State of Wisconsin

SENATE CHAIR
Alberta Darling

317 East, State Capitol
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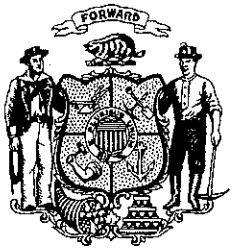

ASSEMBLY CHAIR
John Nygren

308 East, State Capitol
P.O. Box 8593
Madison, WI 53708-8953
Phone: (608) 266-2343

Joint Committee on Finance

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Alberta Darling
Representative John Nygren

Date: April 16, 2020

Re: 14-Day Passive Review Approval – DOA

Pursuant to s. 16.004(20)(c), Stats., attached is a 14-day passive review request from the Department of Administration, received on April 16, 2020.

Please review the material and notify **Senator Darling** or **Representative Nygren** no later than **Tuesday, May 5, 2020,** if you have any concerns about the request or if you would like the Committee to meet formally to consider it.

Also, please contact us if you need further information.

Attachments

AD:JN:jm

STATE OF WISCONSIN
DEPARTMENT OF ADMINISTRATION
Tony Evers, Governor
Joel Brennan, Secretary
Malika S. Evanco

April 14, 2020

APR 16 2020
Jt. Finance

State Senator Alberta Darling
Co-Chair, Joint Committee on Finance
Room 317 East, State Capitol
Madison, WI 53707-7882

State Representative John Nygren
Co-Chair, Joint Committee on Finance
Room 309 East, State Capitol
Madison, WI 53708

Re: Fiscal Year 2021 Annual Report Regarding Human Resources Shared Services

Dear Senator Darling and Representative Nygren:

The Division of Personnel Management (DPM) is submitting its annual report on Human Resources Shared Services (HRSS) in accordance with s. 16.004(20)(c), Wis. Stats.

Assessments

DPM's authority to assess for the provision of services and materials is established in s. 230.04(18), Wis. Stats. The FY21 HRSS Assessment (Attachment A) is attached for your review. The FY21 HRSS Assessment reflects the estimated costs for each agency and incorporates the required reductions to expenditure authority and FTE positions. The anticipated FY21 HRSS agency services assessment is $32,025,900.

The HRSS Deputy Secretaries have approved the planned FY21 assessment amounts. Following approval of the Joint Committee on Finance, assessments will be sent to agencies in December of 2020.

Cost allocation methodologies for FY21 are as follows:

1. In Region 1, the total HRSS costs for each agency within the region are based on the total estimation of all regional HRSS expenses, distributed by each agency's authorized FTE position sum, excluding DOA HR. HRSS costs for DOA HR are based on the total estimation of its HRSS expenses, distributed by the authorized FTE position sum for DOA and each of its attached agencies, boards, councils, and commissions, as listed above. Those entities comprised entirely of unclassified authorized FTE positions are excluded from the charges associated with the DOA HR recruitment and selection staff costs as those resources are rarely utilized. All DOA HR entities, including those with only unclassified authorized FTE positions, are charged for their proportionate use of payroll and DOA HR leadership costs.

2. For Regions 3 and 4, in which HR services are predominantly provided within a single agency, each agency is billed for only those estimated expenses specifically assigned to each agency.

3. The Department of Corrections (Region 2), State Fair Park, and the Wisconsin Historical Society are billed for only those estimated expenses specifically assigned to each agency.

4. For instances in which HRSS leadership is providing oversight for more than one agency within a region, personnel costs are charged based on the distribution of the expected proportion of time and effort spent on each agency or region. For instances in which staff or leadership are spending time and effort on an agency external to their own, personnel costs are moved to the appropriate region or agency based on the time and labor task reporting of each individual.

Positions

DPM's number of authorized FTE positions under s. 20.505(1)(kz), Wis. Stats., was reduced by 41.34 FTE under Wisconsin 2019 Wisconsin Act 9, from 422.89 to 381.55 FTE positions. At the conclusion of FY20, DPM's position authority will be equal to the Chapter 20 sum of 381.55 authorized FTE positions. All remaining FTE positions are needed to effectively administer human resources services and payroll and benefits services during FY21.

