

State of Wisconsin

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316 East, State Capitol
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ASSEMBLY CHAIR
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Joint Committee on Finance

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Howard Marklein
Representative Mark Born

Date: January 5, 2022

Re: 5-Day Passive Review Approval – DOA

Pursuant to s. 16.004(20)(c), Stats., attached is a 5-day passive review request from the Department of Administration, received on January 5, 2022.

Please review the material and notify **Senator Marklein** or **Representative Born** no later than **Tuesday, January 11, 2022**, 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

HM:MB:jm



STATE OF WISCONSIN
DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor
Joel Brennan, Secretary

Malika S. Evanco, Administrator

April 14, 2021

State Senator Howard Marklein
Co-Chair, Joint Committee on Finance
Room 316 East, State Capitol
Madison, WI 53707-7882

APR 14 2021
St. Finance

State Representative Mark Born
Co-Chair, Joint Committee on Finance
Room 308 East, State Capitol
Madison, WI 53708-8593

Re: Fiscal Year 2022 Annual Report Regarding Human Resources Shared Services

Dear Senator Marklein and Representative Born:

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 FY22 HRSS Assessment (Attachment A) is attached for your review. The FY22 HRSS Assessment reflects the estimated costs for each agency. The anticipated FY22 HRSS agency services assessment is \$32,181,100; this amount includes the estimated FY22 shared services expenditures under s. 20.505(1)(kz), Wis. Stats., based upon the current proposed 2021-2023 Executive Biennial Budget.

The HRSS Deputy Secretaries have approved the planned FY22 assessment amounts. Following approval of the Joint Committee on Finance, assessments will be sent to agencies in approximately December of 2021.

Cost allocation methodologies for FY22 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. 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. In addition, each region has identified regional positions. Agencies are charged for their proportionate use of the regional positions.
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

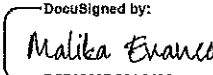
DPM's number of authorized FTE positions in FY2021-22, as proposed in the 2021-2023 Executive Biennial Budget under s. 20.505(1)(kz), Wis. Stats., is 382.15 FTE positions.

HRSS Metrics

DPM established a series of metrics approved by the HRSS Deputy Secretaries. The metrics (Attachment B) cover the time period of January 1, 2020 through December 31, 2020.

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

Sincerely,

DocuSigned by:

0073098BC8A2429
Malika S. Evanco,
Administrator

cc: DOA Division of Executive Budget & Finance

Attachments:

Attachment A: FY22 HRSS Assessment

Attachment B: CY20 HRSS SLA Metrics

FY22 Division of Personnel Management HRSS Assessment

Total Recovery Amount: \$32,181,100

Region/Agency	Agency Name	Total Anticipated FY22 Allocation
Region 1		
	FINANCIAL INSTITUTIONS	\$160,382
	PUBLIC SERVICE COMMISSION	\$173,651
	SAFETY AND PROFESSIONAL SERVICES, DEPT OF	\$268,709
	TRANSPORTATION, DEPARTMENT OF	\$3,675,973
	ADMINISTRATION, DEPARTMENT OF - DHA	\$98,185
		\$ 4,376,900
Region 1 - DOA HR		
	INSURANCE, OFFICE OF THE COMMISSIONER OF	\$117,509
	EDUCATIONAL COMMUNICATIONS BOARD	\$48,091
	LOWER WI STATE RIVERWAY BOARD	\$761
	TOURISM, DEPT OF	\$29,632
	KICKAPOO RESERVE MANAGEMENT BOARD	\$1,522
	LABOR AND INDUSTRY REVIEW COMMISSION	\$16,297
	BOARD ON AGING AND LONG-TERM CARE	\$38,783
	BOARD FOR PEOPLE WITH DEVELOPMENTAL DI	\$6,101
	DISTRICT ATTORNEYS	\$186,200
	ADMINISTRATION, DEPT OF (CENTRAL OFFICE)	\$880,005
	ELECTIONS COMMISSION	\$27,671
	ETHICS COMMISSION	\$6,972
	OFFICE OF THE GOVERNOR	\$14,169
	OFFICE OF THE LIEUTENANT GOVERNOR	\$1,902
	SECRETARY OF STATE	\$1,743
	TREASURER, STATE	\$381
	JUDICIAL COMMISSION	\$761
		\$ 1,378,500
Region 2		
	CORRECTIONS, DEPARTMENT OF	\$ 9,626,000
Region 3		
	AGRICULTURE, TRADE & CONSUMER PROTECTION	\$817,800
	NATURAL RESOURCES, DEPARTMENT OF	\$2,475,000
	CHILDREN AND FAMILIES, DEPARTMENT OF	\$1,008,100
	WORKFORCE DEVELOPMENT, DEPARTMENT OF	\$1,995,300
		\$ 6,296,200

