



**Human Resources Enterprise
Customer Council Meeting**

**November 2, 2005
1:30-3:30**

**Grimes North Conference Room
Grimes Building**



- | | |
|---|---------------------------------------|
| 1. Call to Order | Bill Snyder |
| 2. Approval of 10-05-05 Minutes | Bill Snyder |
| 3. Updates | Bill Snyder
Nancy Berggren |
| 4. Budget Report | Denise Sturm |
| 5. Customer Council Focus Group Review | Nancy Berggren |
| 6. Program Review-Classification and Compensation | Bill West |
| 7. Discussion of Program Review Material | Bill Snyder |
| 8. Approval of FY07 Business Plan | Bill Snyder |
| 9. Future Meetings | Bill Snyder |
| 10. Close and Adjourn | Bill Snyder |

Department of Administrative Services - HRE Enterprise
Comparison of FY05

Customer Council Census counts to Actual Billed FY05 Census counts

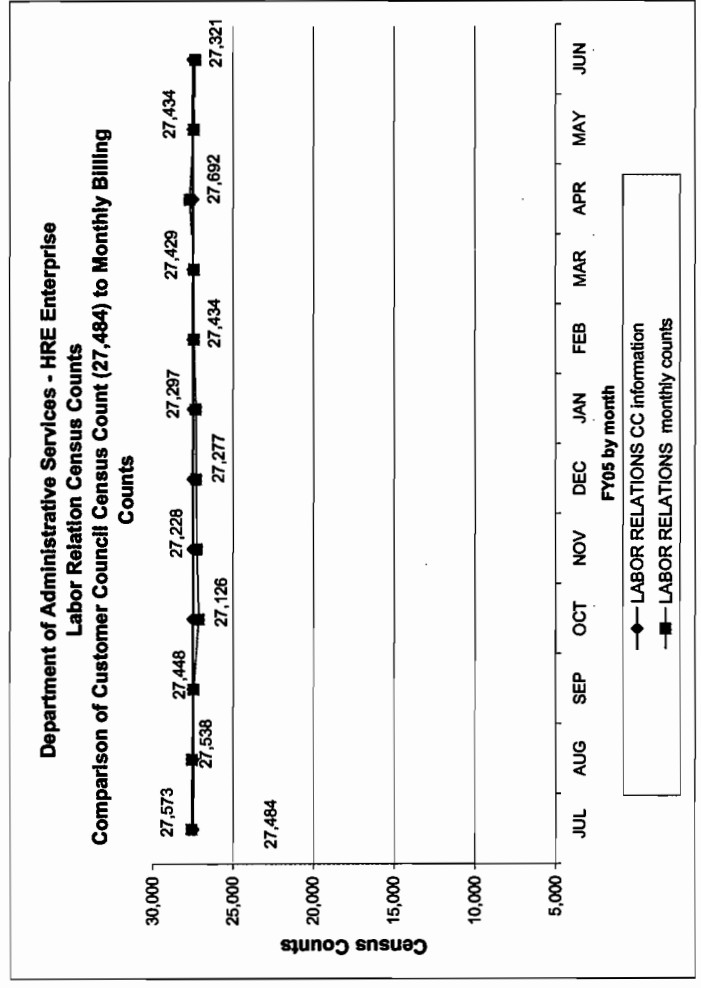
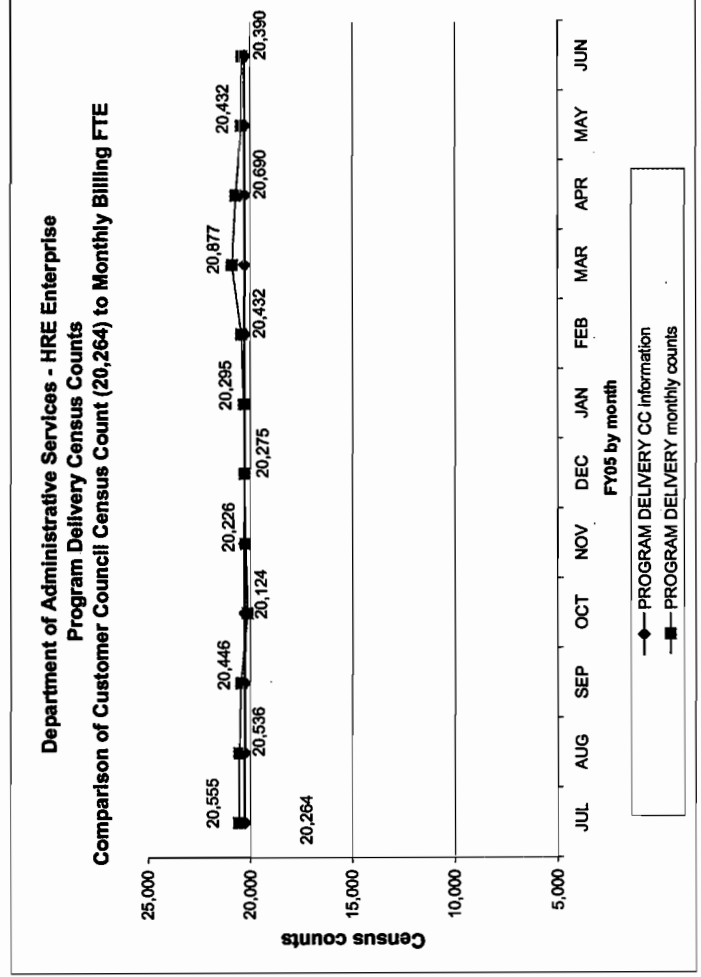
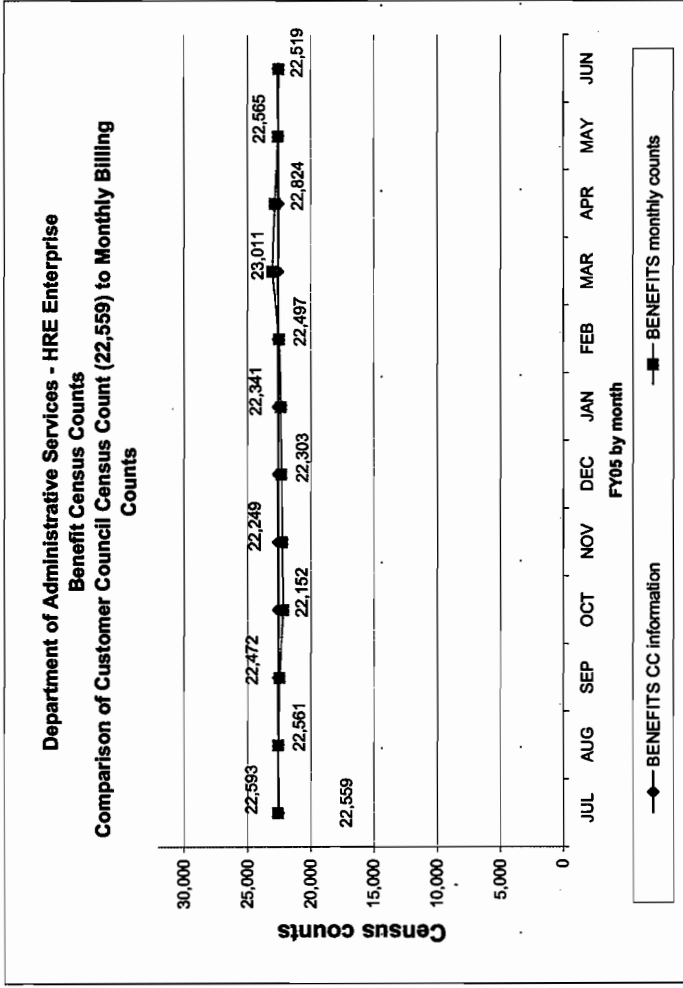
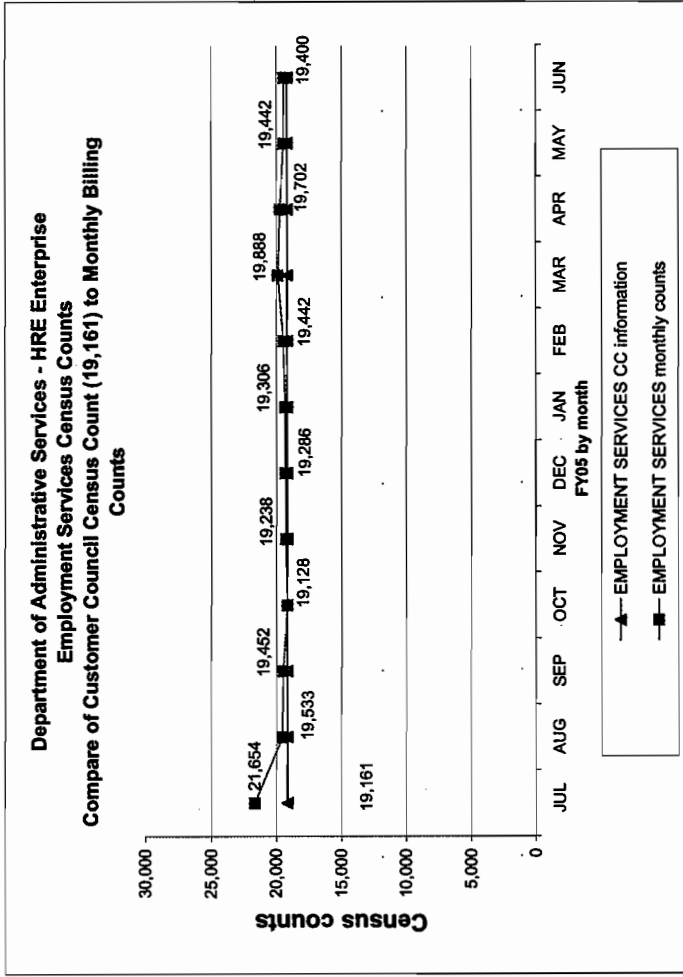
Month	Employment Services Customer Council		Benefits Customer Council		Program Delivery Customer Council		Labor Relations Customer Council	
	Actual	Customer Council	Actual	Customer Council	Actual	Customer Council	Actual	Customer Council
JUL	21,654	[REDACTED]	22,593	[REDACTED]	20,555	[REDACTED]	27,573	[REDACTED]
AUG	19,533	[REDACTED]	22,561	[REDACTED]	20,536	[REDACTED]	27,538	[REDACTED]
SEPT	19,452	[REDACTED]	22,472	[REDACTED]	20,446	[REDACTED]	27,448	[REDACTED]
OCT	19,128	[REDACTED]	22,152	[REDACTED]	20,124	[REDACTED]	27,126	[REDACTED]
NOV	19,238	[REDACTED]	22,249	[REDACTED]	20,226	[REDACTED]	27,228	[REDACTED]
DEC	19,286	[REDACTED]	22,303	[REDACTED]	20,275	[REDACTED]	27,277	[REDACTED]
JAN	19,306	[REDACTED]	22,341	[REDACTED]	20,295	[REDACTED]	27,297	[REDACTED]
FEB	19,442	[REDACTED]	22,497	[REDACTED]	20,432	[REDACTED]	27,434	[REDACTED]
MARCH	19,888	[REDACTED]	23,011	[REDACTED]	20,877	[REDACTED]	27,429	[REDACTED]
APRIL	19,702	[REDACTED]	22,824	[REDACTED]	20,690	[REDACTED]	27,692	[REDACTED]
MAY	19,442	[REDACTED]	22,565	[REDACTED]	20,432	[REDACTED]	27,434	[REDACTED]
JUNE	19,400	[REDACTED]	22,519	[REDACTED]	20,390	[REDACTED]	27,321	[REDACTED]

