

State of Wisconsin

SENATE CHAIR
Howard Marklein

316 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-0703



ASSEMBLY CHAIR
Mark Born

308 East, State Capitol
P.O. Box 8592
Madison, WI 53708-8953
Phone: (608) 266-2540

Joint Committee on Finance

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Howard Marklein
Representative Mark Born

Date: April 4, 2024

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 4, 2024.

Please review the material and notify **Senator Marklein** or **Representative Born** no later than **Tuesday, April 23, 2024**, 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



APR 04 2024

St. Finance

Division of Personnel Management

Annual Report Regarding Human Resources Shared Services

Fiscal Year 2025

Division of Personnel Management

Contact:

Department of Administration,
Division of Personnel Management
101 East Wilson Street, 4th Floor
P. O. Box 7855
Madison, WI 53707-7855

Website: <http://dpm.wi.gov>

Email: DOADPM@wisconsin.gov



STATE OF WISCONSIN
DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor
Kathy Blumenfeld, Secretary
Jen Fogel, Division Administrator

April 4, 2024

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

State Representative Mark Born
Co-Chair, Joint Committee on Finance
Room 308 East, State Capitol
Madison, WI 53708-8952

RE: Fiscal Year 2025 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 FY25 HRSS Assessment (Attachment A) is attached for your review. The anticipated HRSS Assessment reflects the estimated costs for each agency and is \$36,847,300 for FY25. This amount includes the estimated FY25 shared services expenditures under s. 20.505(1)(kz), Wis. Stats., as authorized under 2023 Wisconsin Act 19.

The HRSS Deputy Secretaries have approved the planned FY25 assessment amounts. Following approval of the Joint Committee on Finance, assessments will be invoiced to agencies in approximately November of 2024.

Cost allocation methodologies for FY25 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 Department of Administration (DOA) Human Resources and the Wisconsin Historical Society (WHS). 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 for unclassified positions. 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. In addition, Region 1 and DOA HR are charged for their proportionate use of any regional positions. WHS estimated expenditures predominantly include those specifically assigned to it and a proportion of HRSS leadership.
2. Region 2 consists of entirely one agency. The Department of Corrections is billed for only those estimated expenses specifically assigned and a proportion of HRSS leadership expenditures.
3. For Region 3, in which HR services are predominately provided within a single agency, each agency is billed for only those estimated expenses specifically assigned to each agency. In addition, each agency receives support from identified regional positions and resources, which it is charged its proportionate use of.

4. For the Departments of Revenue (DOR) and Veterans Affairs (DVA) under Region 4, the total HRSS costs for each agency within the region are based on the estimation of all regional HRSS expenses, distributed by each agency's HRSS FTE position sum. The Department of Health Services (DHS) under Region 4 utilizes a model similar to what is used by and described under Region 3.
5. For instances in which HRSS leadership provides 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.

Beginning in FY25 to recognize the administrative and operational flexibility achieved over the past several years, all training resources will be recovered through DPM's enterprise assessment rather than attributable to any specific HRSS agency.

Positions:

DPM's total number of permanent authorized FTE positions in FY25 under s. 20.505(1)(kz), Wis. Stats., is 381.85 as enacted under 2023 Wisconsin Act 19. All FTE positions deployed for HRSS and payroll and benefits are necessary for effective administration.

Cost Savings:

The expenditure authority appropriated under s. 20.505(1)(kz), Wis. Stats., is required for DPM to continue to effectively operate. Further reductions in expenditure would result in a reduction in the level of support and services that are able to be provided to HRSS agencies.

HRSS Metrics:

DPM established a series of metrics approved by the HRSS Deputy Secretaries. The metrics (Attachment B) cover the period of January 1, 2023, through December 31, 2023. Note that 82.4% of DPM and the HRSS agencies' metrics met or exceeded targets (44% of metrics exceeding targets, compared to 40% of metrics exceeding targets over the same period in 2022).

Thank you for your time and attention to this report. My staff will be available to answer any questions you might have related to this report.

