



Iowa Department of Administrative Services

Customer Council Archives

Council: Human Resources

For Calendar Year: 2004

Meeting Dates: February 4
March 3
April 7
May 5
June 9
June 23
July 7
August 4
September 1
October 6
November 3
December 1

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.



**Human Resources Enterprise
Customer Council Meeting**

February 4, 2004

1:30-3:30

**Grimes North Conference Room
Grimes Building**

- | | |
|---------------------------------|-------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 12-17-03 Minutes | Nancy Richardson |
| 3. Review Rate Package | Patti Allen |
| 4. Review Business Plan | Nancy Berggren |
| 5. Complaint Process | Nancy Richardson |
| 6. Future Meetings | Nancy Richardson |
| 7. Close and Adjourn | Nancy Richardson |

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
February 4, 2004 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Roger Stirler-Education Karen Sinclair-Treasurer, Lance Noe-Drake, Bev Schmeling-Public Safety
Member's Absent:	John Craig, Vice-Chair-AFSCME, Dean Lerner-Inspections and Appeals, and Penny Westfall-Law Enforcement Academy, Cindy Morton-Revenue
Other Attendees:	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning , Inspections and Appeals and Patti Allen, DAS-Adm., Carol Stratemeyer, DAS-Adm., Shane Shook, AFSCME, Barbara Kroon, DAS-HRE and Cindy Fardal-Revenue
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson, Nancy Richardson called the meeting to order. 2. Roger Stirler, made the motion to approve the minutes from the December 17, 2003 meeting and Bill Snyder 2nd the motion. 3. The motion carried and the minutes were approved.
Complaint Resolution Process	Nancy Berggren distributed the language in the DAS rules regarding the complaint process. After discussion, the Council requested that HRE propose a complaint process for discussion at the next meeting. That proposal should reference the complaint processes that are already available to employees.
Communications Update:	Patti Allen discussed the preparation and distribution of the rate packages. On February 12 th , there will be a joint meeting of all the customer councils. The purpose of that meeting will be to distribute the rate package for input and comments before the rates are distributed to departments. On February 18 th there will be a meeting of Department Directors and their financial officers to distribute rates and discuss how the 3 customer councils determined the service packages and the rates. After discussion it was decided that the meeting should be held on February 20 th instead of the 18 th to better accommodate everyone's busy schedule.
Business Plans	Nancy Berggren distributed a draft HRE Business Plan for FY 06. The plan is formatted after the DMACC Business Plan Model. Thanks to Barbara Kroon for spending significant time in compiling the report. Each chapter in the draft report is completed except the chapter on financials. Denise Sturm will have preliminary expense totals to the customer council in late March. Nancy Richardson recommended that the Council review the material, then discuss at the next Council meeting. At that time, the Council could discuss next steps.
Topics for next meeting:	<p>The Council decided that they should reserve time for monthly meetings beginning in March. The monthly meeting will be scheduled the afternoon of the 1st Wednesday of each month at 1:30. This schedule will be adjusted as necessary. The Council requested that HRE put together a timeline for the Council that discusses when various phases of their work needs to be completed.</p> <p>Topics for the next meeting include:</p> <p>Review of Business Plan Complaint Resolution HRE Customer Council work timeline.</p>
Next meeting:	March 3, 2004, Lucas State Office Building, Room #418, Fourth floor.
Meeting Adjourned:	The meeting was adjourned at 2:30 p.m.



**Human Resources Enterprise
Customer Council Meeting**

March 3, 2004

1:30-3:30

**Room #418, Fourth Floor
Lucas Building**

- | | |
|--|--|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 2-4-04 Minutes | Nancy Richardson |
| 3. HRE Customer Council Work Timelines | Nancy Richardson |
| 4. FY05 Remaining Work | Nancy Berggren/Nancy Richardson |
| • Service Level Agreement | |
| • Rates | |
| 5. Business Plan Review Discussion | Nancy Richardson |
| 6. Complaint Resolution Process | Nancy Richardson |
| 7. Future Meetings | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
#418 Lucas Building Conference Room
March 3, 2004 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Roger Stirler-Education, Lance Noe-Drake, Bev Schmeling-Public Safety and Cindy Morton-Revenue
Member's Absent:	John Craig, Vice-Chair-AFSCME, Dean Lerner-Inspections and Appeals, Karen Sinclair-Treasurer and Penny Westfall-Law Enforcement Academy
Other Attendees:	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning , Inspections and Appeals, Barbara Kroon, DAS-HRE and Marianne Mickelson, DAS-ITE, Mary Ann Hills-DAS-HRE
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson, Nancy Richardson called the meeting to order. 2. Cindy Morton, made the motion to approve the minutes from the February 4, 2004 meeting and Bill Gardam 2nd the motion. 3. The motion carried and the minutes were approved.
Time-Line of Work	<p>Nancy Berggren discussed proposed timelines for finalizing FY 05 rates and developing FY 06 rates per the request from the Council. HRE included the FY 07 timeline to show an entire rate development cycle in appropriate order. For FY 05, Nancy explained that the major task remaining was to revisit the rates after the legislature adjourned. We would then know the appropriation to DAS and the amount available to distribute to departments. Bill Snyder asked when the Council would be able to see the mock billing for FY 05. Nancy indicated she would visit with Denise Sturm about that.</p> <p>Nancy Berggren explained that in order for FY 06 rates to be completed by our July 1 deadline, the following major informational or discussion items are important to discuss:</p> <ul style="list-style-type: none"> • HRE FY 06 Budget. The first draft of the FY 06 budget will be given to the HRE Customer Council at the April meeting • Customer council review of service packages • Customer council review of rate setting methodology <p>Nancy explained that fiscal year 07 was the first year that we could start at the beginning of the process with getting customer input, then developing service packages, rates, and business plans. For the FY 06 business plan, customer input was based on previously gathered information. The customer council discussed additional methods for gathering customer input for FY 06. Cindy Morton made the motion and Ron Pothast seconded the motion to have a small subcommittee meet with Nancy Berggren and decide how to gather customer input. The motion passed. Cindy Morton and Bill Gardam agreed to serve on this committee.</p>
Service Level Agreements	Nancy Berggren distributed a draft of HRE services and asked for review and comments from the customer council at the April meeting or prior to the meeting. The purpose of these documents is to put in writing what services the departments could expect from HRE for their utility fees and would be used in our Service Level Agreements with Departments. In addition, Nancy distributed a draft ITE service request form that is being reviewed by DAS for use by all enterprises. This form would be used by departments when requesting additional services. Nancy explained that after receiving input from the council on the HRE Services documents, HRE would be distributing this information to each department, then visiting with each department about the services they want, any changes to services, as well as the quality of existing services. That information will be used in finalizing the FY 06 Business Plan and in developing the FY 07 Business Plan.
Complaint Resolution Process	<p>The HRE Customer Council discussed the draft complaint resolution process that HRE developed based on legislation and administrative rules. The Council's discussion centered around:</p> <ul style="list-style-type: none"> • The possibility of limiting complaints to those received by a department. (Several complaint resolution processes exist for individual employees.) • Requiring the complaint be in writing at the informal step, and if that is not possible require at least the response be in

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
#418 Lucas Building Conference Room
March 3, 2004 at 1:30 p.m.**