HRSS Metrics

DPM established a series of metrics approved by the HRSS Deputy Secretaries. The metrics (Attachment B) cover the time period of September 2019 through January 2020. As these are newly implemented metrics, a comparison of previous years is not available.

I am available along with my staff to answer any questions you might have related to this report.

Sincerely,

Malika S. Evanco,
Administrator

cc: DOA Division of Executive Budget & Finance

Attachments:
Attachment A: FY21 HRSS Assessment
Attachment B: FY20 HRSS SLA Metrics

Attachment A

FY21 Division of Personnel Management HRSS Assessment

Total Recovery Amount: **$32,025,900**

Region/Agency	Agency Name	Total Anticipated FY21 Allocation	
Region 1			
	FINANCIAL INSTITUTIONS	$	163,138
	PUBLIC SERVICE COMMISSION	$	176,635
	SAFETY AND PROFESSIONAL SERVICES, DEPT OF	$	273,325
	TRANSPORTATION, DEPARTMENT OF	$	3,739,130
	ADMINISTRATION, DEPARTMENT OF - DHA	$	99,872
		$	**4,452,100**
Region 1 - DOA HR			
	INSURANCE, OFFICE OF THE COMMISSIONER OF	$	100,605
	EDUCATIONAL COMMUNICATIONS BOARD	$	41,173
	LOWER WI STATE RIVERWAY BOARD	$	651
	TOURISM, DEPT OF	$	25,370
	KICKAPOO RESERVE MANAGEMENT BOARD	$	1,303
	LABOR AND INDUSTRY REVIEW COMMISSION	$	13,953
	BOARD ON AGING AND LONG-TERM CARE	$	33,204
	BOARD FOR PEOPLE WITH DEVELOPMENTAL DI	$	5,223
	DISTRICT ATTORNEYS	$	159,415
	ADMINISTRATION, DEPT OF (CENTRAL OFFICE)	$	753,415
	ELECTIONS COMMISSION	$	23,691
	ETHICS COMMISSION	$	5,969
	OFFICE OF THE GOVERNOR	$	12,131
	OFFICE OF THE LIEUTENANT GOVERNOR	$	1,628
	SECRETARY OF STATE	$	1,492
	TREASURER, STATE	$	326
	JUDICIAL COMMISSION	$	651
		$	**1,180,200**
Region 2			
	CORRECTIONS, DEPARTMENT OF	**$**	**10,091,900**
Region 3			
	AGRICULTURE, TRADE & CONSUMER PROTECTI	$	701,600
	NATURAL RESOURCES, DEPARTMENT OF	$	2,711,500
	CHILDREN AND FAMILIES, DEPARTMENT OF	$	1,129,800
	WORKFORCE DEVELOPMENT, DEPARTMENT OF	$	1,946,500
		$	**6,489,400**

Region/Agency	Agency Name	Total Anticipated FY21 Allocation
Region 4		
	HEALTH SERVICES, DEPARTMENT OF	$ 6,546,900
	VETERANS AFFAIRS, DEPARTMENT OF	$ 1,778,800
	REVENUE, DEPARTMENT OF	$ 982,500
		$ 9,308,200
Non-Regionalized Agencies		
	STATE FAIR PARK BOARD	**$ 94,300**
	HISTORICAL SOCIETY	**$ 409,800**
Total		**$ 32,025,900**

The Department of Administration's (DOA) authorized FTE allocation is split between DOA HR and Region 1 as the Region 1 team provides HR services to DOA's Division of Hearings and Appeals due to its location at the Hill Farms State Office Building complex.

DPM has reserved $60,000 for distribution and expenditure in FY21 which will be allocated through an adjustment to the FY22 assessment.