Sincerely,



Jen Flogel
Administrator
Division of Personnel Management

Cc: DOA Division of Executive Budget & Finance

Attachments:

Attachment A: FY24 HRSS Assessment

Attachment B: CY23 HRSS SLA Metrics

Table of Contents

ATTACHMENT A:	4
FY25 Division of Personnel Management HRSS Assessment	4
ATTACHMENT B:	6
Region 1	6
Region 2	10
Region 3	13
Region 4	16

ATTACHMENT A:

FY25 Division of Personnel Management HRSS Assessment

Total Recovery Amount

\$36,847,300

Region/Agency	Agency Business Unit	Agency Name	FY25 Allocation
Region 1			
	BU	Agency	
	144	FINANCIAL INSTITUTIONS	\$185,000
	145	INSURANCE, OFFICE OF THE COMMISSIONER OF	\$143,100
	155	PUBLIC SERVICE COMMISSION	\$212,700
	165	SAFETY AND PROFESSIONAL SERVICES, DEPT OF	\$337,000
	225	EDUCATIONAL COMMUNICATIONS BOARD	\$52,700
	245	HISTORICAL SOCIETY	\$571,800
	360	LOWER WI STATE RIVERWAY BOARD	\$700
	380	TOURISM, DEPT OF	\$34,800
	385	KICKAPOO RESERVE MANAGEMENT BOARD	\$1,500
	395	TRANSPORTATION, DEPARTMENT OF	\$4,304,600
	427	LABOR AND INDUSTRY REVIEW COMMISSION	\$19,100
	432	BOARD ON AGING AND LONG-TERM CARE	\$46,600
	438	BRD FOR PEOPLE WITH DEV DISABILITIES	\$7,200
	475	DISTRICT ATTORNEYS	\$183,900
	505	ADMINISTRATION, DEPARTMENT OF	\$1,134,200
	510	ELECTIONS COMMISSION	\$32,700
	521	ETHICS COMMISSION	\$8,200
	525	OFFICE OF THE GOVERNOR	\$13,700
	540	OFFICE OF THE LIEUTENANT GOVERNOR	\$1,800
	575	SECRETARY OF STATE	\$2,000
	585	TREASURER, STATE	\$ 400
	665	JUDICIAL COMMISSION	\$ 700
			\$7,294,400
Region 2			
	410	CORRECTIONS, DEPARTMENT OF	\$11,575,600

Region/Agency	Agency Business Unit	Agency Name	FY25 Allocation
Region 3			
	115	AGRICULTURE, TRADE & CONSMR PROTECTION	\$795,000
	190	STATE FAIR PARK BOARD	\$226,000
	370	NATURAL RESOURCES, DEPARTMENT OF	\$2,711,200
	437	CHILDREN AND FAMILIES, DEPARTMENT OF	\$1,302,600
	445	WORKFORCE DEVELOPMENT, DEPARTMENT OF	\$1,843,800
			\$6,878,600
Region 4			
	435	HEALTH SERVICES, DEPARTMENT OF	\$7,531,200
	485	VETERANS AFFAIRS, DEPARTMENT OF	\$2,140,500
	566	REVENUE, DEPARTMENT OF	\$1,427,000
			\$11,098,700
Total			\$36,847,300

ATTACHMENT B:

Region 1

(Departments of Administration (DOA) & Attached Agencies/Boards, Financial Institutions (DFI), Safety and Professional Services (DSPS), and Transportation (DOT) as well as Higher Educational Aids Board (HEAB), Public Service Commission (PSC) & Office of the Commissioner of Railroads, Wisconsin Historical Society(WHS))

	HR Service Metric	DOA	DFI	DSPS	DOT	PSC	HEAB	WHS
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	MEETS
100%	of agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS
85%	of fact-finding complaint reviews are completed within 30 days.	EXCEEDS	EXCEEDS	MEETS	EXCEEDS	MEETS	MEETS	MEETS
85%	of respectful workplace complaints reviews are completed within 60 days.	NEEDS IMPROVEMENT ¹	EXCEEDS	MEETS	EXCEEDS	MEETS	MEETS	MEETS
95%	of respectful workplace complaints received are initiated within 5 business days.	EXCEEDS	EXCEEDS	MEETS	EXCEEDS	MEETS	MEETS	MEETS
95%	of all elections during open enrollment occur through e-benefits.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS

¹ This metric is skewed by 3 of 11 respectful workplace complaints involving complainants unavailable for investigatory interviews due to medical leave or leaving state service, delaying the complaint review process.

	HR Service Metric	DOA	DFI	DSPS	DOT	PSC	HEAB	WHS
90%	of all new benefit enrollments occur through e-benefits.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS
100%	of monthly WRS reporting occurs without error or penalty.	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS
100%	of monthly benefits reconciliation occurs without penalty from ETF.	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS
85%	of routine progression reclassifications are approved or denied within 14 days of effective receipt.	NEEDS IMPROVEMENT ²	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	MEETS	MEETS
85%	of non-progression reclassifications are approved or denied within 45 days.	EXCEEDS	MEETS	EXCEEDS	EXCEEDS	EXCEEDS	MEETS	MEETS
85%	of DERA retention requests are resolved within 1 business day.	EXCEEDS	MEETS	NEEDS IMPROVEMENT ³	EXCEEDS	MEETS	MEETS	MEETS
100%	of employees receive EAP information within 30 days of hire.	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS

² Metric impacted by staff vacancy, should not be a gap going forward.