	<p>writing.</p> <ul style="list-style-type: none"> • Require the complainant take some positive action to process the complaint to the second and third levels; it would not automatically go up the chain • Developing a complaint form that must be used • Limiting the timeframe for filing a complaint after the action has occurred. <p>Nancy Berggren indicated that she will meet with Pat Lantz, the DAS General Counsel, for advise regarding the authority of the council to make these type of changes.</p>
Business Plans	<p>HRE had distributed the draft HRE Utility Business Plan at the February meeting. Nancy Berggren asked the Customer Council to provide comments at the March meeting. Those comments centered around the following topics:</p> <ul style="list-style-type: none"> • Strengthen the interpretative analysis and link it back to what it means for the customer. For example, what are you doing because of the SWOT analysis? • Put measures in the plan that link to the goals and to the strategic plan. Perhaps some of the duplication in the business plan and the strategic plan could be eliminated. • The goals on page 7 of the business plan need to be clarified to clearly state goals for the business. • The business plan needs to clearly state what HRE is doing, why HRE is doing it, and the cost. <p>The customer council discussed the rates previously developed. There is concern regarding the impact on departments for potential cuts to them, such as not receiving salary adjustment money. Nancy Berggren indicated that approximately \$143,000 was included in the FY 05 HRE budget for salary adjustment money. The Council had previously established per employees counts as the basis for rates, however, depending on the outcome of the current legislative session, that may be revisited.</p>
Topics for next meeting:	<ol style="list-style-type: none"> 1. Financials including: <ul style="list-style-type: none"> • Mock billing • Legislative Update • Draft FY 06 Budget 2. Customer Input Subcommittee Report 3. Service Level Agreements 4. Complaint Resolution Process
Next meeting:	April 7, 2004, Grimes North Conference Room.
Meeting Adjourned:	The meeting was adjourned at 3:45 p.m.



**Human Resources Enterprise
Customer Council Meeting**

April 7, 2004

1:30-3:30

**Grimes North Conference Room
Grimes Building**

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|---|---------------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 3-3-04 Minutes | Nancy Richardson |
| 3. Report on Joint Council Leadership Meeting | Nancy Richardson |
| 4. Financials | Denise Sturm |
| • Mock Billing | |
| • FY05 Rates, Legislative Update | |
| • Preliminary FY06 HRE Costs | |
| 5. Complaint Resolution Process | Nancy Richardson |
| 6. Customer Input Subcommittee Report/
FY05 Service Level Agreements | Nancy Berggren/Pat Lantz |
| 7. FY06 Rate Setting Process | Nancy Richardson |
| 8. Future Meetings | Nancy Richardson |
| 9. Close and Adjourn | Nancy Richardson |

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
April 7, 2004 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Roger Stirler-Education, Lance Noe-Drake, Bev Schmeling-Public Safety and Cindy Morton-Revenue
Member's Absent:	Dean Lerner-Inspections and Appeals, Karen Sinclair-Treasurer and Penny Westfall-Law Enforcement Academy
Other Attendees:	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning , Inspections and Appeals, Mary Ann Hills-DAS-HRE, Daryl Frey, DAS-HRE, Denise Sturm, DAS and Pat Lantz, DAS
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson, Nancy Richardson, called the meeting to order. 2. Bill Snyder made the motion to approve the minutes from the March 3, 2004 meeting and Bill Gardam seconded the motion. 3. The motion carried and the minutes were approved.
Joint Council Leadership Meeting	<p>Nancy Richardson updated the council regarding the Joint Council Chair/Vice Chair Leadership meeting that she and John Craig attended on March 18th. Topics discussed at that meeting were:</p> <ul style="list-style-type: none"> • Having regular Chair and Co-Chair meetings. • Feedback from agencies regarding the rates for FY 05. Nancy Richardson reported that she received only one comment from the Department of Transportation. Steve Massena from the ITE council reported that he had not received any feedback. John Baldwin from the GSE council reported that he received comments asking how GSE rates were established and comments expressing concern about those rates. • The Complaint Resolution Process. It was decided that the HRE customer council would complete its work on the Complaint Resolution Process and forward that to the other councils for their consideration with a goal of having consistency in the policy among the councils. • The I/3 process. Discussion centered on whether I/3 should have its own customer council, or whether it should be the responsibility of one of the existing councils. Further discussion will be held regarding this issue. <p>Nancy Richardson also updated the Council on a phone call she received from Jim Chrisinger at DOM regarding the status of the customer council's work.</p>
Financials: Mock Billing FY 05 Rates Legislative Update	Denise Sturm handed out the draft prototype billing. Denise has 64 meetings scheduled with Financial Managers at each department to explain the billing and distribution process. As of now, there appears to be enough distribution money for departments. After discussion about various elements of the billing and the FY 05 HRE rates, Cindy Morton made the motion to use the rates established by the HRE customer council as long as there is sufficient money to distribute to departments. The HRE council will monitor the financial status and revisit the rates if appropriate. Bill Gardam seconded the motion and it was approved.
FY06 Budget	Denise distributed an update on the FY 2006 Budget. The update listed the changes for FY 06 with those budget items that are unknown at this time. Denise requested feedback on the budget reports and said that HRE will provide additional information as it becomes available.
Complaint Resolution Process:	<p>Pat Lantz, the DAS General Counsel, discussed questions regarding the Complaint Resolution Process.</p> <ol style="list-style-type: none"> 1. Is it allowable for the Customer Council to limit complainants to departments? No, it can't be limited to departments. The Complaint Resolution Process in the rules is worded to include all service delivery complaints. However, if there is another appropriate forum for complaint resolution, the complaint should be directed to that forum. 2. Can the Customer Council require that all complaints be in writing? Yes 3. Can the Customer Council require that the complainant take some positive action to appeal the complaint to another level at the 2nd and 3rd levels? Yes

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
April 7, 2004 at 1:30 p.m.**

	<p>4. Can the Customer Council require that a complaint form be used? Yes</p> <p>5. Can the Customer Council include a time limitation for how long after an action took place that a complaint can be lodged? Yes</p> <p>It was decided that HRE would develop a second draft of the complaint resolution process based on this discussion for the HRE Customer Council to consider at its next meeting.</p>
Customer Input Subcommittee Report/FY05 Service Level Agreements	Nancy Berggren reported that the Customer Input Subcommittee met. It was determined that the council would use the customer input generated from the Service Level Agreements that are to be completed with each of HRE's customers. HRE will report to the Customer Council on the input they receive. Bill Gardam made the motion to accept the findings of the subcommittee. John Craig seconded the motion and the motion passed.
Topics for next meeting:	<ol style="list-style-type: none"> 1. Recommendations regarding categorizing HRE services. 2. Complaint Resolution Process 3. Communication with Customer Agencies 4. HRE Council membership
Next meeting:	May 5, 2004, Grimes South Conference Room.
Meeting Adjourned:	The meeting was adjourned at 3:55 p.m.