Source of information

- ~ Customer Council census counts were from the FY05 Customer Council information presented for rate analysis
- ~ The information was an five quarter average of 2003, 4th quarter and all 4 quarters of 2004.
- ~ The actual census counts represent the census counts that were used in the billing for each month noted.

DEPARTMENT OF ADMINISTRATIVE SERVICES
FY05 HRE UTILITY RATES

Comparison of Customer Council Census counts to billing Census counts



Department of Administrative Services - HRE Enterprise
 Comparison of FY06
 Customer Council census counts to Actual Billed FY06 census counts

Month	Employment Services - Merit Customer Council		Employment Services - Merit & Non-Merit Customer Council		Benefits Customer Council		Program Delivery Customer Council		Labor Relations Customer Council	
	Actual	Customer Council	Actual	Customer Council	Actual	Customer Council	Actual	Customer Council	Actual	Customer Council
JUL	17,072	[REDACTED]	19,312	[REDACTED]	22,488	[REDACTED]	20,399	[REDACTED]	27,153	[REDACTED]
AUG	16,866	[REDACTED]	19,490	[REDACTED]	22,437	[REDACTED]	20,748	[REDACTED]	22,832	[REDACTED]
SEPT	17,223	[REDACTED]	20,063	[REDACTED]	22,755	[REDACTED]	20,654	[REDACTED]	36,328	[REDACTED]
OCT	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
NOV	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
DEC	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
JAN	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
FEB	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
MARCH	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
APRIL	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
MAY	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]
JUNE	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]	0	[REDACTED]

