Rules state that election of officers is to take place after the new customer council members are in place in September. Therefore, the election of officers will take place at the Council's September meeting.

Topics for next meeting:

1. Discussion of FY 07 Rates
2. Workforce Planning Program Review
3. Subcommittee on Customer Input Report

Next meeting:

July 6, 2005, Grimes North Conference Room 1st floor at 1:30 p.m.

Adjournment:

The meeting was adjourned at 4:00p.m.

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Human Resources Customer Council Meeting Agenda

July 06, 2005

1:30 - 3:30

North Conference Room, 1st floor

Grimes Building

- | | |
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| 1. Call to Order | Nancy Richardson |
| 2. Approval of 06-01-05 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Discussion FY07 rates | Nancy Richardson |
| 5. Workforce Planning Program Review | Nancy Breggren |
| 6. Sub-Committee Status | Nancy Richardson |
| 7. Close and Adjourn | Nancy Richardson |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room
July 06, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair, Transportation; Roger Stirler, Education; Marty Deaton, Public Safety; Bill Gardam, Human Services; Cindy Morton, Revenue; Penny Westfall, Law Enforcement Academy; Jim Riordan, PERB and Bill Snyder, Judicial

Member's Absent

John Craig, Vice-Chair, AFSCME; Dean Lerner, Inspections and Appeals; Lance Noe, Drake and Clarence Key, Parole Board

Other Attendees

Nancy Berggren, DAS-HRE; Ed Holland, DAS-HRE; Bill West, DAS-HRE; MaryAnn Hills, DAS-HRE; Barb Kroon, DAS-HRE; Daryl Frey, DAS-HRE; Dave Werning Inspections and Appeals; Brenda Easley, DAS-SAE; Denise Sturm, DAS; Mollie Anderson, DAS; Deb Madison-Levi, DAS; Pat Lantz, DAS; Pat Deluhery, DAS and Tracy Hunt, Public Safety

Opening Remarks

Chairperson Nancy Richardson called the meeting to order.

Bill Snyder made the motion to approve the minutes from the June 1, 2005 meeting and Bill Gardam seconded the motion. The motion carried and the minutes were approved.

Updates:

Nancy Richardson reported that Mollie Anderson met with the four Customer Council chairs to review the May 9, 2005 Feedback Session and discuss methods for improvement in the Customer Council process.

At the meeting of the chairs, Mollie Anderson asked if the summary of the feedback session was accurate. In turn, Nancy Richardson asked that question of the HRE Council. The consensus of the council was that the summary was an accurate reflection of the meeting. However, the council did not believe there were 7 members in attendance as reported in the summary.

Nancy Richardson reported that the majority of the discussion at the council chair meeting centered around rate setting and the budget and how the Council can be more involved in a substantive way in the budget development process. Methods discussed included zero based budgeting (offers by program to the Council as a buying team), incremental budgeting by program (looking at the impact of various percentage increases and decreases in the budget), and the program review process that the Council is beginning today. The chairs also discussed the need for better budget information coordination between each council and DAS

to limit the impact on the DAS finance office. The chairs also acknowledged the need to discuss the ramifications of potential under funding of customer departments for utility services.

Nancy asked that the council members think about these issues and that this topic be on the agenda for the August HRE Customer Council meeting. In particular, the council will discuss:

1. How can the Council be more involved in DAS service delivery and budget development activities in a substantive, meaningful way?
2. How to coordinate the utility service budget request process to increase its likelihood of success during the legislative session?
3. How to better coordinate the request process among DAS, customer agencies, IGOV and the legislature?
4. How to deal with budget shortfalls for utility services regardless of all of our best efforts?
5. How to achieve greater commonality in financial data requests of DAS by the four customer councils in order to limit the resource commitment needed by DAS to respond.

Ed Holland reported that HRE just completed the RFP process for Employee Assistance Program services. Employee and Family Resources was awarded the contract. Rates will be increasing from \$75.00 an hour to \$82.00 per hour. This is the first rate increase in six years. Although there is a per capita payment option, the majority of departments pay the hourly rate as services are needed.

Discussion on FY07 Rates:

Nancy Richardson asked for comments or questions regarding the FY 07 budget information that Denise Sturm distributed at the June meeting. After a brief discussion, Bill Snyder moved to tentatively approve the FY 07 rates as presented by DAS and send them out for comment. Jim Riordan seconded the motion. The motion carried.