HRSS SLA Metrics **ATTACHMENT B**

Reporting Period: September 1, 2019- January 31, 2020

Human Resources Shared Services Region 1

	HR Service Metric	DOA	DFI	DSPS	DOT	PSC	HEAB
1	**100%** of agencies have procedures related to core human resources policies, including: Respectful workplace/harassment, Background checks, Pay upon appointment, Work rules and discipline, and Leave of absence.	Meets	Meets	Meets	Meets	Meets	Meets
2	**All** agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	Ø	Ø	Ø	Ø	Ø	Ø
3	**85%** of fact-finding complaint reviews are completed within 30 days.	Exceeds	Ø	Exceeds	Exceeds	Exceeds	Ø
4	**85%** of protected status complaints are resolved within 60 days.	Exceeds	Ø	Exceeds	Exceeds	Exceeds	Ø
5	**90%** of agency staff is trained on harassment and complaint processes through completion of the annual	n/a *1	n/a *1	n/a *1	n/a *1	n/a *1	n/a *1
6	**95%** of all elections during open enrollment occur through e-benefits.	Exceeds	Exceeds	Improvement Needed	Exceeds	Exceeds	Exceeds
7	**90%** of all new benefit enrollments occur through e-benefits. *3	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	Ø
8	**100%** of monthly WRS reporting occurs without error or penalty. *4	Meets	Meets	Meets	Meets	Meets	Meets
9	**100%** of monthly benefits reconciliation occurs without penalty from ETF.	Meets	Meets	Meets	Meets	Meets	Meets
10	**85%** of routine progression reclassifications are approved or denied within 14 days of effective receipt.	Improvement Needed	Exceeds	Exceeds	Exceeds	Exceeds	Ø
11	**85%** of non-progression reclassifications are approved or denied within 45 days.	Improvement Needed	Ø	Ø	Exceeds	Exceeds	Ø
12	**85%** of DERA retention requests are resolved within 1 business day.	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds
13	**100%** of employees receive EAP information within 30 days of hire.	Meets	Meets	Meets	Meets	Meets	Meets
14	**85%** of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of investigation through disposition.	Meets	Ø	Ø	Improvement Needed	Exceeds	Ø
15	**85%** of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	Improvement Needed	Ø	Exceeds	Exceeds	Ø	Ø
16	**100%** of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	Meets	Ø	Meets	Improvement Needed	Ø	Ø
17	**90%** of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days. *2	Improvement Needed *2	Improvement Needed	Improvement Needed *2	Improvement Needed	Improvement Needed *2	Improvement Needed *2
18	**85%** of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	Ø
19	**95%** of paychecks are processed without error on a bi-weekly basis.	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds
20	**90%** of all personnel are evaluated according to the agency standard for performance, or at least annually.	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds
21	**100%** of agencies promote Well Wisconsin by ensuring employees are aware of the program.	Meets	Meets	Meets	Meets	Meets	Meets

*1: Enterprise training was not provided during reporting period

*2: Measurement doesn't take into account that there may be delay reasons that come up outside of HR's control

*3: Number of Open Enrollment eBenefits elections reported are lower than the actual number of eBenefits elections. Central Benefits typically has to re-process hundreds of OE events due to life events. Once the event is reprocessed, the status changes from Web to Online (entered by administrator).

*4: 12 reporting errors (less than 1%) were found during audits, and corrected, no late reporting penalties incurred.

Ø: No data to report n/a: Data not tracked

HRSS SLA Metrics

Reporting Period: September 1, 2019- January 31, 2020

Human Resources Shared Services Region 2

	HR Service Metric	DOC
1	**100%** of agencies have procedures related to core human resources policies; including: Respectful workplace/harassment; Background checks; Pay upon appointment; Work rules and discipline; Leave of absence	Meets
2	**All** agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	Ø
3	**85%** of fact-finding complaint reviews are completed within 30 days.	Exceeds
4	**85%** of protected status complaints are resolved within 60 days.	Exceeds
5	**90%** of agency staff is trained on harassment and complaint processes through completion of the annual enterprise respectful workplace training.	n/a *1
6	**95%** of all elections during open enrollment occur through e-benefits. *2	Exceeds
7	**90%** of all new benefit enrollments occur through e-benefits.	Exceeds
8	**100%** of monthly WRS reporting occurs without error or penalty. *3	Meets
9	**100%** of monthly benefits reconciliation occurs without penalty from ETF.	Meets
10	**85%** of routine progression reclassifications are approved or denied within 14 days of effective receipt.	Improvement Needed *2
11	**85%** of non-progression reclassifications are approved or denied within 45 days.	Exceeds
12	**85%** of DERA retention requests are resolved within 1 business day.	Exceeds
13	**100%** of employees receive EAP information within 30 days of hire.	Meets
14	**85%** of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of investigation through disposition.	Improvement Needed
15	**85%** of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	Improvement Needed
16	**100%** of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	Meets
17	**90%** of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days.	Improvement Needed *4
18	**85%** of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	Exceeds
19	**95%** of paychecks are processed without error on a bi-weekly basis.	Exceeds
20	**90%** of all personnel are evaluated according to the agency standard for performance or at least annually.	Exceeds
21	**100%** of agencies promote Well Wisconsin by ensuring employees are aware of the program.	Meets

