

Minutes

Enterprise Human Resource Services

Customer Utility Board



Members:

Jean Straight – Chair
DCBS

Kerri Nelson – Vice-Chair
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Cheryl Myers
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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:

Bret West
Interim DAS CAO

Madilyn Zike
CHRO Administrator

Jessica Knieling
Deputy CHRO

Janet Savarro
DBS Administrator

Leah Bingham
DBS Analyst

Debby Dyer
Administrative Support

Meeting Date: May 4, 2016

Time: 9:30-11:30 a.m.

Location: Somerville Building | 775 Court St. NE

Attendees: Dacia Johnson, Laura Fenske (for Jane Lee), Jean Straight, Pam Nass, Kerri Nelson (by teleconference), Mitch Swecker, Tracy Garcia

DAS Support: Bret West, Jessica Knieling, Caitlin Breitbach, Debby Dyer

Guests: Jennifer School

Absent: Cheryl Myers, Juril Stover, Marc Watt

TOPIC	PRESENTER
Welcome	Jean Straight
<ul style="list-style-type: none"> Minutes – approved Announcement - Bret West is stepping into the Chief Administrative Officer position as Interim while Barry Pack is filling the Director's position at Lottery. 	
CUB Membership and Cadence	Bret West Madilyn Zike
<ul style="list-style-type: none"> Bret spoke to the issue of having the right balance of client agencies on the CUB. Some of the other CUBs have added people from different agencies to balance the voices heard. The members themselves are struggling with where the CUB should go from here. We had very clear direction when the CUB's first started working on the SLA's and rates, but is the direction as clear now? Trying to make the meetings meaningful. Rates – we come to a decision and then LFO changes it. Need a better understanding of how rate setting works. The CUB makes recommendations to the DAS director, and he generally accepts the recommendations. There have been surprises with recommendations that come out of LFO, and perhaps we need to figure out a better way to manage that communication. Bret wants to debrief with Barry and Janet about what went into the rates. What topics would people be interested in discussing in this CUB? Jean looks to Madilyn for subjects of interest in the HR world. The original objective of the CUB was for the HR service side focusing on the service levels and rate setting. With the merging of the policy and service side, what is our role? Do we need to change the membership to people that understand policy. Should we get a group together to look at the charter? We originally wanted all the CUB's to have a unified message. Getting our message out hasn't seemed like a priority from DAS. We have invited anyone from agencies of all sizes to come and have their voice heard, but it feels like the message is not getting out. Bret suggested talking to Matt Shelby about communication to people to come to the CUB and listen to the discussion or ask questions. 	
Action: Bret will meet with Debby to look at who has requested information through Gov Delivery.	
<ul style="list-style-type: none"> Jessica spoke to the question of whether we need to have this CUB. She thinks it's important to hear the voice of the actual customer and not just the internal HR people. 	
CUB discussion:	

- CUB is willing to do what they need to do, but are looking to DAS before they make decisions. The Exec team needs to decide if the EHRS CUB is needed anymore.

Minimum Service Level

Bret West
Jean Straight

- What is the minimum level of HR services that every state agency needs to make sure they have? Some agencies don't want DAS HR because they don't want to pay for the entire service.
- Is there a state government standard?
- Will HRIS automate some of the things that a HR professional is now doing?
- One of the biggest areas where a HR professional can help is if you're having issues with an employee. They can advise you about the steps to take and help keep a small issue from becoming a big issue.

Madilyn and Jessica are resistant to stating a minimum service level. Statute, Rule and Policy are the things we have to do, but it's in the interpretation, best practices and the quality of service. The CUB feels like CHRO is already doing that.

- Small agencies still don't have an HR professional for expertise. Small agencies don't feel like they have a voice in decisions. George has been made aware of this by ELT and wants to get them into a forum.

State Government as an Enterprise has been very beneficial to the small agencies. Hoping the Enterprise thinking does not go away.

Performance Metrics discussion

Jessica Knieling
Ty Hendricks

Metrics should drive behavior. Are these the things you want to be measuring? The objective is to see that the process is flowing.

What's the right target and are you measuring the right thing?

CUB consensus was that we keep these metrics in place and take recommendations on how to supplement them. This could be a future agenda item to dive into what makes these work.

Current HR Advisor Projects

Jennifer Schoorl
Madilyn Zike

Our group is comprised similar to ELT, top 10 or 12 HR agencies. We are asking the questions and trying to come up with solutions. This group has put out a survey to HR director group and training and development group.

Concentrating on these projects:

1. Training materials and resources
2. Organizational change methods
3. Generational needs and solutions
4. Employee Recognition resources
5. HR community of practice – how do we become a better force to help support one another.

How do we communicate these projects out to all agencies.

Next meeting:

June 1, 2016
9:30-11:30 a.m.
Somerville Building
775 Court St. NE
Salem, Oregon 97301