Region/Agency	Agency Name	Total Anticipated FY22 Allocation
Region 4		
	HEALTH SERVICES, DEPARTMENT OF	\$6,778,500
	VETERANS AFFAIRS, DEPARTMENT OF	\$1,861,600
	REVENUE, DEPARTMENT OF	\$1,276,600
		\$ 9,916,700
Non-Regionalized Agencies		
	STATE FAIR PARK BOARD	\$168,900
	HISTORICAL SOCIETY	\$417,900
Total		\$ 32,181,100

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

HRSS SLA Metrics Reporting Period January 1, 2020 - December 31, 2020		Region 1					
SLA Metric	DOT	DFI	DSPS	PSC	HEAB	DOA	
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	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	Meets	Meets	
3 85% of fact-finding complaint reviews are completed within 30 days.	Exceeds	n/a	Improvement Needed *2	n/a	n/a	Exceeds	
4 85% of protected status complaints are resolved within 60 days.	Exceeds	n/a	Exceeds	n/a	n/a	met/ Needed	
5 90% of agency staff is trained on harassment and complaint processes through completion of the annual enterprise respectful workplace training.	Exceeds	Exceeds	Exceeds	Exceeds	Improvement Needed	Exceeds	
6 95% of all elections during open enrollment occur through e-benefits.	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	
7 90% of all new benefit enrollments occur through e-benefits.	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	Exceeds	
8 100% of monthly WRS reporting occurs without error or penalty.	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.	Exceeds	Exceeds	Exceeds	Exceeds	n/a	Exceeds	
11 85% of non-progression reclassifications are approved or denied within 45 days.	Exceeds	Exceeds	Exceeds	Exceeds	n/a	Exceeds	
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.	Exceeds	n/a	n/a	n/a	n/a	Exceeds	
15 85% of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	Exceeds	Exceeds	n/a	n/a	n/a	Exceeds	
16 100% of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	Meets	Meets	Meets	n/a	n/a	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 *1	Exceeds	Improvement Needed *1	Improvement Needed *1	n/a	Improvement	
18 85% of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	Exceeds	Exceeds	Exceeds	Exceeds	n/a	Exceeds	
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: Measurement doesn't take in to account that there may be delay reasons that come up outside of HR's control (availability of panel members, declined offers, hiring freeze due to COVID, etc) as well as long lead times desired by candidates prior to starting in jobs. In 2020, 99.7% of DOT, 100% of DSPS, 98.2% of PSC, 97.4% of DOA positions were filled either within Act 150 timelines or the delay was not HR related.
 *2: Measurement doesn't take in to account delay due to reasons outside of HR's control
 n/a: nothing to report during CY2020

HRSS SLA Metrics Reporting Period January 1, 2020 - December 31, 2020		Region 2
SLA 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.	Meets
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.	Needs Improvement ¹
6	95% of all elections during open enrollment occur through e-benefits.	Exceeds
7	90% of all new benefit enrollments occur through e-benefits.	Exceeds
8	100% of monthly WRS reporting occurs without error or penalty.	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.	Needs Improvement 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.	n/a
15	85% of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	n/a
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.	Needs Improvement ³
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 available to agencies until mid-October, 2020

*2: Vacant position for 6 months, training new team member

*3: Many positions were put on budget hold or delays were attributed to pandemic

n/a: HR staff do not conduct investigations or have control of timing except during the review/routing stage.

HRSS SLA Metrics Reporting
 Period January 1, 2020 - December 31, 2020

Region 3

SLA 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	Needs Improvement ^{*1}	Meets	Meets	Meets
2 All agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	Meets	Needs Improvement ^{*2}	Meets	Meets
3 85% of fact-finding complaint reviews are completed within 30 days.	Needs Improvement	Exceeds	Exceeds	Exceeds
4 85% of protected status complaints are resolved within 60 days.	Exceeds	Exceeds	Exceeds	Exceeds
5 90% of agency staff is trained on harassment and complaint processes through completion of the annual enterprise respectful workplace training.	Needs Improvement	Exceeds	Exceeds	Exceeds
6 95% of all elections during open enrollment occur through e-benefits.	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.	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.	Needs Improvement ^{*3}	Needs Improvement	Exceeds	Needs Improvement ^{*1}
11 85% of non-progression reclassifications are approved or denied within 45 days.	Needs Improvement	Needs Improvement	Exceeds	Needs Improvement ^{*1}
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.	Exceeds	n/a	Needs Improvement ^{*1}	Needs Improvement ^{*1}
15 85% of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	Needs Improvement	Exceeds	Exceeds	Exceeds
16 100% of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	n/a	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.	Needs Improvement ^{*1}	Needs Improvement ^{*1}	Exceeds	Exceeds
18 85% of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	Exceeds	Exceeds	Exceeds	Meets
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	Exceeds	Exceeds
21 100% of agencies promote Well Wisconsin by ensuring employees are aware of the program.	Meets	Meets	Meets	Meets