Denise reported that all four customer councils are to have tentative rates determined by July 19th. DAS will then distribute the rate information for all four enterprises to customers for the 30-day comment period. Council members suggested that the timeframes for future rate setting be reviewed to better coordinate with the timing of the budget offer process.

Workforce Planning Program Review:

Barbara Kroon presented information regarding HRE's workforce planning program. This was the first presentation in a series of HRE program reviews. The purpose of these reviews is to give the council information they can use to better determine which services and to what level HRE will provide in FY 08. The decisions the council makes regarding services will be the basis for FY 08 rate setting and Business Plan.

The council decided to discuss the workforce planning information at the August meeting. The consensus was that the appropriate level of information was provided and that the program review was useful and should be continued as proposed by HRE. HRE will present the Group Insurance program review in August.

Sub-Committee Status:

Bill Snyder, Bill Gardam and Cindy Morton distributed a memo that proposed a series of customer focus group meetings in August. Jim Riordan made a motion that the sub-committee's proposal be adopted. Bill Snyder seconded the motion. The motion carried.

Topics for next meeting:

Customer Council Process Improvement

- Council involvement in establishing utility service levels and budget
- Coordination of utility service budget requests to the Legislature

- Financial information requests coordination
- How to address utility service budget shortfalls

Workforce Planning Debriefing (15 minutes)
Group Insurance (30 minutes)
Rate setting status report
Update on selection of new members

Next meeting:

August 03, 2005, Grimes North Conference Room 1st floor at 1:30 p.m.

Adjournment:

The meeting was adjourned at 3:50p.m.

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**HUMAN
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Human Resources Customer Council Meeting Agenda

August 03 , 2005

1:30 - 3:30

North Conference Room, 1st floor

Grimes Building

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 007-06-05 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| <ul style="list-style-type: none">• Rate Setting Communication• Selection of New Members• Business Plan | Deb Madison-Levi
Deb Madison-Levi
Nancy Breggren |
| 4. Budget Report | Denise Sturm |
| 5. Process for Rate Setting, Budgeting and Service Level Development | Nancy Richardson |
| 6. Work Force Planning Debriefing | Nancy Richardson |
| 7. Group Insurance Presentation | Ed Holland |
| 8. Close and Adjourn | Nancy Richardson |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

August 3, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair, Transportation; John Craig, Vice-Chair, AFSCME; Roger Stirler, Education; Bill Gardam, Human Services; Cindy Morton, Revenue and Bill Snyder, Judicial; Lance Noe, Drake

Member's Absent

Marty Deaton, Public Safety; Dean Lerner, Inspections and Appeals; Penny Westfall, Law Enforcement Academy; Jim Riordan, PERB; and Clarence Key, Parole Board

Other Attendees

Nancy Berggren, DAS-HRE; Ed Holland, DAS-HRE; Bill West, DAS-HRE; MaryAnn Hills, DAS-HRE; Barb Kroon, DAS-HRE; Dave Werning, Inspections and Appeals; Brenda Easley, DAS-SAE; Denise Sturm, DAS; Deb Madison-Levi, DAS; Pat Deluhery, DAS; Carol Stratemeyer, DAS and Tracy Hunt, Public Safety

Opening Remarks

Chairperson Nancy Richardson called the meeting to order.

Bill Snyder made the motion to approve the minutes from the July 6, 2005 meeting and Bill Gardam seconded the motion. The motion carried and the minutes were approved.

Updates:

Deb Madison-Levi provided the following updates:

Rate Setting : The proposed FY 07 rates were distributed to departments on July 27, 2005 with comments due on August 27, 2005. The information was sent to Departments and was posted on the DAS website.

Selection of new members : Nominations for council members to replace those whose term expires at the end of August are due on August 4, 2005. One medium agency representative and one small agency representative nominations are needed. Voting should be complete by August 12th.

Nancy Berggren told the Council that they were given a Business Plan in March and the Council instructed that the plan be placed on hold until the FY 07 rates could be included. Because rates are nearly completed, Nancy indicated that she would update the plan and send it electronically to Council members. Comments on the plan are welcome at any time.

Budget Report:

Denise Sturm distributed the budget report showing tentative FY 05 year end balances. Not all the bills have been received for FY 05, so this is not the final report.

Process for Rate Setting, Budgeting and Service Level Development:

Nancy Richardson reviewed with the Council the activities and discussions that have taken place concerning the Council's role in rate setting, reviewing the budget and developing service level options. She indicated that as a starting point for the Council to have a more active role, it has established a monthly budget report, conducted focus groups and approved HRE's proposal for program review. After discussion, Bill Gardam moved that a Certified Public Managers Program project team be established to develop information on Human Resource Trends in the Public Sector. Bill Snyder seconded the motion. The motion carried. The Council asked Nancy Berggren to contact the program with this information.