*1: Enterprise training was not provided during reporting period

*2: Number of Open Enrollment eBenefits elections reported are lower than the actual number of eBenefits elections. Central Benefits typically has to re-process hundreds of OE events due to life events. Once the event is reprocessed, the status changes from Web to Online (entered by administrator).

*3: Class analyst position has been vacant since April 2019 due to retirement.

*4: Data is relative to all permanent jobs announced 09/01/19 through 11/30/19 except CO, Sgt., SO 1, SO 1, P&P Agent (mass hiring/academies). Jobs announced on or after 12/01/19 were not >90 days as of report being run. Reannouncements not included.

*5: 12 errors were found (less than 1%) but no penalties were incurred due to timely identification and remedy of the errors.

Ø: No data to report n/a: Data not tracked

HRSS SLA Metrics

Reporting Period: September 1, 2019- January 31, 2020

Human Resources Shared Services Region 3

	HR Service Metric	DATCP	DCF	DNR	DWD
1	**100%** of agencies have procedures related to core human resources policies, including: Respectful workplace/harassment; Background checks; Pay upon appointment; Work rules and discipline; Leave of absence	Improvement Needed*2	Meets	Meets	Meets
2	**All** agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	Meets	Meets	Meets	Meets
3	**85%** of fact-finding complaint reviews are completed within 30 days.	Ø	Exceeds	Ø	Exceeds
4	**85%** of protected status complaints are resolved within 60 days.	Ø	Improvement Needed	Ø	Exceeds
5	**90%** of agency staff is trained on harassment and complaint processes through completion of the annual enterprise respectful workplace	n/a*1	n/a*1	Exceeds	n/a*1
6	**95%** of all elections during open enrollment occur through e-benefits. *2	Exceeds	Exceeds	Exceeds	Exceeds
7	**90%** of all new benefit enrollments occur through e-benefits.	Exceeds	Exceeds	Exceeds	Exceeds
8	**100%** of monthly WRS reporting occurs without error or penalty. *3	Meets	Meets	Meets	Meets
9	**100%** of monthly benefits reconciliation occurs without penalty from ETF.	Meets	Meets	Meets	Meets
10	**85%** of routine progression reclassifications are approved or denied within 14 days of effective receipt.	Improvement Needed	Improvement Needed	Exceeds	Exceeds
11	**85%** of non-progression reclassifications are approved or denied within 45 days.	Exceeds	Improvement Needed	Exceeds	Exceeds
12	**85%** of DERA retention requests are resolved within 1 business day.	Exceeds	Exceeds	Exceeds	Exceeds
13	**100%** of employees receive EAP information within 30 days of hire.	Meets	Meets	Meets	Meets
14	**85%** of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of investigation through disposition.	Improvement Needed	Improvement Needed	Exceeds	Exceeds
15	**85%** of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	Ø	Improvement Needed	Exceeds	Exceeds
16	**100%** of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	Ø	Meets	Meets	Meets
17	**90%** of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days.	Improvement Needed	Exceeds	Exceeds	Exceeds
18	**85%** of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	Exceeds	Exceeds	Exceeds	Ø
19	**95%** of paychecks are processed without error on a bi-weekly basis.	Meets	Meets	Meets	Meets
20	**90%** of all personnel are evaluated according to the agency standard for performance or at least annually.	Exceeds	Meets	Exceeds	Exceeds
21	**100%** of agencies promote Well Wisconsin by ensuring employees are aware of the program.	Meets	Meets	Meets	Meets

*1: Enterprise training was not provided during reporting period

*2: Number of Open Enrollment eBenefits elections reported are lower than the actual number of eBenefits elections. Central Benefits typically has to re-process hundreds of OE events due to life events. Once the event is reprocessed, the status changes from Web to Online (entered by administrator).