³ There were only two DERA retention requests. DPM processed right away, but both took more than one day for DSPS approval.

	HR Service Metric	DOA	DFI	DSPS	DOT	PSC	HEAB	WHS
85%	of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of the pre-disciplinary meeting through disposition.	EXCEEDS	MEETS	MEETS	EXCEEDS	MEETS	MEETS	MEETS
85%	of complex disciplinary violation investigations are resolved within 60 days from initiation of the pre-disciplinary meeting through disposition.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	MEETS
100%	of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS
90%	of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days. ⁴	NEEDS IMPROVEMENT	MEETS	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT
85%	of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	MEETS	MEETS
95%	of paychecks are processed without error on a bi-weekly basis.	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS
90%	of all personnel are evaluated according to the agency standard for performance, or at least annually.	MEETS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	MEETS

⁴ Analysis found that delays in hiring were due to factors outside DPM control, such as unavailability of interview panel members, declined offers, failed recruitments, or long lead times for candidates to start jobs after accepting offers. Controlling for these factors, over 96% of Region 1's jobs were filled within the 90 day target.

	HR Service Metric	DOA	DFI	DSPS	DOT	PSC	HEAB	WHS
100%	of agencies promote Well Wisconsin by ensuring employees are aware of the program.	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS	MEETS
90%	of employees complete the annual enterprise mandatory online training requirements: Respectful Workplace.	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ⁵	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ⁶	EXCEEDS
90%	of employees complete the annual enterprise mandatory online training requirements: IT Security.	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ⁷	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ⁸	EXCEEDS
90%	of employees complete the annual enterprise mandatory online training requirements: WI Public Records Law.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ⁹	EXCEEDS

⁵ Lack of clarity on whether board members were exempted from training, will clarify going forward.

⁶ Data skewed by small number of employees not completing the training.

⁷ Lack of clarity on whether board members were exempted from training, will clarify going forward.

⁸ Data skewed by small number of employees not completing the training.

⁹ Data skewed by small number of employees not completing the training.

Region 2

(Department of Corrections (DOC))

	HR Service Metric	DOC
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
100%	of agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	MEETS
85%	of fact-finding complaint reviews are completed within 30 days.	EXCEEDS
85%	of respectful workplace complaints reviews are completed within 60 days.	EXCEEDS
95%	of respectful workplace complaints received are initiated within 5 business days.	MEETS
95%	of all elections during open enrollment occur through e-benefits.	EXCEEDS
90%	of all new benefit enrollments occur through e-benefits.	EXCEEDS
100%	of monthly WRS reporting occurs without error or penalty.	MEETS
100%	of monthly benefits reconciliation occurs without penalty from ETF.	MEETS
85%	of routine progression reclassifications are approved or denied within 14 days of effective receipt.	EXCEEDS
85%	of non-progression reclassifications are approved or denied within 45 days.	EXCEEDS

	HR Service Metric	DOC
85%	of DERA retention requests are resolved within 1 business day.	EXCEEDS
100%	of employees receive EAP information within 30 days of hire.	MEETS
85%	of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of the pre-disciplinary meeting through disposition.	NEEDS IMPROVEMENT ¹⁰
85%	of complex disciplinary violation investigations are resolved within 60 days from initiation of the pre-disciplinary meeting through disposition.	MEETS
100%	of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	MEETS
90%	of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days.	MEETS
85%	of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	EXCEEDS
95%	of paychecks are processed without error on a bi-weekly basis.	MEETS
90%	of all personnel are evaluated according to the agency standard for performance, or at least annually.	EXCEEDS
100%	of agencies promote Well Wisconsin by ensuring employees are aware of the program.	MEETS
90%	of employees complete the annual enterprise mandatory online training requirements: Respectful Workplace.	EXCEEDS

¹⁰ Processing is taking 35-40 days, with delays due to witness absences or review/approval of investigatory materials. New routing processes are expected to improve this metric.