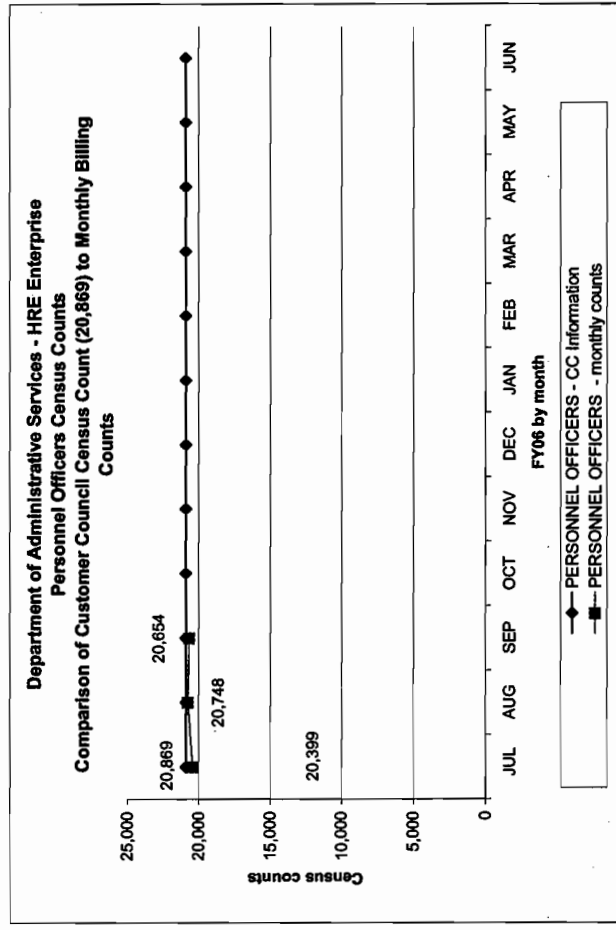
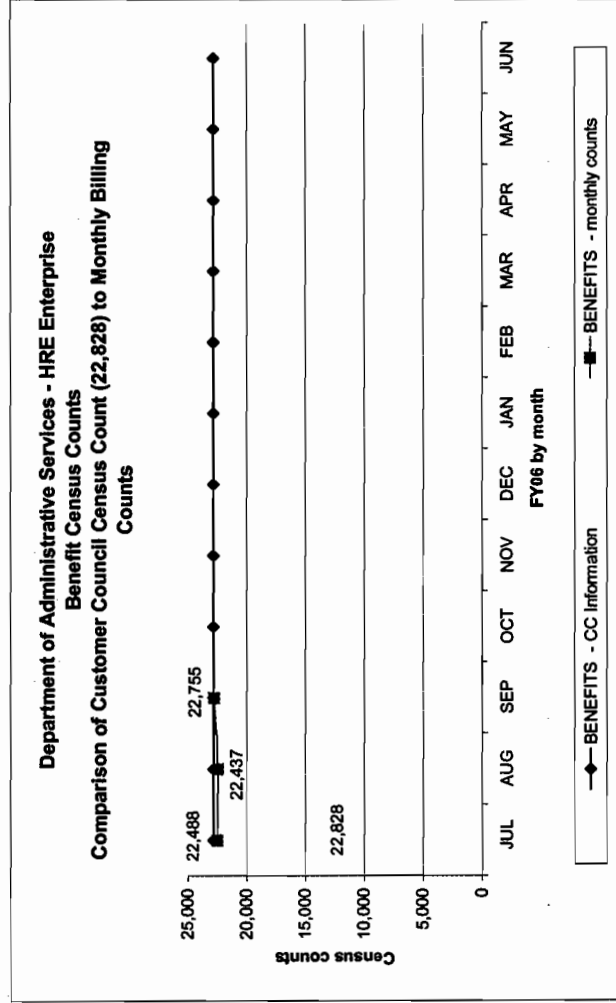
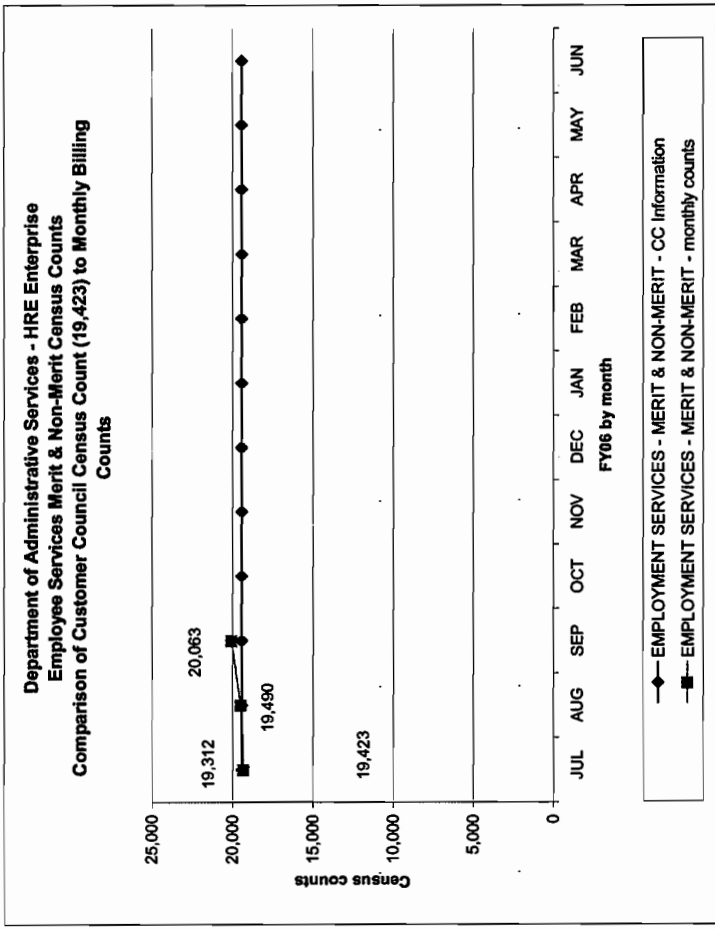
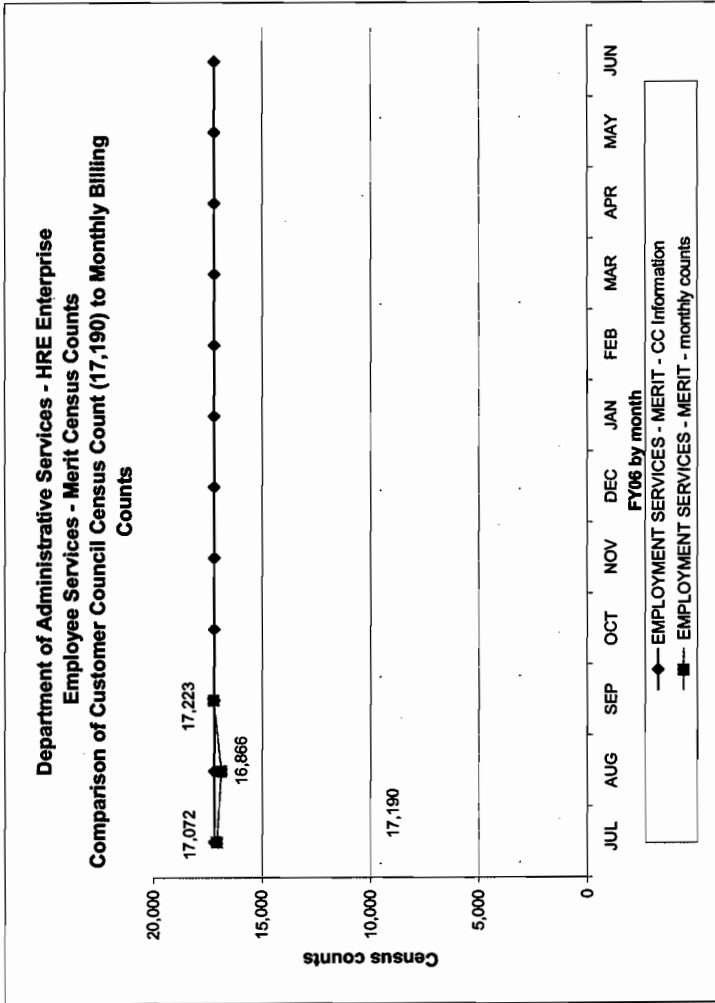
Source:

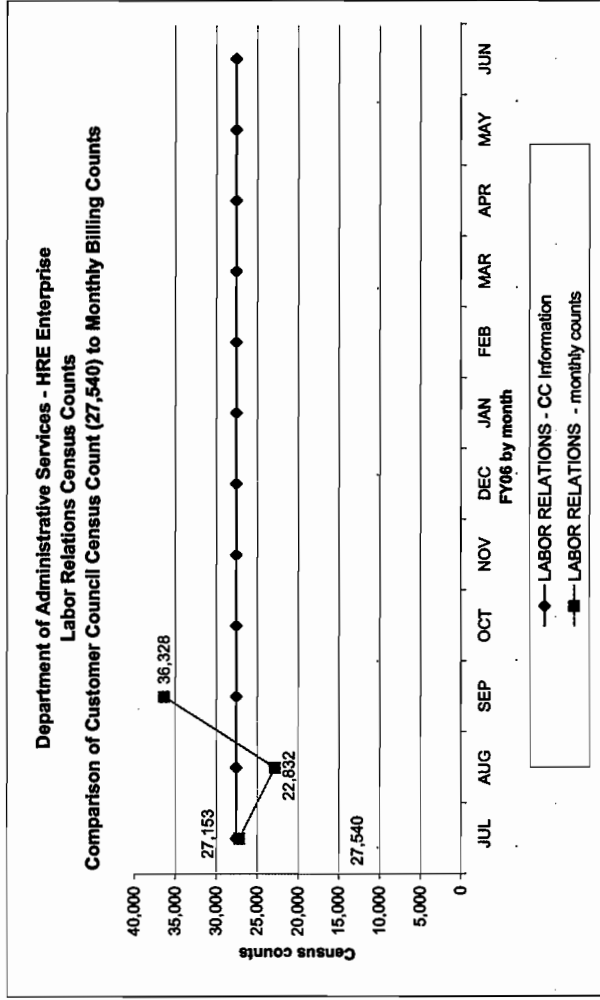
- ~ **Customer Council** census counts were from the FY06 Customer Council information presented for rate analysis.
- ~ The information was a five quarter average of 4th quarter 2003, and all 4 quarters of 2004.
- ~ The actual census counts represent the census counts that were used in the billing for each month noted.
- ~ Employee census data comes from a combined file reported to the Department of Management. This file is a combination of department reported employee census data. Department of Transportation, Community Based Corrections (CBC's), Judicial and Executive Branch Departments are all contained in the data.
- ~ The Fair Board directly reports its census data to the Department of Administrative Services (DAS). The Regents Institutions (Iowa State University, University of Iowa, University of Northern Iowa, Iowa School for the Deaf and Iowa Braille and Sight Saving School) AFSME staff data is sent directly by the Board of Regents office to DAS.
- ~ The "universe" was defined for calculation purposes in FY05. In FY06 an additional filter was applied resulting in; Employment Services - Merit and also Employment Services - Non Merit and Merit.

Frequent Questions / Comments:

- (1) Customers found the "merit only" separate bill difficult to understand. Many would have preferred the service separated as merit employees or non merit employees. Customers do not understand merit vs. non merit and merit employees set up in HRIS.
- (2) The bill is based on the 2nd pay period of the month before the service billing month due to payroll rewrites. Example: 2nd pay period, July information will be used for August services billed in September, 2nd pay period, August - billed in October...

DEPARTMENT OF ADMINISTRATIVE SERVICES
 FY06 HRE UTILITY RATES
 Comparison of Customer Council Census Counts to Billing Census Counts





The Regents have been unable to provide the electronic file for billing purposes in FY06. Due to the timing of the problem, Regents were not billed in the month of August, resulting in a large decrease in the total census counts. For the month of September the Regents were billed for both August and September, using July data, resulting in a large increase in the monthly census count used. Regents will continue to be billed using the July census information until resolved. A reconciliation and true-up in the billing year-to-date will then be completed and processed. We will also implement a "month gap" in the information used for Regents; for example, 2nd pay period, July information will be used for August services billed in September, 2nd pay period, August - billed in October... These changes assist DAS in being able to meet the targeted date of billing by the 10th business day of the month.

**DEPARTMENT OF ADMINISTRATIVE SERVICES
HUMAN RESOURCES ENTERPRISE
FINANCIAL REPORTS FOR AUGUST 2005**

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5.	HRE – Org C672 (Roll-up) Benefits
6.	HRE – Org D672 Employment Services

Department of Administrative Services
 HRE Operations Roll-up
 8/31/2005
 HRE Operations by Line of Service

	Year to Date Total	Business Operations	PDS - Personnel Officers	PDS - Labor Relations	Benefits	Employment Services
Resources:						
Utility Receipts		36,226				
HR Business Operations	36,226					
PDS - Labor Relations	88,475		88,475			
PDS - Personnel Officers	176,875	176,875				
PDS - Golden Dome	45	45				
Benefits - Group Insurance	42,120			42,120		
Benefits - Pre-tax Programs	62,042			62,042		
Benefits - Health Insurance Adm	99,633			99,633		
Employment Services	201,415				201,415	
Pass-Through Receipts						
Benefits - Worker's Comp Adm	51,159			51,159		
Benefits - Unemployment Claims	0			0		
Benefits - Innovations	0			0		
Indirect Revenues:						
HRE Admin/Shared Services	80,328	19,616	13,278	26,002	21,431	
Total Resources	838,317	196,536	101,753	280,956	222,846	
Direct Expenditures:						
Direct Expenses - Utility		41,809				
HR Business Operations	41,809					
PDS - Labor Relations	88,844		88,844			
PDS - Personnel Officers	168,640	168,640				
PDS - Golden Dome	2,221	2,221				
Benefits - Group Insurance	21,106			21,106		
Benefits - Pre-tax Programs	51,899			51,899		
Benefits - Health Insurance Adm	114,083			114,083		
Employment Services	250,219				250,219	
Direct Expenses - Pass-Through						
Benefits - Worker's Comp Adm	32,667			32,667		
Benefits - Unemployment Claims	22,893			22,893		
Indirect Expenses:						
HRE Admin/Shared Services	78,978	19,286	13,055	25,565	21,071	
Total Expenses	873,359	190,147	101,899	268,213	271,290	
NET CASH (DEFICIT) FROM OPERATIONS	(35,042)	6,389	(146)	12,743	(48,444)	

Target % at end of month = 16.6%

**HRE Roll Up
(D672 and rollup of A672, B672, and C672)**

Resources:

Worker's Comp Transfer
Health Admin Transfers
Intra-State Reimbursements
Golden Dome Revenues
Unemployment Claims Mgmt Revenues
Refunds & Reimbursements
Utility Billing Revenue - Empl Svcs - Merit Only
Utility Billing Revenue - Empl Svcs - Merit & Nonmerit
Utility Billing Revenue - Benefits
Utility Billing Revenue - Labor Relations
Utility Billing Revenue - Program Delivery