The council also instructed that Nancy Berggren ask Mollie Anderson to insure that consistent advice is given to departments from DOM budget analysts regarding including DAS costs in their budget offers. Roger Stirler will have a meeting next week and will reinforce the information to Financial Managers.

Workforce Planning Debriefing:

Because of time constraints, the debriefing on workforce planning and group insurance will take place at the Council's September meeting.

Group Insurance Presentation:

Ed Holland provided a program review of Group Insurance. The council will discuss this information at its September meeting. Ed will provide a review of Workers' Compensation in September.

Topics for next meeting:

- Election of Chair and Vice-Chair
- Budget Report
- Finalize FY 07 Rates
- Workers' Compensation Overview
- Focus Group Committee Report
- Group Insurance and Workforce Planning Debriefing

Next meeting

Chairperson Nancy Richardson called the meeting to order.

Bill Snyder made the motion to approve the minutes from the July 6, 2005 meeting and Bill Gardam seconded the motion. The motion carried and the minutes were approved.

Adjourned:

The meeting was adjourned at 3:50 p.m.

Respectfully Submitted,

Christina D. Dykstra

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Human Resources Customer Council Meeting Agenda

September 7, 2005

1:30 - 3:30

Grimes North Conference Room

Grimes Building

- | | |
|------------------------------------------------------------------------------------------------|---------------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 8-03-05 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Council Member Election Report | Deb Madison-Levi |
| 5. Election of Chair, Vice Chair | Nancy Richardson |
| 6. Budget Report | Denise Sturm |
| 7. Finalize FY 07 Rates-Review Rate Comments | Council Chair, Deb Madison-Levi |
| 8. Worker's Compensation Program Review | Ed Holland |
| 9. Debriefing of Workforce Planning, Group Insurance, and Worker's Compensation Program Review | Council Chair |
| 10. Focus Group Committee Report | Focus Group Sub-Committee |
| 11. Future Meetings | Council Chair |
| 12. Close and Adjourn | Council Chair |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room
September 7, 2005 at 1:30p.m.

Member's Present

Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Marty Deaton-Public Safety, Cindy Morton-Revenue and Bill Snyder-Judicial

Member's Absent

Roger Stirler-Education, Bill Gardam-Human Services, Lance Noe-Drake, Penny Westfall-Law Enforcement Academy, Clarence Key-Parole Board, Dean Lerner-Inspections and Appeals and Jim Riordan, PERB.

Other Attendees

Nancy Berggren-DAS-HRE, Bill West-DAS-HRE, MaryAnn Hills-DAS-HRE, Carol Stratemeyer-DAS, Brenda Easely-DAS-SAE, Pat Deluhery, Tracy Hunt-Public Safety, Roger Sitterly-Law Enforcement Academy and Denise Sturm-DAS-SAE

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Bill Snyder made the motion to approve the minutes from the August 3, 2005 meeting and Cindy Morton seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Nancy Berggren reported that she formally submitted to Lance Noe of the Certified Public Managers Program (CPM) a project for one of the CPM teams. The project would include:

1. Research of HRE trends concentrating in the public sector.
2. Analysis of the trends.
3. Recommendations for application of research to human resources in Iowa state government.

CPM teams will select projects this fall or winter.

Council Member Election Report:

The customer council terms of Roger Stirler-Education, Lance Noe-Drake and Penny Westfall-Law Enforcement Academy expired after the August meeting. The Department of Administrative Services conducted an election for the medium and small agency representative. Both Roger and Penny were elected to new terms. Lance Noe was also asked to serve a new term. Each has agreed to serve a new 3-year term.

Election of Chair, Vice Chair:

Nancy Richardson asked for nominations for HRE council chair and vice-chair. The one-year term of office begins immediately. Cindy Morton nominated Bill Snyder as Chair and Bill Gardam as Vice-Chair. There were no further nominations. Nancy Richardson asked for a vote and the nominated slate of candidates was elected.

Budget Report:

Denise Sturm provided the July 2005 Financial Report. Bill Snyder requested that Denise change the spreadsheet to include the number of employees on which the billings for the month are based.

Finalize FY07 Rates-Review Rate Comments:

Nancy Berggren reported that no comments were received from customers regarding the proposed FY 07 HRE rates.