**Human Resources Enterprise
Customer Council Meeting**

May 5, 2004

1:30-3:30

**Grimes South Conference Room
Grimes Building**

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|--|-------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 4-7-04 Minutes | Nancy Richardson |
| 3. Financial Update | Denise Sturm |
| 4. Customer Council Information | Mollie Anderson |
| 5. Communication with Customer Agencies | Patti Allen |
| 6. Recommendations regarding categorizing HRE services | Nancy Richardson |
| 7. Complaint Resolution Process | Nancy Berggren |
| 8. HRE Council membership | Nancy Berggren |
| 9. Future Meetings | Nancy Richardson |
| 10. Close and Adjourn | Nancy Richardson |

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes South Conference Room
May 5, 2004 at 1:30 p.m.**

Agenda Item	Notes
Member's Present	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Lance Noe-Drake, Bev Schmeling-Public Safety and Cindy Morton-Revenue
Member's Absent	Dean Lerner-Inspections and Appeals, Karen Sinclair-Treasurer, Roger Stirler-Education and Penny Westfall-Law Enforcement Academy
Other Attendees	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning -Inspections and Appeals, Mary Ann Hills-DAS-HRE, Daryl Frey- DAS-HRE, Denise Sturm DAS, Mollie Anderson- DAS, Patti Allen-DAS, Richard Blahnik- DAS-SAE, Maryanne Mickelson-DAS, Marty Deaton- DPS, and Carol Stratemeyer- DAS.
Opening Remarks	<ol style="list-style-type: none"> 1. Chairperson, Nancy Richardson called the meeting to order. 2. Cindy Morton made the motion to approve the revised minutes from the April 7, 2004 meeting and John Craig 2nd the motion. 3. The motion carried and the minutes were approved.
Financial Update	<p>Denise Sturm updated the Customer Council on the financial meetings Steve Lindner and she are having with each department. Denise is providing to each department the Utility Services reference guide and a prototype billing.</p> <p>Denise told the Council that 10.8 million dollars will be distributed to departments with the final distribution taking place in July. Departments will not have to pay merit billings in the future, however, the merit billing amount was excluded from the DAS distribution departments are receiving. The FY 05 distributions will become part of their base in FY 06.</p>
Customer Council Information	Mollie Anderson thanked the Council for their service, in particular the difficult job of establishing rates. Mollie updated the council on the work DAS has completed since July 1, 2003 including surveying DAS services and classifying each as a utility, marketplace or leadership function, establishing the Customer Councils, remodeling the billing system, moving to full accrual accounting, and finalizing the fund distribution. Mollie also acknowledged that there is more work to accomplish including the education of our customers and employees about the changes that are underway. Mollie emphasized the role of the Customer Council in representing the customers and reviewing business plans.
Customer Council Communications	<p>Patti Allen distributed a memo titled "Update on Customer Council Communications". Topics discussed included:</p> <ul style="list-style-type: none"> • Establishment of a "real-time" Internet presence at the DAS website that would include current meeting locations, agendas, minutes and member lists so that customers can access information easily. • A bi-monthly customer council newsletter that recaps issues under development in all councils and includes a summary of recent meetings by council. This newsletter would be distributed via e-mail. • Periodic "open house" customer council meetings for which all agency customers are notified. <p>After discussion, the Council agreed that a newsletter has merit and should include Council input as well as information about DAS. The Council also acknowledged that additional methods to distribute information may still be necessary.</p>
Customer Council Member Terms	<p>Patti Allen recapped the method by which original members for each council were selected. Then, she explained two methods for future terms. Proposal 1 converts council members to three-year terms and proposal 2 provides for two-year terms. Patti explained that proposal 1 requires a change in the rules and the Customer Council by-laws. DAS will take these proposals to each Customer Council for a recommendation, then the issue will be taken to the DAS Advisory Committee for final determination..</p> <p>The Council agreed that it preferred proposal 1, three- year terms. In addition, the Council proposed starting the three- year term in July 2004 instead of July 2003. The Council believes this is important because of the steep learning curve necessary for serving on a customer council. Patti Allen will take this issue to the other Customer Councils and report back at the June meeting.</p>

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes South Conference Room
May 5, 2004 at 1:30 p.m.**

Complaint Resolution Process	Nancy Berggren discussed the status of the Complaint Resolution Process. Nancy Richardson asked that Council members have changes to the process to Nancy Berggren by close of business May 7 th . The changes will then be given to the other two customer councils for their recommendations. DAS will report actions taken by the GSE and ITE Customers Councils regarding the Complaint Resolution Process at the next HRE Customer Council.
Topics for next meeting:	<ol style="list-style-type: none">1. Updates on Complaint Resolution Process and Council member terms2. HRE Report on Customer Input Meetings3. Data report including numbers of layoffs in state government and updated usage totals.4. FY 06 Budget Update5. Methods to bundle services.
Next meeting:	June 9, 2004, Grimes North Conference Room at <u>1:00 p.m.</u>
Meeting Adjourned:	The meeting was adjourned at 3:30 p.m.

[State Accounting Enterprise](#)

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[Human Resources Enterprise](#)

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[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



HUMAN Resources
ENTERPRISE



Human Resources Customer Council Meeting Agenda

June 9, 2004

1:00 - 4:00

Grimes North Conference Room

Grimes Building

- | | |
|--|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 05-05-04 Minutes | Nancy Richardson |
| 3. Update on Complaint Resolution Process | Patti Allen |
| 4. HRE Report on Customer Input Meetings | Nancy Berggren |
| 5. Data report including numbers of layoffs in state government and updated usage totals | Nancy Berggren |
| 6. FY 06 Budget Update | Nancy Berggren |
| 7. Methods to bundle services | Nancy Berggren |
| 8. Future Meetings | Nancy Richardson |
| 9. Close and Adjourn | Nancy Richardson |

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[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

June 9, 2004 at 1:00 p.m.

Member's Present

Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Lance Noe-Drake, Bev Schmeling-Public Safety, Roger Stirler-Education, Penny Westfall-Law Enforcement Academy and Cindy Morton-Revenue

Member's Absent

Dean Lerner-Inspections and Appeals and Karen Sinclair-Treasurer|

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning -Inspections and Appeals, Mary Ann Hills-DAS-HRE, Denise Sturm DAS, Mollie Anderson- DAS, Patti Allen-DAS, Richard Blahnik- DAS-SAE, Maryanne Mickelson- DAS, Marty Deaton- DPS, Marsha Brunson, Board of Regents and Pam Elliott, Board of Regents.

Opening Remarks

1. Chairperson, Nancy Richardson called the meeting to order.
2. John Craig made the motion to approve the minutes from the May 5, 2004 meeting and Cindy Morton seconded the motion.
3. The motion carried and the minutes were approved.

Complaint Resolution Update

Nancy Richardson and John Craig attended a Customer Council Chair/ Vice Chair meeting with the other customer councils on June 8, 2004. Nancy Richardson reported that meeting participants believe the draft customer complaint resolution process is too cumbersome, and the process needs to be simplified including a clear definition of a complaint that is eligible for the process. Mollie Anderson indicated that DAS would propose new administrative rules if that is appropriate. Nancy Richardson agreed that the HRE Customer Council would take the lead in drafting a new complaint resolution process.

After reporting on the June 8th meeting, Nancy Richardson asked for volunteers to serve on a subcommittee to draft the new process. Bill Synder, Cindy Morton and Nancy Richardson volunteered to serve on the subcommittee and report back to the HRE Customer Council.

Customer Council Membership Terms

Nancy Richardson reported that Customer Council member terms were also discussed at the June 8th meeting. At that meeting, Mollie Anderson reported that both the Customer Councils and the DAS Advisory committee favored 3- year council terms. Based on input from the DAS advisory committee, DAS decided that the three years should begin in FY 05. Based on that

report, the HRE Customer council decided that:-

- Within the following week, HRE council members should self identify if they are going to continue to serve on the HRE Customer Council.
- On June 23rd, the council will designate members and determine their length of term for all members, including Judicial, AFSCME and private sector representatives.
- The council will elect a chair and vice-chair that will serve for the following year at the first meeting in July. Officers may serve more than one term.

