

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 Interim
Administrator

Carolyn Mauroni
DBS Analyst

Debby Dyer
Administrative Support

Meeting Date: December 2nd, 2015
Time: 9:30-11:30 a.m.
Location: Somerville Building | 775 Court St. NE
Attendees: Kerri Nelson, Jean Straight, Dacia Johnson, Jane Lee, Pam Nass, Mitch Swecker
DAS Support: Barry Pack, Mark Rasmussen (for Madilyn Zike) Carolyn Mauroni, Caitlin Breitbach, Debby Dyer
Guests: Jeff Vidal, Sherry Nees, Patty Cuno, Jeanette Miley, Kay Erickson
Absent: Cheryl Myers, Juril Stover, Tracy Garcia, Marc Watt

| TOPIC | PRESENTER |
|--|-----------------|
| Welcome | Jean Straight |
| November Minutes Review – approved Action Item review - completed | |
| Budget Update | Kay Erickson |
| Really early estimate for 17-19. Projecting forward, to manage expectations. Expenditures growing 10-11%, but revenue growing around 9%. PERS, investment returns and investment growths are lower than expected. Oregon is still in great shape compared to the rest of the nation. Looking at a large gap for projected current service level. Just an early look. 5-6% reduction from current service level. 15-17 is still in good position. Depending on decisions made in Feb session, the ending balance may be much lower. For rate setting, charges may go up in the future. | |
| SLA Performance Report | Jeff Vidal |
| <ul style="list-style-type: none"> • All measures met targets except #4. 2. Average number of days to deliver a customized PPDB report <ul style="list-style-type: none"> ◦ Suggest changing the PPDB measure for running reports to show a true representation of time took to run report. 4. Average number of days to provide employee investigation recommendations. <ul style="list-style-type: none"> ◦ Target not met due to one long investigation during the quarter. 7. Percentage of students with an increase in their training scores <ul style="list-style-type: none"> ◦ Changed to have a pre and post-test. Time to set a target, but should wait till after the rates on iLearn are decided. No formal complaints sent to the complaint mailbox. Shows we are resolving issues at the appropriate level and not letting them escalate. | |
| iLearn Current Methodology | Carolyn Mauroni |
| Carolyn explained the iLearn current calculation and basis for 2017-19 charge for service. Difference between a customer and active user. <ul style="list-style-type: none"> ◦ Customer is an agency. ◦ User is someone who has logged in to the system during the biennium. CUB discussion: | |
| iLearn Recommended Methodology | Jeff Vidal |
| Jeff presented 4 rate models to CUB members for review. The members expressed interest in the 7 tiered model as it seems to make the most sense. CUB members discussed the 7 tier model and agreed they did not see a big swing in the rates using this model. With legislative changes, you could lock in the rate with mid | |

biennium changes.

Action Items:

1. Jeff agreed to fine tune the 7 tier system, and come back with an 8 and 9 tier model for their review as well.
2. The managers of PPDB and eRecruit agreed to bring similar rate model recommendations for their programs.

Updates

Barry Pack

- Improving Government –
- Workspace strategies – space utilization
- How to remove barriers to agencies providing a shared service.

Is there a way to standardize cost methodologies? HR is where they wanted to start. How the costs get allocated, by FTE or transactional. You have a whole series of services and outcomes that are transactional. You can determine different tiers of service. Will present a concept next week.

Next meeting:

January 6, 2016

9:30-11:30 a.m.

Somerville Building

775 Court St. NE

Salem, Oregon 97301