Cindy Morton made a motion to finalize and adopt the FY07 rates and John Craig seconded the motion. The motion carried.

Worker's Compensation Program Review:

Ed Holland could not attend this meeting. Because of that, both the Workers' Compensation and the Pre-tax program review will be presented at the October meeting.

Debriefing of Workforce Planning, Group Insurance, and Worker's Compensation Program Report:

The council discussed the previous program reviews. The council asked HRE to provide, if possible, the additional services agencies would receive if more money was invested in benefits. The council also asked for a summary of the Service Level Agreement notes that have been provided to the council.

Focus Group Committee Report:

This report will be given at 10-05-05 meeting.

Topics for next meeting:

1. Worker's compensation and Pretax Program Review
2. Focus Group Report
3. Discussion of how the council will use Program Review information.
4. Business Plan

Next meeting: October 5, 2005, Grimes North Conference Room at 1:30 p.m.

Adjourned: The meeting was adjourned at 2:25 p.m.

Respectfully Submitted, Christina Dykstra

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Human Resources Customer Council Meeting Agenda

October 5, 2005

1:30 - 3:30

Grimes North Conference Room

Grimes Building

- | | |
|---------------------------------------------|-------------------------------|
| 1. Call to Order | Bill Snyder |
| 2. Approval of 9-07-05 Minutes | Bill Snyder |
| 3. Updates | Bill Snyder
Nancy Breggren |
| 4. Focus Group Report | Bill Snyder |
| 5. Worker's Compensation and pretax program | Ed Holland |
| 6. Discussion of Program Review Material | Bill Snyder |
| 7. Business Plan Update | Nancy Breggren |
| 8. Budget Report | Denise Sturm |
| 9. Future Meetings | Bill Snyder |
| 10. Close and Adjourn | Bill Snyder |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

October 5, 2005 at 1:30p.m.

Member's Present

Bill Snyder, Chair-Transportation, Bill Gardam, Vice-Chair-DHS , Cindy Morton-Revenue and Clarence Key-Parole Board, John Craig-AFSCME, Roger Stirler-Education, Lance Noe-Drake, Jim Riordan-PERB and Mike Marshall-Legislature

Member's Absent

Nancy Richardson-DOT, Marty Deaton-Public Safety, Penny Westfall-Law Enforcement Academy and Dean Lerner-Inspections and Appeals

Other Attendees

Nancy Berggren-DAS-HRE, Bill West-DAS-HRE, MaryAnn Hills-DAS-HRE, Jeff Anderson-DHS, Tracy Hunt-Public Safety and Dave Werning-Inspections and Appeals.

Opening Remarks

1. Chairperson Bill Snyder called the meeting to order.
2. Cindy Morton made the motion to approve the minutes from the September 7, 2005 meeting and Jim Riordan seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Nancy Berggren gave a progress report on the status of the Service Level Agreement meetings that DAS-HRE is conducting with departments. Although the majority of the SLAs are completed, there are some agreements that have not yet been signed. DAS-HRE will continue to work on those during October.

Nancy Berggren also handed out the results of the DAS 2005 Customer Satisfaction Survey Results. DAS-HRE's ratings have increased from 3.72 in FY 2003 to 4.03 in FY 2005. The ratings are on a five point scale.

Ed Holland told the Council that the Group Insurance Enrollment and Change period has been delayed due to Medicare Part D. The Enrollment and Change period will begin October 28 th and employees will still have a month to make changes that will be effective January 2006. Material will be on DAS-HRE web site by the beginning of the enrollment period.

Focus Group Report:

Jeff Anderson, with the Department of Human Services, presented the results of the

Customer Council's focus group meetings held in August. Thirty individuals participated in the focus groups. Jeff will send a copy of his report to participants and management liaisons.

At the Council's November meeting, Nancy Berggren will address the nine areas that Jeff's report indicated were the top suggestions from the departments.

Worker's Compensation and pretax program:

Ed Holland presented a review of the Workers' Compensation and Pre-tax programs. Next month's presentation will be on a program area in the Employment Bureau.

DAS-HRE agreed to provide in April, at the conclusion of all the program reviews, a list of all the options presented in the presentations.

Discussion of Program Review Material:

The Council briefly discussed how to use the information that was being provided in the program reviews. The Council decided to continue discussions of this topic at future meetings.