Total Resources

August 2005		Target % at end of month = 16.6%		Current		
Resources	Monthly Budget	% Under/Over	Total Resources	Annual Budget	% Received	Accrued Receivables
29,308	25,580	14.58%	51,159	306,957	16.67%	0
52,633	54,750	-3.87%	99,633	657,000	15.16%	76,000
9,035	20,896	-56.76%	12,764	250,749	5.09%	0
45	3,262	-98.62%	45	39,139	0.11%	0
0	1,921	-100.00%	0	23,047	0.00%	0
5	8,495	-99.94%	9	101,937	0.01%	0
24,992	3,496	614.04%	50,228	41,951	119.73%	50,228
94,331	115,145	-18.08%	187,799	1,381,734	13.59%	187,799
61,478	52,620	16.83%	123,096	631,437	19.49%	123,096
47,653	57,726	-17.45%	104,558	692,713	15.09%	104,558
105,399	105,257	0.13%	209,027	1,263,088	16.55%	209,027
424,849	449,146	-5.41%	836,317	5,389,752	15.55%	750,708

August 2005		Target % at end of month = 16.6%		Current		
Expenditures	Monthly Budget	% Under/Over	Total Expenditures	Total Budget	Percent Obligated	Encumbrances
427,168	326,686	30.76%	722,957	3,920,235	17.64%	50,603
4,397	3,858	13.97%	4,397	46,300	9.50%	2,146
121	125	-3.50%	279	1,500	18.59%	279
185	185	0.00%	185	2,220	8.33%	185
1,728	1,250	38.27%	3,390	15,000	22.60%	1,728
1,589	2,765	-42.54%	3,836	33,182	11.56%	1,684
1,255	2,646	-52.59%	1,733	31,750	5.46%	587
6,205	2,890	114.69%	6,205	34,680	17.89%	6,195
1,894	2,980	-36.45%	3,686	35,760	10.31%	1,894
0	17	-100.00%	0	200	0.00%	0
28,192	29,227	-3.54%	28,192	350,721	8.04%	3,143
311	90	247.16%	476	1,075	44.28%	311
26,085	26,752	-2.49%	52,170	321,018	16.25%	52,170
0	142	-100.00%	0	1,700	0.00%	0
0	433	-100.00%	0	5,200	0.00%	0
0	2,250	-100.00%	0	27,000	0.00%	0
5,666	8,722	-35.03%	9,083	104,659	8.68%	9,083
20,970	15,972	31.29%	36,771	191,662	19.19%	36,771
0	419	-100.00%	0	5,032	0.00%	0
0	462	-100.00%	0	5,542	0.00%	0
0	591	-100.00%	0	7,087	0.00%	0
525,765	428,460	22.71%	873,359	5,141,523	16.37%	166,779

(3,507)

(100,916)

Resources Over/(Under) Expenditures

194,491

38,595

Fund Cash Balance

Working Capital (Included in Cash Balance)
Aug FY06 - HRE financials Cust Council.xls HRE summary

530,728

HRE - Org A672 (Roll Up) HRE Leadership

Revenues:

Intra-State Reimbursements	
Utility Billing Revenue - Empl Svcs - Merit Only	
Utility Billing Revenue - Empl Svcs - Merit & Nonmerit	
Utility Billing Revenue - Benefits	
Utility Billing Revenue - Labor Relations	
Utility Billing Revenue - Program Delivery	
Total Revenues	

August 2005

Resources	Monthly Budget	% Under/Over
9,035	20,896	-56.76%
3,839	3,496	9.82%
14,508	14,087	2.99%
9,455	7,277	29.93%
7,329	7,984	-8.20%
16,210	14,557	11.36%
60,382	68,296	-11.59%

Target % at end of month = 16.6%

Total Resources	Annual Budget	% Received
12,764	250,749	5.09%
7,726	41,951	18.42%
28,887	169,042	17.09%
18,934	87,328	21.68%
16,083	95,802	16.79%
32,152	174,685	18.41%
116,554	819,557	14.22%

Current

Accrued Receivables
0
7,726
28,887
18,934
16,083
32,152
103,781

Expenditures:

Personal Services *	
Supplies, Office	
Printing	
Postage	
Communications	
Professional Services/Consulting	
Outside Services	
Transfers, Intra-State	
Outside Services & Repairs	
Auditor of State	
Reimbursements Other State Agencies	
Reimbursements, ITE	
Workers Compensation	
IT Equipment	
Other Expenses and Obligations	
Total Expenditures	

Expenditures	Monthly Budget	% Under/Over
15,220	15,302	-0.54%
978	1,685	-41.98%
0	158	-100.00%
6,195	2,890	114.37%
197	97	103.94%
0	4,463	-100.00%
0	54	-100.00%
26,085	26,752	-2.49%
0	383	-100.00%
0	2,250	-100.00%
5,149	3,930	31.02%
12,958	9,766	32.68%
0	317	-100.00%
0	241	-100.00%
0	9	-100.00%
66,781	68,296	-2.22%

Total Expenditures	Total Budget	Percent Obligated
28,893	183,620	15.74%
3,139	20,225	15.52%
0	1,900	0.00%
6,195	34,680	17.86%
399	1,160	34.44%
0	53,558	0.00%
0	650	0.00%
52,170	321,018	16.25%
0	4,600	0.00%
0	27,000	0.00%
5,199	47,156	11.02%
24,791	117,190	21.15%
0	3,803	0.00%
0	2,889	0.00%
0	108	0.00%
120,787	819,557	14.74%

Encumbrances
2,710
1,078
0
6,195
197
0
0
52,170
0
0
5,199
24,791
0
0
0
92,340

(6,399)

(4,233)

Resources Over/(Under) Expenditures

HRE - Org B672 (Roll Up) Program Delivery Services

Revenues:

Golden Dome Revenues			
Utility Billing Revenue - Labor Relations			
Utility Billing Revenue - Program Delivery			
Total Revenues			

August 2005

Resources	Monthly Budget	% Under/Over
45	3,262	-98.62%
40,324	49,743	-18.93%
89,189	90,700	-1.67%
129,558	143,704	-9.84%

Target % at end of month = 16.6%

Total Resources	Annual Budget	% Received
45	39,139	0.11%
88,475	596,911	14.82%
176,875	1,088,403	16.25%
265,395	1,724,453	15.39%

Current

Accrued Receivables	0
	88,475
	176,875
	265,350

Expenditures:

Personal Services *		
Travel, In-State		
State Vehicle Operation		
State Vehicle Depreciation		
Travel, Out-of-State		
Supplies, Office		
Printing		
Communications		
Professional Services/Consulting		
Outside Services		
Outside Services & Repairs		
Reimbursements Other State Agencies		
Reimbursements, ITE		
Workers Compensation		
IT Equipment		
Other Expenses and Obligations		
Total Expenditures		

Expenditures	Monthly Budget	% Under/Over
132,704	133,293	-0.44%
2,967	2,992	-0.82%
182	125	45.26%
185	185	0.00%
131	0	0.00%
9	602	-98.46%
0	231	-100.00%
494	1,017	-51.42%
145	417	-65.20%
240	0	0.00%
0	50	-100.00%
201	1,914	-89.49%
1,508	2,250	-32.98%
0	47	-100.00%
0	2	-100.00%
0	582	-100.00%
138,766	143,704	-3.44%

Total Expenditures	Total Budget	Percent Obligated
249,563	1,599,512	15.60%
2,967	35,900	8.27%
279	1,500	18.59%
185	2,220	8.33%
1,793	0	0.00%
9	7,218	0.13%
0	2,770	0.00%
932	12,200	7.64%
145	5,000	2.90%
240	0	0.00%
0	600	0.00%
492	22,970	2.14%
3,101	27,000	11.48%
0	566	0.00%
0	18	0.00%
0	6,979	0.00%
259,705	1,724,453	15.06%