	HR Service Metric	DOC
90%	of employees complete the annual enterprise mandatory online training requirements: IT Security.	EXCEEDS
90%	of employees complete the annual enterprise mandatory online training requirements: WI Public Records Law.	EXCEEDS
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

Region 3

(Departments of Agriculture, Trade & Consumer Protections (DATCP), Children and Families (DCF), Natural Resources (DNR), Workforce Development (DWD), as well as State Fair Park (SFP))

	HR Service Metric	DATCP	DCF	DNR	DWD	SFP
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	EXCEEDS	MEETS	MEETS	MEETS
100%	of agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	MEETS	EXCEEDS	MEETS	MEETS	MEETS
85%	of fact-finding complaint reviews are completed within 30 days.	EXCEEDS	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ¹¹	EXCEEDS
85%	of respectful workplace complaints reviews are completed within 60 days.	EXCEEDS	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ¹²	EXCEEDS
95%	of respectful workplace complaints received are initiated within 5 business days.	EXCEEDS	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ¹³	EXCEEDS
95%	of all elections during open enrollment occur through e-benefits.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS
90%	of all new benefit enrollments occur through e-benefits.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS
100%	of monthly WRS reporting occurs without error or penalty.	MEETS	MEETS	MEETS	MEETS	MEETS
100%	of monthly benefits reconciliation occurs without penalty from ETF.	MEETS	MEETS	MEETS	MEETS	MEETS

¹¹ Metric impacted by being down two staff for part of the year.

¹² Metric impacted by being down two staff for part of the year.

¹³ Metric impacted by being down two staff for part of the year.

	HR Service Metric	DATCP	DCF	DNR	DWD	SFP
85%	of routine progression reclassifications are approved or denied within 14 days of effective receipt.	EXCEEDS	NEEDS IMPROVEMENT ¹⁴	NEEDS IMPROVEMENT ¹⁵	NEEDS IMPROVEMENT ¹⁶	MEETS
85%	of non-progression reclassifications are approved or denied within 45 days.	MEETS	MEETS	NEEDS IMPROVEMENT ¹⁷	NEEDS IMPROVEMENT ¹⁸	MEETS
85%	of DERA retention requests are resolved within 1 business day.	EXCEEDS	MEETS	EXCEEDS	EXCEEDS	MEETS
100%	of employees receive EAP information within 30 days of hire.	MEETS	MEETS	MEETS	MEETS	MEETS
85%	of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of the pre-disciplinary meeting through disposition.	MEETS	MEETS	EXCEEDS	EXCEEDS	EXCEEDS
85%	of complex disciplinary violation investigations are resolved within 60 days from initiation of the pre-disciplinary meeting through disposition.	EXCEEDS	NEEDS IMPROVEMENT ¹⁹	EXCEEDS	EXCEEDS	EXCEEDS
100%	of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	MEETS	EXCEEDS	MEETS	MEETS	MEETS
90%	of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days.	EXCEEDS	NEEDS IMPROVEMENT ²⁰	NEEDS IMPROVEMENT ²¹	EXCEEDS	EXCEEDS
85%	of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS

¹⁴ Metric impacted by staff vacancies.

¹⁵ Metric impacted by vacancies in staffing area, reducing capacity to complete reclassifications. Team is back to full staff and being trained on classification work.

¹⁶ Metric impacted by staff vacancies and IT classification survey.

¹⁷ Metric impacted by vacancies in staffing area, reducing capacity to complete reclassifications. Team is back to full staff and being trained on classification work.

¹⁸ Metric impacted by staff vacancies and IT classification survey.

¹⁹ Metric impacted by complainants being unavailable for investigatory interviews due to being on leave.

²⁰ Metric has improved over last year but is impacted by agency request for larger interview slates and increased use of second round interviews.

²¹ Delays largely due to agency delays in moving from certification to first offer and in more positions being announced before agency ready to hire.

	HR Service Metric	DATCP	DCF	DNR	DWD	SFP
95%	of paychecks are processed without error on a bi-weekly basis.	MEETS	MEETS	MEETS	MEETS	MEETS
90%	of all personnel are evaluated according to the agency standard for performance, or at least annually.	EXCEEDS	EXCEEDS	EXCEEDS	MEETS	EXCEEDS
100%	of agencies promote Well Wisconsin by ensuring employees are aware of the program.	MEETS	EXCEEDS	MEETS	MEETS	MEETS
90%	of employees complete the annual enterprise mandatory online training requirements: Respectful Workplace.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ²²
90%	of employees complete the annual enterprise mandatory online training requirements: IT Security.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS
90%	of employees complete the annual enterprise mandatory online training requirements: WI Public Records Law.	EXCEEDS	EXCEEDS	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ²³

²² Most of these employees are 11-day seasonal staff who receive content of training during orientation but are not able to complete the full online training.