Cindy Morton made the motion to amend the HRE by-laws to allow each HRE Council member to designate an alternative to represent them at Council meetings if they are unable to attend. Those alternates will have full voting power when representing a member. Alternates may not serve as officers. Bill Gardam seconded the motion and it carried.

Customer Input Meetings

Nancy Berggren reported that HRE has discussed the Service Level Agreements (SLA) with 68% of the departments. Twenty-six SLAs are signed. Nancy reported that the SLAs were distributed to the Management Liaison in each department and a follow-up meeting with HRE staff was then scheduled. Nancy distributed notes from each SLA meeting and briefly reviewed findings. Nancy also distributed a summary of the meetings and additional data regarding number of state employees and other HRE activities.

Nancy Richardson outlined the Customer Council's steps in establishing rates for FY 06:

1. Understand the services provided and the customer input regarding services
2. Determine how services should be bundled
3. Review the FY 06 budget
4. Determine the methodology for establishing the rate

Marsha Brunson and Pam Elliott from the Board of Regents indicated that they do not utilize all the HRE services included in the Program Delivery rate. The Regents indicated that they want an adjusted rate that reflects only the services they use. They do not want to receive the fund distribution in the amount that reflects all Program Delivery, but rather want the distribution to reflect only the services they use. The Board of Regents will be determining whether to use HRE services in an upcoming meeting. Regents' staff reported that the Board may determine not to use services. The HRE Council discussed the impact the Board of Regents request will have on other departments in future appropriations.

Penny Westfall made a motion to amend the FY 05 rates by separating Labor Relations costs from the remainder of the Program Delivery rate. Bill Gardam seconded the motion and it carried.

Denise Sturm will make those changes and report back to the Customer Council at its June 23rd meeting. The Council also urged that DAS determine how to insure comments about the rates are all captured during the comment period and before the rates are finalized.

After Denise reports back to the Council regarding the adjusted rates, the Council will determine the appropriate way to communicate this change to our customers.

Bundling of Services

Vice Chair John Craig led the Council's discussion of the bundling of services. The Council informally agreed that services need to be bundled and asked HRE staff to review current packages and recommend any changes at the next HRE Customer council meeting. Further discussion of this topic will take place at the next meeting.

Topics for next meeting:

1. Report from Complaint Resolution Process subcommittee
2. Finalized bundle services
3. Rate Methodology Discussion

4. FY 06 Budget
5. Council member terms

Next meeting:

June 23, 2004, Grimes North Conference Room at 1:00 p.m.

Meeting Adjourned:

The meeting was adjourned at 3:45 p.m.

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting Enterprise](#)

[General Services Enterprise](#)

[Human Resources Enterprise](#)

[Information Technology Enterprise](#)

[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



HUMAN Resources
ENTERPRISE



Human Resources Customer Council Meeting Agenda

June 23, 2004
1:00 - 4:00
Grimes North Conference Room
Grimes Building

- | | |
|--|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 06-09-04 Minutes | Nancy Richardson |
| 3. Updates on Complaint Resolution Process | Nancy Richardson |
| 4. HRE Council member terms | Nancy Richardson |
| 5. Update on FY 05 rates | Denise Strum |
| 6. Communicating the Regents rate adjustment | Nancy Richardson |
| 7. Finalize bundle services | Nancy Berggren |
| 8. FY 06 Rate Methodology | Nancy Richardson |
| 9. Future Meetings | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

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[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


HUMAN Resources

ENTERPRISE



Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

June 23, 2004

Member's Present

Nancy Richardson, Chair-Transportation, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bev Schmeling-Public Safety, Roger Stirler-Education and Penny Westfall-Law Enforcement Academy

Member's Absent

Dean Lerner-Inspections and Appeals, John Craig, Vice-Chair AFSCME, Bill Gardam-Human Services, Cindy Morton-Revenue, Lance Noe-Drake, Cindy Morton-Revenue and Karen Sinclair-Treasurer

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Daryl Frey-DAS-HRE, Dave Werning-Inspections and Appeals, Mary Ann Hills-DAS-HRE, Denise Sturm-DAS, Patti Allen-DAS, Richard Blahnik-DAS-SAE, Marianne Mickelson-DAS, Robin Crabtree-Human Services, Cindy Fardal-Revenue, Mike McCarthy-AFSCME and Pam Elliott, Board of Regents.

Opening Remarks

1. Chairperson, Nancy Richardson called the meeting to order.
2. Roger Stirler made the motion to approve the corrected minutes from the June 9, 2004 meeting and Bill Snyder seconded the motion.
3. The motion carried and the minutes were approved.

Complaint Resolution Update

Nancy Richardson, Bill Snyder and Cindy Morton have not met regarding the Complaint Resolution Process.

Customer Council Membership Terms

Nancy Richardson sent an email to each Council member asking if he/she is willing to continue to serve on the council. Nancy indicated that she has not heard back from every member and was still accepting responses.

Nancy Richardson asked council members to identify an alternate if he/she wished to have one. The June 9 Council vote changing the HRE by-laws allows for this designation.

The following were designated alternates for customer council members: Marty Deaton for Bev Schmeling, Public Safety; Cindy Fardal for Cindy Morton, Revenue; Dave Werning for Dean Learner, Inspections and Appeals; Mike McCarthy for John Craig, AFSCME.

If other Council members designate alternates, the chair will announce the designation at a Council meeting.

Nancy Berggren distributed new by-law language as requested at the June 9th meeting. Nancy Richardson asked Council members to review the new language and send any changes to her or Nancy Berggren.

The Council held a drawing to determine terms for large, medium, and small agency representatives, as well as the non-agency members, (Labor, Judicial Branch and Private Sector). The terms are as follows:

Large Agency:Nancy Richardson-3 years, Bill Gardam-2 years and Bev Schmeling-1 year

Medium Agency:Dean Lerner-3 years, Cindy Morton-2 years and Roger Stirler-1 year

Small Agency:Ron Pothast-3 years, Karen Sinclair-2 years and Penny Westfall-1 year

Non-Agency Representatives:John Craig-3 years, Bill Snyder-2 years and Lance Noe-1 year

Update on FY05 Rates and Communicating the Regents rate adjustment:
Denise Sturm presented revised FY05 rates based on the Council's June 9th decision to develop a Regents rate that includes only Labor Relations. Denise reported that the new Regents Labor Relations rate would be \$2.44 per full and part-time permanent employee. The Council discussed the method to communicate this information to customers and decided to combine notice of the change in rates with the final information about distribution amounts. It was suggested that DAS-HRE draft a joint letter from Mollie Anderson and Nancy Richardson to send to customers conveying this amended rate and distribution information.

FY06 Rate Setting:

The council discussed the connection between the bundling of services and the rates. The Council discussed that services could be bundled by:

1. Customer type (Regents, Legislative, etc.)
2. Employee type (Merit, Non-Merit, etc.)
3. Program type (Employment, Benefits, Program Delivery)

After considerable discussion the Council decided that there was no value to "bundling" the services into packages based on customer categories. The Council decided to base the FY06 rates solely on services and to try to cluster the services into as few rates as possible for administrative ease. The Council acknowledged that it may be desirable to have more individualized rates by discreet services in the future when there is better utilization and financial data. The Council approved the following rate methodology:

Program Delivery Services:

- Rate A for labor relations only.
- Rate B for labor relations and personnel officers

Employment Services:

- Rate A for merit covered services.
- Rate B for non-merit services.

