

# Minutes

## Enterprise Human Resource Services

### Customer Utility Board



#### Members:

**Jean Straight – Chair**  
DCBS

**Kerri Nelson – Vice-Chair**  
DEQ

**Cheryl Myers**  
HECC

**Dacia Johnson**  
OCB

**Jane Lee**  
ODOT

**Tracy Garcia**  
OHA / DHS

**Pamela Nass**  
DOC

**Juril Stover**  
ERB

**Mitch Swecker**  
DOA

**Marc Watt**  
Oregon Board of  
Pharmacy

#### DAS Support Staff:

**Barry Pack**  
Deputy Director

**Madilyn Zike**  
CHRO Administrator

**Janet Savarro**  
DBS Administrator

**Carolyn Mauroni**  
DBS Analyst

**Debby Dyer**  
Administrative Support

**Meeting Date:** February 3<sup>rd</sup>. 2016  
**Time:** 9:30-11:30 a.m.  
**Location:** Somerville Building | 775 Court St. NE  
**Attendees:** Jean Straight, Pam Nass, Juril Stover, Tracy Garcia, Jane Lee, Mitch Swecker, Cheryl Myers, Dacia Johnson  
 DAS Support: Barry Pack, Madilyn Zike, Jessica Knieling, Carolyn Mauroni, Janet Savarro, Debby Dyer  
**Guests:** Jeff Vidal, Sheri Nees,  
**Absent:** Kerri Nelson, Marc Watt

TOPIC	PRESENTER
<b>Welcome</b>	Jean Straight
Introduction of CHRO Deputy, Jessica Knieling January Minutes Review - approved Action Item: On today's agenda	
<b>HRIS Update &amp; CHRO Org-Chart</b>	Madilyn Zike
(See handout of CHRO new Org Chart) This is a work in progress, the first draft. Madilyn explained the new reporting structure. She has changed the reporting relationships, not the work they're doing. Makes more sense to have people working together who are doing the same type of work. Employee Engagement (Lisa Hylton) will be moving to CHRO, and also adding Documentation and Records Management section. Budget change? Members agreed to leave the structure as it is for 17-19 but request moving appropriation to one instead of two. Janet will talk to LFO about combining CHRO and EHRS appropriations.	
<b>Budget Timeline</b>	Janet Savarro
Exec team has put all their proposals for Policy Option packages together. Numbers should be finalized by February 18 <sup>th</sup> . Trying to get the price list finalized by March 1 <sup>st</sup> . No policy option package for EHRS. Have everything ready for March 15 <sup>th</sup> .	
<b>Rate Models Final Decision</b>	Carolyn Mauroni
Need to decide: <ul style="list-style-type: none"> <li>Which model to use for HY Systems and where to start Tier 1</li> <li>If Client Managers can't be funded 100% with no subsidies, what is our 2<sup>nd</sup> choice</li> </ul> <b>HR Systems:</b> Handout of summary. Carolyn recommends tier one charge of \$700. These rates are designed to support the systems with no subsidization of Client Managers Discussion – <b>CUB decision:</b> Agreed with the \$700 tier 1 as charge for service.  <b>Client Managers:</b> Rate based on position count. Overall there was a 24% increase. Need 24% to cover cost. Carolyn and Janet will look into why there is a 24% increase instead of 12%. Q. Is rate per hour still on the table? A. Yes the rate is in the price list. For agencies who want to opt out. Discussion of the increases and decreases for small versus large agencies. Would we have the staff to handle the one-off's while still servicing the clients paying full cost? <b>CUB decision:</b> Publish at full cost, then work down so we can at least increase some.	

**HR Shared Service Costing Methodology: IGST Discussion**

- Client managers
- Systems
- Training

**What's in those rates?**

- Personal services
- Associated S&S
- DAS Business Services overhead
- 60 working capital  
=total need/unit  
=EHRS service rate

=Cost for a Shared Service Shop - need standard definitions for future shared service providers.

**SERVICE LEVELS DETERMINE COST**

- Minimum service level OR Silver|Gold|Platinum Service levels

**FOUR POTENTIAL COST RECOVERY MODELS**

- Full cost
- Divisional cost
- Marginal cost
- No cost

**GOAL**

Framework for Shared Services

How do we govern?

**Next meeting:**

March 2<sup>nd</sup>, 2016

9:30-11:30 a.m.

Somerville Building

775 Court St. NE

Salem, Oregon 97301