*3: Class analyst position has been vacant since April 2019 due to retirement.

*4: Data is relative to all permanent jobs announced 09/01/19 through 11/30/19 except CO, Sgt., SO 1, SO 1, P&P Agent (mass hiring/academies). Jobs announced on or after 12/01/19 were not >90 days as of report being run. Reannouncements not included.

*5: 12 reporting errors (less than 1%) were found during audits, and corrected, no late reporting penalties incurred.

Ø: No data to report n/a: Data not tracked

HRSS SLA Metrics

Reporting Period: September 1, 2019- January 31, 2020

	Human Resources Shared Services Region 4				WI Historical Society
	HR Service Metric	**DOR**	**DVA**	**DHS**	**WHS**
1	**100%** of agencies have procedures related to core human resources policies, including: Respectful workplace/harassment; Background checks; Pay upon appointment; Work rules and discipline; Leave of absence	Meets	Meets	Meets	Meets
2	**All** agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	Ø	Ø	Ø	Ø
3	**85%** of fact-finding complaint reviews are completed within 30 days.	Exceeds	Exceeds	n/a	Exceeds
4	**85%** of protected status complaints are resolved within 60 days.	Exceeds	Exceeds	Improvement Needed	Exceeds
5	**90%** of agency staff is trained on harassment and complaint processes through completion of the annual enterprise respectful	Exceeds	Exceeds	Exceeds	n/a*4
6	**95%** of all elections during open enrollment occur through e-benefits.*2	Exceeds	Exceeds	Exceeds	Exceeds
7	**90%** of all new benefit enrollments occur through e-benefits.	Exceeds	Exceeds	Exceeds	Exceeds
8	**100%** of monthly WRS reporting occurs without error or penalty.*3	Meets	Meets	Meets	Meets
9	**100%** of monthly benefits reconciliation occurs without penalty from ETF.	Meets	Meets	Meets	Meets
10	**85%** of routine progression reclassifications are approved or denied within 14 days of effective receipt.	Improvement Needed	Improvement Needed	Improvement Needed	Exceeds
11	**85%** of non-progression reclassifications are approved or denied within 45 days.	Exceeds	Exceeds	Improvement Needed	Exceeds
12	**85%** of DERA retention requests are resolved within 1 business day.	Exceeds	Exceeds	Exceeds	Exceeds
13	**100%** of employees receive EAP information within 30 days of hire.	Meets	Meets	Meets	Exceeds
14	**85%** of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of investigation through disposition.	Exceeds	Exceeds	Improvement Needed	Exceeds
15	**85%** of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	Exceeds	Exceeds	Improvement Needed	Exceeds
16	**100%** of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	Meets	Meets	Improvement Needed	Meets
17	**90%** of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days.	Meets *1	Improvement Needed	Improvement Needed	Exceeds
18	**85%** of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	Improvement Needed	Exceeds	Exceeds	Exceeds
19	**95%** of paychecks are processed without error on a bi-weekly basis.	Exceeds	Exceeds	Exceeds	Exceeds
20	**90%** of all personnel are evaluated according to the agency standard for performance or at least annually.	Exceeds	Exceeds	n/a	Exceeds
21	**100%** of agencies promote Well Wisconsin by ensuring employees are aware of the program.	Meets	Meets	Meets	Meets

*1: This information was not being tracked by the staffing/recruitment team for DOR prior to 1/2020

*2: Number of Open Enrollment eBenefits elections reported are lower than the actual number of eBenefits elections. Central Benefits typically has to re-process hundreds of OE events due to life events. Once the event is reprocessed, the status changes from Web to Online (entered by administrator).

*3: 12 reporting errors (less than 1%) were found during audits, and corrected, no late reporting penalties incurred.

*4: Enterprise training was not provided during report period

Ø: No data to report n/a: Data not tracked