Benefits

- One rate for all services

The Council decided to again establish the rates using the last five-quarter average employee counts. The rates will be billed to each department using the most recent pay period actual employee counts, as follows:

Program Delivery Services

- Rate A, the labor relations rate, will be used to bill the Regents based on their number of permanent AFSCME covered employees.
- Rate B, the labor relation and personnel officer rate, will be used to bill all Executive Branch, non-regent agencies, including Community Based Corrections, based on all permanent employee counts.

Employment Services

- Rate A will be used to bill all customer entities based on their number of merit-covered permanent employees
- Rate B will be used to bill all customer entities based on their number of non-merit covered permanent employees

Benefits

- The rate will be billed to all customer entities based on the number of all permanent employees.

Nancy Berggren will develop the breakdown of DAS-HRE resources committed to each service cluster and Denise Sturm will calculate the rates for presentation at the July 7th Customer Council meeting. Denise will also provide the FY 06 budget information upon which these rates are based at the July 7th meeting.

Topics for next meeting:

1. Vote for Chair and Vice-Chair
2. Review FY 06 Budget
3. Review and approve for distribution the FY 06 Rates
4. Discuss process for communicating FY06 rates to customers

Next meeting:

July 7, 2004, Grimes South Conference Room at 1:00 p.m.

Meeting Adjourned: The meeting was adjourned at 3:30 p.m.

[Return to the top of the page](#)

[State Accounting Enterprise](#)

[General Services Enterprise](#)

[Human Resources Enterprise](#)

[Information Technology Enterprise](#)

[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



HUMAN Resources
ENTERPRISE



Human Resources Customer Council Meeting Agenda

July 7, 2004

1:00 - 4:00

Grimes North Conference Room

Grimes Building

- | | |
|--|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 06-23-04 Minutes | Nancy Richardson |
| 3. Vote for Chair and Vice-Chair | Nancy Richardson |
| 4. Review of FY06 Budget and Rates | Denise Strum |
| 5. Approval of FY06 Rates | Nancy Richardson |
| 6. Discussion of FY06 Rate Communication | Patti Allen |
| 7. Future Meetings | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

July 7, 2004 at 1:00 p.m.

Member's Present

Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair AFSCME, Cindy Morton-Revenue, Lance Noe-Drake, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bev Schmeling-Public Safety, Roger Stirler-Education and Cindy Morton-Revenue

Member's Absent

Dean Lerner-Inspections and Appeals, Bill Gardam-Human Services, Penny Westfall-Law Enforcement Academy and Karen Sinclair-Treasurer

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Daryl Frey-DAS-HRE, Dave Werning-Inspections and Appeals, Mary Ann Hills-DAS-HRE, Mollie Anderson-DAS, Denise Sturm-DAS, Patti Allen-DAS, Richard Blahnik-DAS-SAE and Linda Plazak-DAS.

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Cindy Morton made the motion to approve the corrected minutes from the June 23, 2004 meeting and Bill Snyder seconded the motion.
3. The motion carried and the minutes were approved.
4. Nancy Richardson announced that Karen Sinclair from the Treasurer's Office would no longer serve on the Customer Council. DAS will be discussing council replacements at the next Advisory Committee Meeting.
5. The next item on the agenda was Customer Council Chair and Vice-Chair nominations. Cindy Morton moved that this topic be discussed after additional customer council members arrived. John Craig seconded the motion and it carried.

FY06 Budget and Rates review:

The next agenda item was review of the FY 06 budget and FY 06 rates. Nancy Richardson explained that the Customer Council's intent for this meeting was to approve proposed FY 06 rates. Final rates would be approved after a comment period.

Denise Sturm handed out:

1. FY06 Budget
2. FY06 HRE Utility Rates

Denise gave an overall summary of the two handouts, explained the reasons for the changes in the budget, and described how the Council-approved methodology had been used in establishing rates. The following rates were discussed:

1. Benefits
2. Personnel Officers
3. Labor Relations
4. Employment Services-Merit
5. Employment Services-Merit and Non-Merit

After discussion, the Customer Council agreed that some minor adjustments were necessary in the data used to determine the rates. Nancy Berggren will work with Denise in making the necessary changes and a revised copy of the proposed rates will be distributed to all council members for an electronic vote to approve the proposed rates for the purpose of distributing them to customers for comment.

FY06 Rate Communication:

FY06 Rate Communication (continued): Patti Allen distributed the proposed FY 2006 Rate Package Rollout/Preliminary Schedule. She explained the proposed rate rollout process as follows:

1. At the Department Directors retreat in Pella, Mollie Anderson will tell directors that proposed rates will soon be distributed.
2. All three customer councils will approve proposed rates, using an informal comment period with their constituents to help finalize the proposed rates.
3. The informal comment period will end when all three councils have approved proposed FY 06 rates for formal comment.
4. A rate book will be finalized and posted at the website and a mailing including an estimate of charges will be sent to each customer agency, and the formal comment period will begin.
5. A joint meeting of the three customer councils and the DAS Advisory Council will be held at the time of the proposed rate rollout.
6. Each Customer Council will consider the comments received and finalize their rates.

Patti also explained that the proposed formal comment period would be web-based with: An automatic response to the comments received that will include an explanation of the process (that will be posted on the website as well)

- Comments received being forwarded to the Chair, Director and CFO for a response to the customer
- Inquiries being logged to the intranet and to a manual log in Patti's office
- Customers, as well as the three Customer Councils, having access to the log

The HRE Customer Council discussed the importance of the timing of the rate information to customers in preparing their budget offers. The Council agreed that, because offers are due August 13, rate information should be out by August 1. The Council felt it was more important to have whatever rates were possible distributed by August 1, rather than to delay distribution of all the rates in order to have all three rate packages go out together. In addition, the Council believed one comment period instead of two was appropriate in order to avoid possible confusion with both an informal and formal rate comment period.

The Council also discussed its role in the comment and response process. The Council felt that it is the Council's responsibility to oversee the response process since the comment period relates to the rates being proposed by the Council.

Cindy Morton made a motion that after the Customer Council received the adjusted rates from Denise Sturm, the Council should vote electronically to approve or deny the proposed rates. If approved, the proposed rates should be sent to customers before August 1st for budget development purposes only. John Craig seconded the motion. Discussion followed about the entire rate communication process. Cindy Morton amended her motion to add that Patti Allen would revise the rollout communication process and schedule per the Council's suggestions. This motion passed.

Bill Snyder made a motion that the Council recommend to DAS a single comment period for the proposed rates. Then, after the comment period, the council would finalize the rates. David Werning seconded the motion and it carried.

Patti Allen will edit the FY 2006 Rate Package Rollout/ Preliminary Schedule to reflect these changes.

Chair & Vice-Chair Nominations

Bev Schmeling made a motion to extend the terms of the current Chair and Vice-Chair for an additional year. Bill Snyder seconded the motion. The motion carried.

Topics for next meeting:

1. Update on the revised rate rollout and comment period.
2. Update on Complaint Resolution Process
3. Approval of revised By-Laws

Next meeting: August 4, 2004, Grimes South Conference Room at 1:30 p.m.