*1: Measurement doesn't take into account delays outside of HR's control

*2: New policy was delayed, HR increased workload due to COVID

*3: Four (4) new HR staff had to be trained on process which caused delays

n/a: nothing to report during CY2020

HRSS SLA Metrics Reporting		Region 4			
Period January 1, 2020 - December 31, 2020		DHS	DOR	DVA	
SLA Metric					
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	
2	All agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	Meets	Meets	Meets	
3	85% of fact-finding complaint reviews are completed within 30 days.	Needs Improvement ^{*1}	Exceeds	Exceeds	
4	85% of protocol status complaints are resolved within 60 days.	Needs Improvement ^{*1}	Exceeds	Exceeds	
5	80% of agency staff is trained on harassment and complaint processes through completion of the annual enterprise respectful workplace training.	Exceeds	Exceeds	Exceeds	
6	95% of elections during open enrollment occur through e-benefits.	Exceeds	Exceeds	Exceeds	
7	90% of all new benefit enrollments occur through e-benefits.	Exceeds	Exceeds	Exceeds	
8	100% of monthly WRS reporting occurs without error or penalty.	Meets	Meets	Meets	
9	100% of monthly benefits reconciliation occurs without penalty from ETF.	Meets	Meets	Meets	
10	85% of routine progression reclassifications are approved or denied within 14 days of effective receipt.	Needs Improvement ^{*1}	Needs Improvement	Exceeds	
11	85% of non-progression reclassifications are approved or denied within 45 days.	Meets	Needs Improvement	Exceeds	
12	85% of DERA retention requests are resolved within 1 business day.	Exceeds	Exceeds	Exceeds	
13	100% of employees receive EAP information within 30 days of hire.	Meets	Meets	Meets	
14	85% of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of investigation through disposition.	Needs Improvement ^{*2}	Exceeds	Needs Improvement ^{*4}	
15	85% of complex disciplinary violation investigations are resolved within 60 days from initiation of investigation through disposition.	Exceeds	Exceeds	Needs Improvement ^{*4}	
16	100% of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	Needs Improvement ^{*1}	Exceeds	Meets	
17	90% of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days.	Needs Improvement ^{*1}	Needs Improvement ^{*3}	Meets	
18	85% of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	Exceeds	Exceeds	Exceeds	
19	85% of paychecks are processed without error on a bi-weekly basis.	Exceeds	Exceeds	Exceeds	
20	90% of all personnel are evaluated according to the agency standard for performance or at least annually.	Meets	Exceeds	Exceeds	
21	100% of agencies promote Well Wisconsin by ensuring employees are aware of the program.	Meets	Meets	Meets	

SFP	WHS
Meets	Meets
Meets	Meets
Exceeds	Exceeds
Exceeds	n/a
Exceeds	Meets
Exceeds	Exceeds
Exceeds	Exceeds
Meets	Meets
Meets	Meets
∅	Exceeds
∅	Exceeds
∅	Exceeds
Meets	Meets
Exceeds	Exceeds
Exceeds	Exceeds
Meets	n/a
Needs Improvement ^{*5}	Exceeds
Exceeds	Exceeds
Exceeds	Exceeds
Exceeds	Exceeds
Meets	Meets

*1: While the agency did not meet goal, improvement was made from last reporting period
 *2: Most non-complex discipline occur at DHS facilities; impact due to COVID-19 duties assigned to Facility HR staff resulted in delays of investigations
 *3: Positions were put on hold or delays were attributed to pandemic
 *4: ER specialist vacancy for over half of the year caused slow down in the process. Prioritized COVID related work which resulted in slower movement on investigations
 *5: Safer-at-Home and Hiring Freeze were implemented due to the pandemic, SFP halted all of the recruitments open at that time (31% of our 2020 totals)
 ∅: Metric does not apply SFP is an unclassified agency