Business Plan Update:

Nancy Berggren emailed the revised business plan to council members. After discussion, the council decided that the plan should be a marketing document. Nancy Berggren will revise the plan by removing some of the detail that would not be consistent with a marketing document and will email a revised business plan to the members prior to the next meeting.

Budget Report:

Denise Sturm was not able to attend this meeting and will provide a budget update at the November council meeting.

Topics for next meeting:

- Budget Report
- Customer Council Focus Group Review
- Program Review-Employment
- Discussion of Program Review Material
- Approval of FY07 Business Plan

Next meeting: November 2, 2005, Grimes North Conference Room at 1:30 p.m.

Adjourned: The meeting was adjourned at 3:25 p.m.

Respectfully Submitted, Christina Dykstra

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Iowa Department of
Administrative Services

Thomas J. Vilsack, Governor
Sally J. Pederson, Lt. Governor

Mollie K. Anderson, Director

**Human Resources Enterprise
Customer Council Meeting**

November 2, 2005

1:30-3:30

**Grimes North Conference Room
Grimes Building**

- | | |
|---------------------------------------------------|---------------------------------------|
| 1. Call to Order | Bill Snyder |
| 2. Approval of 10-05-05 Minutes | Bill Snyder |
| 3. Updates | Bill Snyder
Nancy Berggren |
| 4. Budget Report | Denise Sturm |
| 5. Customer Council Focus Group Review | Nancy Berggren |
| 6. Program Review-Classification and Compensation | Bill West |
| 7. Discussion of Program Review Material | Bill Snyder |
| 8. Approval of FY07 Business Plan | Bill Snyder |
| 9. Future Meetings | Bill Snyder |
| 10. Close and Adjourn | Bill Snyder |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room
November 2, 2005 at 1:30p.m.

Member's Present

Bill Snyder, Chair-Judicial, Bill Gardam, Vice-Chair-DHS , Cindy Morton-Revenue, Roger Stirler-Education, Lance Noe-Drake and Jim Riordan-PERB

Member's Absent

John Craig-AFSCME, Mike Marshall-Legislature, Marty Deaton-Public Safety, Penny Westfall-Law Enforcement Academy, Clarence Key-Parole Board and Nancy Richardson, Transportation, Dean Lerner-Inspections and Appeals

Other Attendees

Nancy Berggren-DAS-HRE, Bill West-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE, Brenda Easley-DAS-SAE, Denise Sturm-DAS-SAE, Pat Deluhery-DAS, Deb Madison-Levi-DAS, Laura Riordan-DAS, Mike McCarthy-AFSCME, Tracy Hunt-Public Safety, Dave Werning-Inspections and Appeals and Mary Christy-Transportation

Opening Remarks

1. Chairperson Bill Snyder called the meeting to order.
2. Bill Gardam made the motion to approve the minutes from the October 5, 2005 meeting and Cindy Morton seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Nancy Richardson will no longer be able to attend the HRE Customer Council meetings on a regular basis. She has appointed Mary Christy from the DOT to be her alternate.

Ed Holland updated the Council on the status of the benefit programs enrollment and change period.

Budget Report

Denise Sturm provided a budget report. She distributed:

- DAS-HRE Comparison of FY05 & FY06 employee counts to actual billed
- DAS-HRE Financial Reports for August 2005
- DAS-HRE Financial Reports for September 2005

Denise reported that she has not billed for the Golden Dome Program, but will be doing so in November. The Council will see that reflected on the information given at the next Customer Council meeting on December 7th.

Denise will continue to watch employee census totals and the impact on HRE revenues. Denise also reported that we do have to repay the seed money provided by the legislature to DAS. DAS is discussing repayment methods for all the effected enterprises. DAS will be again discussing this issue with the Customer Council.

Customer Council Focus Group Review:

Nancy Berggren distributed the HRE response to the top nine issues identified at the Customer Council Focus Groups in August.

The Council asked that Nancy electronically send the response to Bill Gardam who will distribute it to the people who attended the focus groups. Mary Christy asked that HRE periodically give the Customer Council an update on the status of their work in these areas.

Approval of FY07 Business Plan:

The Customer Council briefly discussed the FY 07 Business Plan. Cindy Morton made the motion to approve the FY07 Business Plan and Lance Noe seconded the motion. The motion was carried and the motion was approved.

Program Review-Classification and Compensation:

Bill West of HRE made a presentation regarding the state's Classification and Compensation Program. The council asked that HRE provide a list of proposed measures and proposed program delivery options at its December meeting. Cindy Morton also asked that HRE send all the program review power point slides electronically to the Customer Council members.