Encumbrances	20,387
	716
	279
	185
	131
	9
	0
	494
	0
	240
	0
	492
	3,101
	0
	0
	0
	26,034

(9,209)

5,690

Resources Over/(Under) Expenditures

HRE - Org C672 (Roll Up) Benefits

Revenues:

	August 2005	%
Resources	Monthly Budget	Under/Over
Worker's Comp Transfer	25,580	14.58%
Health Admin Transfers	54,750	-3.87%
Unemployment Claims Mgmt Revenues	1,921	-100.00%
Utility Billing Revenue - Benefits	45,342	14.73%
Total Revenues	127,593	4.99%

Target % at end of month = 16.6%

	Total Resources	Annual Budget	% Received
	51,159	306,957	16.67%
	99,633	657,000	15.16%
	0	23,047	0.00%
	104,162	544,109	19.14%
	254,954	1,531,113	16.65%

Current

	Accrued Receivables
	0
	76,000
	104,162
	180,162

	Monthly Budget	% Under/Over
Expenditures	94,725	34.56%
Personal Services *	783	82.56%
Travel, In-State	0	0.00%
State Vehicle Operation	1,000	-100.00%
Travel, Out-of-State	394	-72.52%
Supplies, Office	1,358	-100.00%
Printing	9	0.00%
Postage	1,098	-52.22%
Communications	17	-100.00%
Rentals	24,347	15.20%
Professional Services/Consulting	8	752.00%
Outside Services	100	-100.00%
Advertising and Publicity	1,647	-90.44%
Reimbursements Other State Agencies	1,848	171.33%
Reimbursements, ITE	48	-100.00%
Workers Compensation	220	-100.00%
IT Equipment	127,593	27.56%
Total Expenditures	162,760	

	Total Expenditures	Total Budget	Percent Obligated
	205,856	1,136,697	18.11%
	1,430	9,400	15.21%
	0	0	0.00%
	0	12,000	0.00%
	194	4,729	4.11%
	0	16,300	0.00%
	9	0	0.00%
	1,020	13,180	7.74%
	0	200	0.00%
	28,047	292,163	9.60%
	71	100	71.00%
	0	1,200	0.00%
	157	19,758	0.80%
	5,864	22,172	26.45%
	0	579	0.00%
	0	2,635	0.00%
	242,648	1,531,113	15.85%

	Accrued Expenditures
	14,615
	1,430
	0
	0
	104
	0
	0
	525
	0
	3,143
	71
	0
	157
	5,864
	0
	0
	25,909

(28,797)

12,306

Resources Over/(Under) Expenditures

HRE - Org D672 Employment Services

Revenues:

Refunds & Reimbursements	0	8,495	0.00%	0.00%
Utility Billing Revenue - Empl Svcs - Merit Only	21,123	0	0.00%	0.00%
Utility Billing Revenue - Empl Svcs - Merit & Nonmerit	79,822	101,058	-21.01%	13.10%
Total Revenues	100,945	109,552	-7.86%	15.32%

FTE's	August 2005			%		
	Resources	Monthly Budget	Under/Over	Resources	Received	
15.0	120,249	83,367	44.24%	207,110	1,000,406	20.70%
	31,535	20,686	52.45%	31,535	248,229	12.70%
	0	83	-100.00%	0	1,000	0.00%
	1,597	250	538.98%	1,597	3,000	53.25%
	494	84	486.34%	494	1,010	48.86%
	1,255	898	39.65%	1,733	10,780	16.08%
	678	768	-11.76%	1,335	9,220	14.48%
	0	27	-100.00%	165	325	50.77%
	0	42	-100.00%	0	500	0.00%
	159	1,231	-87.09%	3,235	14,775	21.90%
	1,491	2,108	-29.29%	3,015	25,300	11.92%
	0	7	-100.00%	0	84	0.00%
Total Expenditures	157,457	109,552	43.73%	250,219	1,314,629	19.03%

(56,512)

(48,804)

Resources Over/(Under) Expenditures

Target % at end of month = 16.6%				
Total Resources	Annual Budget	% Received	Current Accrued Receivables	
0	101,937	0.00%	0	
42,502	0	0.00%	42,502	
158,912	1,212,692	13.10%	158,912	
201,415	1,314,629	15.32%	201,415	

Total Expenditures	Total Budget	Percent Obligated
207,110	1,000,406	20.70%
31,535	248,229	12.70%
0	1,000	0.00%
1,597	3,000	53.25%
494	1,010	48.86%
1,733	10,780	16.08%
1,335	9,220	14.48%
165	325	50.77%
0	500	0.00%
3,235	14,775	21.90%
3,015	25,300	11.92%
0	84	0.00%
250,219	1,314,629	19.03%

(48,804)

(48,804)

**DEPARTMENT OF ADMINISTRATIVE SERVICES
HUMAN RESOURCES ENTERPRISE
FINANCIAL REPORTS FOR SEPTEMBER 2005**

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Department of Administrative Services
HRE Operations Roll-up
9/30/2005
HRE Operations by Line of Service

	Year to Date Total				
	Business Operations	PDS - Personnel Officers	PDS - Labor Relations	Benefits	Employment Services
Resources:					
Utility Receipts	46,847				
HR Business Operations	152,338				
PDS - Labor Relations		265,037	152,338		
PDS - Personnel Officers		45			
PDS - Golden Dome					
Benefits - Group Insurance				63,320	
Benefits - Pre-tax Programs				93,265	
Benefits - Health Insurance Adm				121,000	
Employment Services					295,657
Pass-Through Receipts					
Benefits - Worker's Comp Adm				76,739	
Benefits - Unemployment Claims				0	
Indirect Revenues:					
HRE Admin/Shared Services		23,071	15,617	30,581	25,206
Total Resources	46,847	288,153	167,955	384,905	320,863
Direct Expenditures:					
Direct Expenses - Utility	63,909				
HR Business Operations	122,100		122,100		
PDS - Labor Relations		249,138			
PDS - Personnel Officers		3,273			
PDS - Golden Dome					
Benefits - Group Insurance				24,788	
Benefits - Pre-tax Programs				77,798	
Benefits - Health Insurance Adm				138,975	
Employment Services					339,323
Direct Expenses - Pass-Through					
Benefits - Worker's Comp Adm				48,605	
Benefits - Unemployment Claims				22,893	
Indirect Expenses:					
HRE Admin/Shared Services		29,693	20,100	39,360	32,441
Total Expenses	63,909	282,104	142,199	352,420	371,765
NET CASH (DEFICIT) FROM OPERATIONS	(17,062)	6,048	25,756	32,486	(50,901)

Department of Administrative Services

Fund 0672

FY 2006 Financial Summary

September 2005

Target % at end of month = 25%

**HRE Roll Up
(D672 and rollup of A672, B672, and C672)**

Resources:

Worker's Comp Transfer
 Health Admin Transfers
 Intra-State Reimbursements
 Golden Dome Revenues
 Unemployment Claims Mgmt Revenues
 Refunds & Reimbursements
 Utility Billing Revenue - Empl Svcs - Merit Only
 Utility Billing Revenue - Empl Svcs - Merit & Nonmerit
 Utility Billing Revenue - Benefits
 Utility Billing Revenue - Labor Relations
 Utility Billing Revenue - Program Delivery