²³ Most of these employees are 11-day seasonal staff who receive content of training during orientation but are not able to complete the full online training.

Region 4

(Departments of Health Services (DHS), Revenue (DOR), Veterans Affairs (DVA))

	HR Service Metric	DHS	DOR	DVA
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
100%	of agency HR policies and procedures will be updated within six months of an enterprise policy change or update.	MEETS	MEETS	MEETS
85%	of fact-finding complaint reviews are completed within 30 days. ²⁴	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT
85%	of respectful workplace complaints reviews are completed within 60 days.	MEETS	NEEDS IMPROVEMENT ²⁵	NEEDS IMPROVEMENT ²⁶
95%	of respectful workplace complaints received are initiated within 5 business days.	NEEDS IMPROVEMENT ²⁷	EXCEEDS	EXCEEDS
95%	of all elections during open enrollment occur through e-benefits.	EXCEEDS	EXCEEDS	EXCEEDS
90%	of all new benefit enrollments occur through e-benefits.	EXCEEDS	EXCEEDS	EXCEEDS
100%	of monthly WRS reporting occurs without error or penalty.	MEETS	MEETS	MEETS
100%	of monthly benefits reconciliation occurs without penalty from ETF.	MEETS	MEETS	MEETS
85%	of routine progression reclassifications are approved or denied within 14 days of effective receipt.	EXCEEDS	EXCEEDS	EXCEEDS

²⁴ Metric impacted by investigator vacancy for part of year, and challenges of interviewing witnesses in 24/7 facilities.

²⁵ Metric impacted by investigator vacancy for part of year.

²⁶ Metric impacted by investigator vacancy for part of year.

²⁷ Delay is largely due to challenges routing complaints from within 24/7 facilities to DPM investigators.

	HR Service Metric	DHS	DOR	DVA
85%	of non-progression reclassifications are approved or denied within 45 days. ²⁸	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT	NEEDS IMPROVEMENT
85%	of DERA retention requests are resolved within 1 business day.	EXCEEDS	EXCEEDS	MEETS
100%	of employees receive EAP information within 30 days of hire.	MEETS	MEETS	MEETS
85%	of noncomplex disciplinary violation investigations are resolved within 30 days from initiation of the pre-disciplinary meeting through disposition.	EXCEEDS	EXCEEDS	EXCEEDS
85%	of complex disciplinary violation investigations are resolved within 60 days from initiation of the pre-disciplinary meeting through disposition.	EXCEEDS	EXCEEDS	EXCEEDS
100%	of formal written employee grievances are resolved or handled in accordance with enterprise policy and associated agency policies.	MEETS	MEETS	MEETS
90%	of announced positions, excluding positions filled in staged processes such as academies or seasonal mass hires, are filled within 90 days.	NEEDS IMPROVEMENT ²⁹	MEETS	NEEDS IMPROVEMENT ³⁰
85%	of FMLA claims are processed within 5 days of receipt of all necessary paperwork.	EXCEEDS	EXCEEDS	EXCEEDS
95%	of paychecks are processed without error on a bi-weekly basis.	MEETS	MEETS	MEETS
90%	of all personnel are evaluated according to the agency standard for performance, or at least annually.	EXCEEDS	EXCEEDS	EXCEEDS

²⁸ Processing delays are largely due to large volume of non-progression reclassifications and lack of staff to process that volume of requests.

²⁹ Metric is at 89%, improved from 81% last year.

³⁰ Delay is largely due to time for agency to schedule interviews of larger applicant pools.

	HR Service Metric	DHS	DOR	DVA
100%	of agencies promote Well Wisconsin by ensuring employees are aware of the program.	MEETS	MEETS	MEETS
90%	of employees complete the annual enterprise mandatory online training requirements: Respectful Workplace.	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ³¹
90%	of employees complete the annual enterprise mandatory online training requirements: IT Security.	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ³²
90%	of employees complete the annual enterprise mandatory online training requirements: WI Public Records Law.	EXCEEDS	EXCEEDS	NEEDS IMPROVEMENT ³³

³¹ Metric skewed by Chippewa Falls Veterans Home staffed by contract agency who were not identified as needing to complete training. This has now been addressed.

³² Metric skewed by Chippewa Falls Veterans Home staffed by contract agency who were not identified as needing to complete training. This has now been addressed.

³³ Metric skewed by Chippewa Falls Veterans Home staffed by contract agency who were not identified as needing to complete training. This has now been addressed.