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

[Return to the top of the page](#)

[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



HUMAN Resources ENTERPRISE



Human Resources Customer Council Meeting Agenda

August 4, 2004
1:30 - 3:30
Grimes North Conference Room
Grimes Building

- | | |
|--|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 07-07-04 Minutes | Nancy Richardson |
| 3. Update on membership vacancy | Patti Allen |
| 4. Update on revised Rate Rollout and Comment Period | Patti Allen |
| 5. Dispute Resolution Process Update | Nancy Richardson |
| 6. Review and approval of By-Laws | Nancy Richardson |
| 7. Future Meetings | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


Human Resources Customer Council Meeting Minutes

Grimes North Conference Room

August 4, 2004

Member's Present

Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair AFSCME, Cindy Morton-Revenue, Lance Noe-Drake, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bev Schmeling-Public Safety, Roger Stirler-Education, Bill Gardam-Human Services

Member's Absent

Dean Lerner-Inspections and Appeals and Penny Westfall-Law Enforcement Academy

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Daryl Frey-DAS-HRE, Dave Werning-Inspections and Appeals, Patti Allen-DAS, Richard Blahnik-DAS-SAE, Linda Plazak-DAS, Kit Krogmeier-DAS 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 July 7, 2004 meeting and Bill Snyder seconded the motion.
3. The motion carried and the minutes were approved.
4. Nancy Richardson announced that the proposed rates that the HRE Customer Council voted on electronically were approved unanimously.

Membership Vacancy:

Patti Allen asked departments for nominations to replace individuals that were leaving the Customer Council. The HRE Customer Council will need a small department replacement for Karen Sinclair. Clarence Key from the Parole Board has been nominated as the new HRE Customer Council member. The due date for final voting is August 6th. Patti will update us by the next HRE Customer Council Meeting.

Revised Rate Rollout and Comment Period Update:

Patti Allen went through the following handouts:

- FY06 Rate Package Review and Approval Process
- Final Draft of FY06 Rate Information to Customers

Mollie Anderson will be sending a memo with proposed FY06 rates to customers. It will have a section from Nancy Richardson regarding HRE rates. Rates from all three customer councils will be included if the rates are completed by the memo's date. Tentatively GSE will have their

rates set by August 16th. This memo will begin the comment period for rates

The HRE Customer Council had several suggested changes to the memo. Patti will make the necessary changes and send out electronically to customers by next week.

Dispute Resolution Process Update:

Nancy Richardson, Cindy Morton and Bill Snyder met to develop a proposed dispute resolution process, which they sent electronically to all Council members August 3, 2004. The committee's belief is that the Council should not be actively involved with agency operations. The proposed dispute resolution process covers only items related to the Customer Council's work, which are 1.) rates or the process for establishing rates and 2.) types or kinds of utility services provided by DAS. The dispute resolution process consists of two steps. The first step is that a complaint would go to the HRE Customer Council, and the second step is an appeal to a committee comprised of all the Customer Council chairs. The second step would be final. See the attached process.

Nancy Berggren will meet with Pat Lantz regarding the Proposed Complaint Resolution Process. After making the changes approved at this meeting, Nancy Richardson will forward the process to the other council chairs for consideration and hopeful approval by their respective councils.

Review & approval of By-Laws:

1. The Customer Council reviewed changes to the by-laws. These changes clearly laid-out terms for HRE Customer Council members and discussed alternate nominations. Lance Noe made the motion to adopt the amended by-laws and Bill Gardam seconded the motion. The motion carried and the by-laws were approved.

Topics for next meeting:

1. FY06 & FY07 Business Plan schedule
2. Update from Patti Allen regarding comments received for the FY06 rates.
3. Final approval of rates.

Next meeting:

September 1, 2004, Grimes South Conference Room at 1:30 p.m.

Meeting Adjourned:

The meeting was adjourned at 2:55 p.m.

[Return to the top of the page](#)

[State Accounting Enterprise](#)

[General Services Enterprise](#)

[Human Resources Enterprise](#)

[Information Technology Enterprise](#)

[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



HUMAN Resources
ENTERPRISE



Human Resources Customer Council Meeting Agenda

September 1, 2004
1:30 - 3:30
Grimes North Conference Room
Grimes Building

- | | |
|--|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 08-04-04 Minutes | Nancy Richardson |
| 3. FY06 & FY07 Business Plan Schedule | Nancy Richardson |
| 4. Update regarding comments received for the FY06 rates | Patti Allen |
| 5. Final approval of rates | Nancy Richardson |
| 6. Future Meetings | Nancy Richardson |
| 7. Close and Adjourn | Nancy Richardson |

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


Human Resources Customer Council Meeting Minutes

Grimes North Conference Room
September 1, 2004 at 1:30 p.m.

Member's Present

Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair AFSCME, Cindy Morton-Revenue, Lance Noe-Drake, Ron Pothast-Civil Rights, Bev Schmeling-Public Safety, Roger Stirler-Education, Bill Gardam-Human Services, Clarence Key-Parole Board and Penny Westfall-Law Enforcement Academy

Member's Absent

Dean Lerner-Inspections and Appeals and Bill Snyder-Judicial

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Daryl Frey-DAS-HRE, Dave Werning-Inspections and Appeals, Patti Allen-DAS, Richard Blahnik-DAS-SAE, Linda Plazak-DAS and Carol Stratemeyer-DAS

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Lance Noe made the motion to approve the minutes from the August 4, 2004 meeting and Cindy Morton seconded the motion.
3. The motion carried and the minutes were approved.
4. Clarence Key From the Board of Parole was introduced as the new HRE Customer Council member representing small agencies.

FY06 & FY07 Business Plan Schedule:

Nancy Berggren distributed the Customer Council Management Cycle. Discussion followed regarding the business cycle. The Council decided that the Business Plan approval needed to be moved to January 05 instead of February 05.

Nancy Berggren distributed a draft HRE Business Plan for FY 06. She indicated that she would like to finalize this document and use the comments from the Customer Council in developing the business plan for FY 07. The Council decided that the October meeting would focus on what the Customer Council would ideally like to see in a business plan.

Update regarding comments received for the FY06 rates:

Patti Allen indicated that she had received very few comments regarding the FY 06 rates for any of the enterprises and none for HRE. She distributed the comments she did receive.

Discussion of approval of rates:

John Craig made the motion to approve the proposed FY06 rates and Lance Noe seconded the motion. The motion carried and the rates were approved.

Topics for next meeting:

1. Business Plan discussion
2. Update on Complaint Resolution Process from other 2 councils
3. Update on waiver of rules regarding membership.

Next meeting:

October 6, 2004, Grimes ICN Conference Room, 2nd Floor at 1:30 p.m.

Meeting Adjourned:

The meeting was adjourned at 2:05 p.m.

[Return to the top of the page](#)

[State Accounting Enterprise](#)

[General Services Enterprise](#)

[Human Resources Enterprise](#)

[Information Technology Enterprise](#)

[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



HUMAN Resources
ENTERPRISE



Human Resources Customer Council Meeting Agenda

October 6, 2004
1:30 - 3:30
Grimes North Conference Room
Grimes Building

- | | |
|---|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 09-01-04 Minutes | Nancy Richardson |
| 3. Update of Complaint Resolution Process | Nancy Berggren |
| 4. Discussion of Business Plan | Nancy Richardson |
| 5. Future Meetings | Nancy Richardson |
| 6. Close and Adjourn | Nancy Richardson |

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


Human Resources Customer Council Meeting Minutes

ICN Conference Room, 2nd Floor-Grimes
October 6, 2004 at 1:30p.m.