Topics for next meeting:

- Employment Program Review
- Deferred Compensation Program Presentation

Next meeting:

December 7, 2005, Grimes North Conference Room at 1:30 p.m.

Adjourned:

The meeting was adjourned at 3:13 p.m.

Respectfully Submitted, Christina Dykstra

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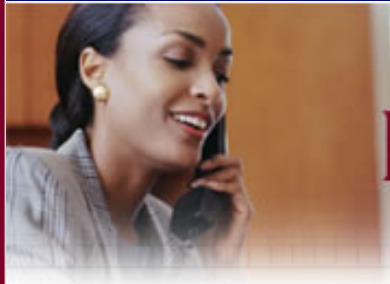
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Human Resources Customer Council Meeting Agenda

December 7, 2005

1:30 - 3:30

North Conference Room, 1st floor

Grimes Building

- | | |
|----------------------------------|-------------------------------|
| 1. Call to Order | Bill Snyder |
| 2. Approval of 11-02-05 Minutes | Bill Snyder |
| 3. Updates | Bill Snyder
Nancy Berggren |
| 4. Budget Update | Denise Strum |
| 5. Deferred Compensation Program | Ed Holland |
| 6. Employment Program Review | Bill West |
| 7. Future Meetings | Bill Snyder |
| 8. Close and Adjourn | Bill Snyder |

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Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

December 7, 2005 at 1:30p.m.

Member's Present

Bill Snyder, Chair-Judicial, Bill Gardam, Vice-Chair-DHS, Roger Stirler-Education and Jim Riordan-PERB

Member's Absent

John Craig-AFSCME, Mike Marshall-Legislature, Marty Deaton-Public Safety, Penny Westfall-Law Enforcement Academy, Clarence Key-Parole Board and Nancy Richardson, Transportation, Dean Lerner-Inspections, Cindy Morton-Revenue, and Lance Noe-Drake

Other Attendees

Nancy Berggren-DAS-HRE, Bill West-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE, Cindy Fardal-Revenue, Michael McCarthy-AFSCME, Jess Benson-Legislature, Tracy Hunt-Public Safety, Dave Werning-Inspections, Sharleen Newton-DAS-HRE, Jenny Sandusky, DAS-HRE, Bev Schmeling-Vocational Rehabilitation, Laura Riordan-DAS, Barbara Kroon-DAS-HRE and Mary Christy-Transportation

Opening Remarks

1. Chairperson Bill Snyder called the meeting to order.
2. Jim Riordan made the motion to approve the minutes from the November 2, 2005 meeting and Bill Gardam seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Nancy Berggren gave an update on HRE's progress with the suggestions from the August focus group meetings. 1.) DAS-HRE has distributed the first issue of HRE Trends. HRE will be sure to include the Customer Council in the distribution list.

2.) January 19 th is the first ML/PA ICN meeting. This meeting is intended to be held quarterly and will review current HRE issues. At the January meeting, the likely topics are the sick leave insurance program, workforce planning, deferred compensation, and Brass Ring.

3.) HRE is also working on a survey to ascertain the areas in which departments may be willing to take on additional human resource activities.

Budget Update:

Brenda Easley from DAS-Finance distributed the following:

1) HRE Operations Roll-up 10/31/05 HRE Operations by Line of Services

2) HRE Comparison of Customer Council census counts to Actual Billed census counts for FY06

Brenda also reported that HRE expenses exceed revenues. She explained that this was not due to HRE's spending but rather the following:

- ITE's billing is 16% higher than last year due to ITE's charging for activities for which they did not previously charge.
- Some departments have not submitted payment for their bills
- Golden Dome was a budgeted expense in November, but will not be billed until January.

Brenda also report that FTE counts are on target with projections.

Defferred Compensation Program:

Ed Holland provided information to the Council regarding recent changes to the Deferred Compensation Program. Robbie Stoecker, who is in the HRE Benefits Bureau, does provide Deferred Compensation information sessions to departments on request.

Employment Program Review

Bill West provided a review DAS-HRE's Pre-Employment and Employment Programs.

Topics for next meeting:

The Council decided to cancel the January 4 th meeting. Tentative topics for the February meeting will include:

- 1.) Budget Update
- 2.) Labor Relations Program Review

Next meeting:

February 1, 2006, Grimes North Conference Room at 1:30 p.m.

Adjournment:

The meeting was adjourned at 3:25 p.m.

Respectfully Submitted, Christina Dykstra

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