Member's Present

Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair AFSCME, Cindy Morton-Revenue, Lance Noe-Drake, Ron Pothast-Civil Rights, Bev Schmeling-Public Safety, Roger Stirlor-Education, Bill Gardam-Human Services, Clarence Key-Parole Board and Bill Snyder-Judicial

Member's Absent

Dean Lerner-Inspections and Appeals and Penny Westfall-Law Enforcement Academy

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, MaryAnn Hills-DAS-HRE, Bill West-DAS-HRE, Dave Werning-Inspections, Appeals, Richard Blahnik-DAS-SAE, Carol Stratemeyer-DAS and Marty Deaton-Public Safety

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. John Craig made the motion to approve the minutes from the September 1, 2004 meeting and Bill Snyder seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

1. Nancy Richardson reported on an effort she participated in with the other two DAS customer council chairs. The three chairs were asked to provide names of individuals from each council to sit on the I-3 interim customer council. The names submitted from the HRE Customer Council were Roger Stirlor and Penny Westfall. The first meeting of the I-3 Interim Council will be October 28, 2004.
2. Nancy Richardson reported that there have been questions from the other customer councils regarding the DAS shared services costs, which are paid by the three DAS enterprises. The questions are:

- How does the budgeting for shared services relate to DAS as a whole?
- Why are there differences in the amount of increase for shared services between the enterprises?

The council chairs will meet with Denise Sturm and Mollie Anderson on the 27th or 28th of October to discuss.

3. At a previous HRE Customer Council meeting, the council discussed the administrative rule waiver regarding the terms lengths for council members. DAS has decided that the waiver is not needed because DAS will actually be changing the rule, not waiving it. This rule change will be filed emergency.

4. Nancy Berggren reported on DAS-HRE staff changes:- Bill West is the new Employment Bureau Chief. MaryAnn Hills will be the Program Delivery Bureau Chief. Pat Langerman is now the State Chair of GRIP Panel. Sam Hoerr, is a new Advanced Personal Specialist on the Labor Relations Team.

Update on Complaint Resolution Process:

Nancy Berggren indicated that DAS General Counsel, Pat Lantz has reviewed the Complaint Resolution Process developed by the HRE Customer Council. Pat's legal opinion is that the complaint resolution process does not address day-to-day service complaints that she believes the Iowa Code requires. Therefore, DAS Director Mollie Anderson has asked each of the enterprises to develop a process that addresses customer service complaints and that will be used in addition to the HRE Council developed complaint process. Nancy Berggren distributed the Service Complaint Resolution Process for HRE that would meet Mollie's directive. The customer council reviewed this document and made some suggestions for changes including:

- Clarify that time lengths for process complaints is 14 calendar days; not business days.
- The words Customer Council should be taken off of the top of the form
- The administrative rules complaint process should be included in the types of complaints that are exceptions to this process.

The customer council would like all three enterprises to use the same form for the service complaint resolution process. In addition, the council stated that they did not want to be a step in dealing with day-to-day service complaints.

Nancy Berggren will work with Patti Allen in developing the complaint process form and report back to the customer council on the status of the changes.

Discussion of Business Plan:

The council discussed the FY 06 business plan. The consensus of the HRE Customer Council is that the business plan should be a general document, without a lot of details. The plan should be written from a business orientation using business terms and concepts. It should also be positive in tone with an emphasis on accomplishments.

There is a gap between the business plan document and the rate setting process. Prior to rate setting, the customer council needs to know the cost of HRE products and services, and other relevant operational information such as what are unmet needs and where there is resource or staffing flexibility.

The Council would like revisions made to the business plan and distributed to them by October 27.

Topics for next meeting:

1. Update on Complaint Resolution Process
2. Business Plan Review
3. Operational Data Discussion

Next meeting: November 3, 2004, Grimes North Conference Room at 1:30 p.m.

Meeting Adjourned: The meeting was adjourned at 3:10 p.m.

[Return to the top of the page](#)

[State Accounting Enterprise](#)

[General Services Enterprise](#)

[Human Resources Enterprise](#)

[Information Technology Enterprise](#)

[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



HUMAN Resources
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Human Resources Customer Council Meeting Agenda

November 3, 2004
1:30 - 3:30
Grimes North Conference Room
Grimes Building

- | | |
|---|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 10-06-04 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Update on Complaint Resolution Process | Nancy Berggren |
| 5. Business Plan Review | Nancy Richardson |
| 6. Performance Metrics (Operational Data) | Ed Holland |
| 7. Future Meetings | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


Human Resources Customer Council Meeting Minutes

Grimes North Conference Room
November 3, 2004 at 1:30p.m.

Member's Present

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

Member's Absent

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

Other Attendees

Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Vickie Anderson-DAS-HRE, Bill West-DAS-HRE, Dave Werning-Inspections, Appeals, Richard Blahnik-DAS-SAE, Tim Brand-DAS-SAE, Carol Stratemeyer-DAS and Marty Deaton-Public Safety

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Bill Gardam made the motion to approve the updated minutes from the October 6, 2004 meeting and Bill Snyder seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

Chairperson Nancy Richardson addressed three items: (1.) a proposed rule change regarding the start and end dates of member terms and the complaint process, (2.) new emergency rules regarding staggering the terms, and (3.) updating the council bylaws to coincide with the rule changes on staggered terms. Administrative rules affecting the staggered term lengths were filed effective October 11, 2004. A handout was distributed that explained the term lengths as they currently are and as they will be under the revised rules. The handout explained the selection method, term lengths, and term start dates for all council members.

Three year terms have been established except for some initial terms. For continuity of membership, one representative each from the large, medium and small agencies plus the AFSCME member will serve four year terms; one representative each from the large, medium and small agencies plus the public member will serve two-year terms; and all the remaining initial terms will be three year terms. The method for staggering terms results in 1/3 of the members representing the large, medium and small agencies each serving terms of 2, 3 or 4 years. The initial start date remains July 1, 2003 for term length calculations. Nancy reminded the council of the method it previously used to establish staggered initial terms and the result.

Cindy Morton moved, Bill Gardam seconded to accept the council's earlier staggered initial terms as the official initial terms under the new administrative rule. Roger Stirler clarified the motion by adding that the vote on which members would fill each of the new staggered terms was based on the size of agency represented. Motion carried with full support.

Nancy Richardson distributed and explained a red-lined version of proposed changes to the current bylaws. These changes would bring the by-laws into union with the emergency rule changes. Lance Noe moved, Cindy Morton seconded to adopt the proposed amendments to the bylaws. Motion carried with full support.

The Notice of Intended Action for rule change, distributed by Nancy Berggren, was reviewed. The proposed action would change the end of member terms to August 31st instead of June 30th. The change is being proposed to coincide with the timing of the rate setting process. Carol Stratemeyer is waiting for information from the I/3 Interim Council before she files the rule changes.

Update on DAS Complaint Resolution Process:

Nancy Berggren reviewed the proposed rules regarding the DAS Internal Service Complaint Resolution Process. Each Enterprise has distributed their proposed Internal Service Complaint Resolution Process and form to their council for review and approval. Nancy Richardson questioned why the proposed language in the complaint resolution subsection of the administrative rule relating to the customer councils is about the agency's complaint resolution process instead of the customer councils' complaint resolution process. Nancy Berggren responded that it is DAS's legal counsel's interpretation that the rule should be written that way. HRE members suggested minor changes to the proposed rules. Carol Stratemeyer will distribute the proposed rules to other councils.

The Customer Council Service Complaint Resolution process was previously approved by this council and has been distributed to other councils for their consideration. The ITE Council approved the Customer Council Service Complaint Resolution Process proposed by the HRE Council with a minor change. The GSE Customer Council assigned review of the Customer Council Service Complaint Resolution Process and DAS/GSE Internal Service Complaint Resolution Process to a subcommittee and will have their recommendation at their November 16 meeting.

Business Plan Review:

As a result of requests and suggestions from the last council meeting, the proposed Business Plan was revised by HRE and presented again to council members. Based on the comments received, HRE will make some additional adjustments and distribute another revision of the plan prior to the December 1st meeting.

General comments regarding the Business Plan focused on the improvements that had been made since last month. To enhance the plan several suggestions were offered: (1.) add more specific performance targets, (2.) consistently link goals to areas to improve, (3.) use consistent scales in graphs, (4.) include graphs related to specific attributes such as "courteous", (5.) target specific areas to work on, (6.) explain shared services, and (7.) use "projected" revenue and display expenses by categories.

Nancy Berggren distributed the customer survey evaluation comments from the DAS 2004 Customer Satisfaction Survey. This information is an initial look at the results. DAS will be distributing a complete report in a few weeks.

Performance Metrics:

Ed Holland presented a performance metric matrix. The Council was asked to give a general impression of the matrix. Council members provided favorable comments saying the matrix was on the right track. At the next meeting HRE will distribute an enhanced matrix with

specific types of data for each business unit. By March 2005, HRE will have some initial data for each unit, with more complete data to follow in FY 06.

Topics for next meeting:

1. Follow-up discussion on Metrics
2. Business Plan Review and Approval
3. Complaint Resolution Process
4. Utility Services Classification Review

Next meeting: December 1, 2004, Grimes North Conference Room at 1:30 p.m.

Meeting Adjourned: The meeting was adjourned at 3:10 p.m.

[Return to the top of the page](#)

[State Accounting Enterprise](#)

[General Services Enterprise](#)

[Human Resources Enterprise](#)

[Information Technology Enterprise](#)

[DAS Home](#)

[HRE Home](#)

[Customer Councils](#)



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Human Resources Customer Council Meeting Agenda

December 1 , 2004

1:30 - 3:30

Grimes North Conference Room

Grimes Building

- | | |
|---|------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 11-03-04 Minutes | Nancy Richardson |
| 3. Updates | Nancy Richardson |
| 4. Update on Complaint Resolution Process | Linda Plazak |
| | Nancy Berggren |
| 5. Performance Metrics | Ed Holland |
| | Bill West |
| | MaryAnn Hills |
| 6. Finalize Business Plan | Nancy Richardson |
| 7. Service Category Review Process | Nancy Richardson |
| 8. Close and Adjourn | Nancy Richardson |

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Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[HRE Home](#)
[Customer Councils](#)


Human Resources Customer Council Meeting Minutes

Grimes North Conference Room
December 1, 2004 at 1:30p.m.

Member's Present

Nancy Richardson, Chair-Transportation, Ron Pothast-Civil Rights, Bev Schmeling-Public Safety, Roger Stirler-Education, Bill Gardam-Human Services and Bill Snyder-Judicial

Member's Absent

John Craig, Vice-Chair AFSCME, Dean Lerner-Inspections and Appeals, Clarence Key-Parole Board, Lance Noe-Drake, Cindy Morton-Revenue 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 and Appeals, Richard Blahnik-DAS-SAE, Tim Brand-DAS-SAE, Cindy Fardal-Revenue, and Marty Deaton-Public Safety

Opening Remarks

1. Chairperson Nancy Richardson called the meeting to order.
2. Bill Snyder made the motion to approve the minutes from the November 3, 2004 meeting and Bill Gardam seconded the motion.
3. The motion carried and the minutes were approved.

Updates:

1. There were not any updates.

Update on DAS Complaint Resolution Process:

Linda Plazak asked the Council to approve the DAS Service Level Complaint Resolution Process, which is the DAS day-to-day internal service complaint process.

According to the DAS General Council, the DAS Administrative Rules state that the Customer Council must approve the process DAS uses to document and track service level complaints. Roger Stirler made the motion to approve the DAS Internal Process and Ron Pothast seconded it. The motion carried.

Update on Utility Complaint Process:

The HRE Customer Council wrote and approved the original version of the Utility Complaint Process. The HRE Customer Council has defined a complaint resolution process for two issues:

- utility service rates or the process for establishing rates

- (administrative rules section 10.7(3))
- the types or kinds of utility services provided by DAS
(administrative rules section 10.7(4))

The ITE Customer Council approved the same version of the Utility Complaint process with one change. The second bullet item in the utility complaint resolution should be amended to omit the words “types or kinds” and be replaced with the word “levels.” The ITE Customer Council does not believe that “types and kinds of utility services” belongs in the Utility Complaint Process. DAS, not the customer councils, determines what a utility service is.

The GSE Customer Council has proposed a different version. The HRE Council discussed both versions and agreed with the ITE amendment. Bill Snyder moved to adopt the ITE version of the Utility Complaint Process. Ron Pothast seconded the motion. The motion passed with one nay vote.

Plazak recommended that the Council Chairs meet and define one consistent process to be used by all Councils. Nancy Richardson volunteered to call a meeting with the other Council Chairs to define one consistent process.

Performance Metrics:

Nancy Berggren presented the HRE Goal Work Plan and the Performance Metrics. The goals were taken from the HRE Business Plan. The Performance Metrics framework was provided to the Council in November. In the new version, specific measures have been added for each work unit.

Council discussion suggested the need for some additional metrics focusing on results and not inputs. For example, the Council suggested that the metrics include employee turnover and grievance for all state agencies. The Council found the documents useful and will provide helpful information for rate setting. HRE plans to have initial data regarding metrics in March 2005 and expand on it during the year.

Finalize Business Plan:

The HRE FY06 Business Plan has been reviewed twice by the HRE Customer Council. The latest version presented by HRE includes all of the Council suggestions.

Some minor changes to the latest version were suggested and noted. Nancy Richardson asked for a motion to approve the FY06 Business Plan with the amended changes. Bill Snyder made the motion with a second by Bill Gardam. The motion carried. Nancy Berggren will send a final version via email.

Nancy Berggren indicated that the FY 07 plan is due in March. The FY 06 business plan will be updated for FY07, but there will not be significant changes to the document.

Service Category Review Process:

Nancy Richardson stated that the Councils are required to bi-annually review the categorization of HRE services. DAS is statutorily required to determine categories of services (leadership, marketplace, utility). The Customer Councils provide input to the DAS Director. According to the Council Schedule of Events this activity is supposed to occur in March in advance of the rate setting. Linda Plazak will draft a process for review at the next meeting.

2004 Customer Survey Evaluation and Comments:

HRE provided the Council with customer satisfaction survey evaluation comments. The customers have suggested some areas for improvement. HRE will be addressing these in the future. Nancy Berggren indicated that HRE would participate in business process redesign initiatives as a result of the customer survey.

Other Issues:

Linda Plazak will send DAS Customer Council Schedule of Events to all members.

Topics for next meeting:

1. Discussion on Utility Services
2. Complaint Resolution Process Update

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

Meeting Adjourned: The meeting was adjourned at 3:05 p.m.

[Return to the top of the page](#)

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