Total Resources

	Resources	Monthly Budget	% Under/Over
	25,580	25,580	0.00%
	21,367	54,750	-60.97%
	10,732	20,896	-48.64%
	0	3,262	-100.00%
	0	1,921	-100.00%
	0	8,495	-100.00%
	26,610	3,496	661.18%
	71,721	115,145	-37.71%
	54,229	52,620	3.06%
	67,650	57,726	17.19%
	92,516	105,257	-12.10%
Total Resources	370,406	449,146	-17.53%

	Total Resources	Annual Budget	% Received
	76,739	306,957	25.00%
	121,000	657,000	18.42%
	23,496	250,749	9.37%
	45	39,139	0.11%
	0	23,047	0.00%
	9	101,937	0.01%
	76,838	41,951	183.16%
	259,520	1,381,734	18.78%
	177,325	631,437	28.08%
	172,208	692,713	24.86%
	301,543	1,263,088	23.87%
	1,208,723	5,389,752	22.43%

	Accrued Receivables
	0
	85,326
	4,312
	0
	0
	49,124
	138,883
	104,310
	118,046
	169,383
	664,251

Target % at end of month = 25%

Expenditures	Monthly Budget	% Under/Over
246,530	326,686	-24.54%
5,125	3,858	32.83%
150	125	19.76%
185	185	0.00%
1,009	1,250	-19.32%
85	2,765	-96.91%
567	2,646	-78.58%
3,456	2,890	19.58%
2,138	2,980	-28.26%
0	17	-100.00%
3,248	29,227	-88.89%
(94)	90	-204.93%
26,085	26,752	-2.49%
0	142	-100.00%
93	433	-78.49%
0	2,250	-100.00%
6,035	8,722	-30.80%
17,784	15,972	11.35%
0	419	-100.00%
7,493	462	1522.52%
0	591	-100.00%
Total Expenditures	319,889	-25.34%

Total Expenditures	Total Budget	Percent Obligated
938,556	3,920,235	23.94%
9,522	46,300	20.57%
429	1,500	28.57%
370	2,220	16.67%
4,399	15,000	29.32%
3,922	33,182	11.82%
2,300	31,750	7.24%
9,660	34,680	27.86%
5,827	35,760	16.29%
0	200	0.00%
31,440	350,721	8.96%
382	1,075	35.53%
78,254	321,018	24.38%
0	1,700	0.00%
93	5,200	1.79%
0	27,000	0.00%
15,118	104,659	14.45%
54,555	191,662	28.46%
0	5,032	0.00%
7,493	5,542	135.21%
0	7,087	0.00%
Total Expenditures	1,212,397	22.61%

Encumbrances
78,304
3,437
429
370
1,009
1,475
567
9,651
2,141
0
3,248
0
78,254
0
93
0
15,118
54,503
0
585
0
249,184

50,517

46,403

Resources Over/(Under) Expenditures

9/30/05

304,758.87

Fund Cash Balance

Working Capital (included in Cash Balance) \$530,728.16

Sep FY06 - HRE Financials Cust Council.XIS HRE summary

HRE - Org A672 (Roll Up) HRE Leadership

Revenues:

Intra-State Reimbursements	10,732	20,896	-48.64%
Utility Billing Revenue - Empl Svcs - Merit Only	1,898	3,496	-45.71%
Utility Billing Revenue - Empl Svcs - Merit & Nonmerit	2,190	14,087	-84.45%
Utility Billing Revenue - Benefits	1,806	7,277	-75.18%
Utility Billing Revenue - Labor Relations	3,787	7,984	-52.57%
Utility Billing Revenue - Program Delivery	4,355	14,557	-70.09%
Total Revenues	24,768	68,296	-63.73%

Expenditures:

Personal Services *	13,589	15,302	-11.19%
Supplies, Office	100	1,685	-94.06%
Printing	0	158	-100.00%
Postage	3,456	2,890	19.58%
Communications	199	97	106.14%
Professional Services/Consulting	3,248	4,463	-27.23%
Outside Services	0	54	-100.00%
Transfers, Intra-State	26,085	26,752	-2.49%
Outside Services & Repairs	93	383	-75.68%
Auditor of State	0	2,250	-100.00%
Reimbursements Other State Agencies	5,153	3,930	31.12%
Reimbursements, ITE	12,793	9,766	31.00%
Workers Compensation	0	317	-100.00%
IT Equipment	0	241	-100.00%
Other Expenses and Obligations	0	9	-100.00%
Total Expenditures	64,717	68,296	-5.24%

Resources Over/(Under) Expenditures

(39,948)

Target % at end of month = 25%

Resources	Monthly Budget	% Under/Over
10,732	20,896	-48.64%
1,898	3,496	-45.71%
2,190	14,087	-84.45%
1,806	7,277	-75.18%
3,787	7,984	-52.57%
4,355	14,557	-70.09%
24,768	68,296	-63.73%

Total Resources	Annual Budget	% Received
23,496	250,749	9.37%
9,624	41,951	22.94%
31,077	169,042	18.38%
20,741	87,328	23.75%
19,870	95,802	20.74%
36,506	174,685	20.90%
141,322	819,557	17.24%

Current

Accrued Receivables
4,312
4,492
12,724
9,528
11,607
16,024
58,687

Expenditures	Monthly Budget	% Under/Over
13,589	15,302	-11.19%
100	1,685	-94.06%
0	158	-100.00%
3,456	2,890	19.58%
199	97	106.14%
3,248	4,463	-27.23%
0	54	-100.00%
26,085	26,752	-2.49%
93	383	-75.68%
0	2,250	-100.00%
5,153	3,930	31.12%
12,793	9,766	31.00%
0	317	-100.00%
0	241	-100.00%
0	9	-100.00%
64,717	68,296	-5.24%

Total Expenditures	Total Budget	Percent Obligated
42,483	183,620	23.14%
3,239	20,225	16.02%
0	1,900	0.00%
9,651	34,680	27.83%
599	1,160	51.61%
3,248	53,558	6.06%
0	650	0.00%
78,254	321,018	24.38%
93	4,600	2.03%
0	27,000	0.00%
10,352	47,156	21.95%
37,585	117,190	32.07%
0	3,803	0.00%
0	2,889	0.00%
0	108	0.00%
185,504	819,557	22.63%

(44,182)

Encumbrances
4,196
1,178
0
9,651
199
3,248
0
78,254
93
0
10,352
37,533
0
0
144,704

HRE - Org B672 (Roll Up) Program Delivery Services

Target % at end of month = 25%

September 2005

Current

Revenues:

	Monthly Budget	% Under/Over
Golden Dome Revenues	3,262	-100.00%
Utility Billing Revenue - Labor Relations	49,743	28.39%
Utility Billing Revenue - Program Delivery	90,700	-2.80%
Total Revenues	143,704	5.79%

Total Resources	Annual Budget	% Received
45	39,139	0.11%
152,338	596,911	25.52%
265,037	1,088,403	24.35%
417,420	1,724,453	24.21%

Accrued Receivables
0
106,438
153,359
259,798

Expenditures:

	Monthly Budget	% Under/Over
Personal Services *	133,293	-21.61%
Travel, In-State	2,992	65.60%
State Vehicle Operation	125	19.76%
State Vehicle Depreciation	185	0.00%
Travel, Out-of-State	0	0.00%
Supplies, Office	602	-90.63%
Printing	231	-100.00%
Communications	1,017	-10.11%
Professional Services/Consulting	417	-100.00%
Outside Services & Repairs	50	-100.00%
Reimbursements Other State Agencies	1,914	-88.08%
Reimbursements, ITE	2,250	-55.99%
Workers Compensation	47	-100.00%
IT Equipment	2	189233.33%
Other Expenses and Obligations	582	-100.00%
Total Expenditures	143,704	-20.11%

Total Expenditures	Total Budget	Percent Obligated
354,050	1,599,512	22.13%
7,921	35,900	22.07%
429	1,500	28.57%
370	2,220	16.67%
1,793	0	0.00%
66	7,218	0.91%
0	2,770	0.00%
1,846	12,200	15.13%
145	5,000	2.90%
0	600	0.00%
720	22,970	3.13%
4,091	27,000	15.15%
0	566	0.00%
2,840	18	15777.78%
0	6,979	0.00%
374,511	1,724,453	21.72%

Encumbrances
33,979
3,437
429
370
0
49
0
914
0
0
720
4,091
0
0
43,989

Resources Over/(Under) Expenditures

37,219

42,909

HRE - Org C672 (Roll Up) Benefits

Revenues:

Worker's Comp Transfer	25,580	25,580	0.00%
Health Admin Transfers	21,367	54,750	-60.97%
Unemployment Claims Mgmt Revenues	0	1,921	-100.00%
Utility Billing Revenue - Benefits	52,423	45,342	15.62%
Total Revenues	99,370	127,593	-22.12%

Expenditures:

Personal Services *	44,483	94,725	-53.04%
Travel, In-State	171	783	-78.17%
Travel, Out-of-State	0	1,000	-100.00%
Supplies, Office	(76)	394	-119.33%
Printing	0	1,358	-100.00%
Postage	0	0	0.00%
Communications	353	1,098	-67.89%
Rentals	0	17	-100.00%
Professional Services/Consulting	0	24,347	-100.00%
Outside Services	71	8	752.00%
Advertising and Publicity	0	100	-100.00%
Reimbursements Other State Agencies	467	1,647	-71.62%
Reimbursements, ITE	3,082	1,848	66.78%
Workers Compensation	0	48	-100.00%
IT Equipment	2,712	220	1135.07%
Total Expenditures	51,263	127,593	-59.82%

Target % at end of month = 25%

September 2005

Current

Resources	Monthly Budget	% Under/Over
25,580	25,580	0.00%
21,367	54,750	-60.97%
0	1,921	-100.00%
52,423	45,342	15.62%
99,370	127,593	-22.12%

Total Resources	Annual Budget	% Received
76,739	306,957	25.00%
121,000	657,000	18.42%
0	23,047	0.00%
156,584	544,109	28.78%
354,324	1,531,113	23.14%

Accrued Receivables	0
	85,326
	0
	94,782
	180,108

Expenditures	Monthly Budget	% Under/Over
44,483	94,725	-53.04%
171	783	-78.17%
0	1,000	-100.00%
(76)	394	-119.33%
0	1,358	-100.00%
0	0	0.00%
353	1,098	-67.89%
0	17	-100.00%
0	24,347	-100.00%
71	8	752.00%
0	100	-100.00%
467	1,647	-71.62%
3,082	1,848	66.78%
0	48	-100.00%
2,712	220	1135.07%
51,263	127,593	-59.82%

Total Expenditures	Total Budget	Percent Obligated
259,485	1,136,697	23.71%
1,601	9,400	17.03%
0	12,000	0.00%
118	4,729	2.50%
0	16,300	0.00%
9	0	0.00%
1,375	13,180	10.43%
0	200	0.00%
28,047	292,163	9.60%
142	100	142.00%
0	1,200	0.00%
625	19,758	3.16%
8,946	22,172	40.35%
0	579	0.00%
2,712	2,635	102.92%
313,060	1,531,113	20.45%

Accrued Expenditures	13,341
	0
	0
	118
	0
	0
	0
	355
	0
	0
	625
	8,946
	0
	0
	23,385

Resources Over/(Under) Expenditures

48,107

41,264

HRE - Org D672 Employment Services

Revenues:

	September 2005	Target % at end of month = 25%		Current
	Resources	Monthly Budget	Annual Budget	Accrued Receivables
Refunds & Reimbursements	0	8,495	101,937	0
Utility Billing Revenue - Empl Svcs - Merit Only	24,712	0	0	39,500
Utility Billing Revenue - Empl Svcs - Merit & Nonmerit	69,530	101,058	1,212,692	126,159
Total Revenues	94,243	109,552	1,314,629	165,658

FTE's	Expenditures	Monthly Budget	% Under/Over
15.0	65,428	83,367	-21.52%
	18,542	20,686	-10.36%
	0	83	-100.00%
	1,009	250	303.42%
	5	84	-93.87%
	567	898	-36.90%
	672	768	-12.52%
	(165)	27	-709.23%
	0	42	-100.00%
	187	1,231	-84.82%
	919	2,108	-56.42%
	0	7	-100.00%
	1,941	0	0.00%
	89,105	109,552	-18.66%
	Total Expenditures		

Total Expenditures	Total Budget	Percent Obligated
272,538	1,000,406	27.24%
50,077	248,229	20.17%
0	1,000	0.00%
2,606	3,000	86.87%
499	1,010	49.37%
2,300	10,780	21.34%
2,007	9,220	21.77%
0	325	0.00%
0	500	0.00%
3,422	14,775	23.16%
3,934	25,300	15.55%
0	84	0.00%
1,941	0	0.00%
339,323	1,314,629	25.81%

(43,666)

5,138

Resources Over/(Under) Expenditures

Department of Administrative Services – Human Resources Enterprise
Customer Council Focus Groups
October 31, 2005

Below are comments regarding the nine priorities from the Department of Administrative Services – Human Resources Enterprise (DAS-HRE) Customer Council Focus Groups.

Small Sized Agencies

- **DAS-HRE to provide on a regular basis, new employee orientation sessions to provide information on employee responsibilities, rights and benefits.**

DAS-HRE will develop a Web page that will have reference material for new employees and we will continue to have employee orientation information in the Managers and Supervisors Manual.

Currently, DAS-HRE personnel officers are involved with new employee orientation in varying ways based on department requests. Over the years, DAS-HRE has made attempts to provide more uniform orientation. However, because departments have different needs in this area, the customized approach has been valuable. We will have the personnel officers discuss orientation with each department to obtain further information about departments' needs, and based on that, determine if further or more uniform orientation services are needed.

- **Develop a benefits “hotline” to answer questions directly as opposed to directing management and employees to an insurance provider, etc.**

Questions about claims are directed to insurance providers. Because the State is fully insured, the insurance companies and not DAS-HRE are making claims decisions. This is appropriate. Each insurance carrier has dedicated staff devoted to customer questions.

DAS-HRE has included in the benefits program review, a service level option that includes expanding DAS-HRE benefits education, however, that would not include dealing with issues that are appropriate for the carriers.

- **Provide more assistance in posting merit and non-merit positions; perhaps develop posting specialists, who can answer, “I need to hire-tell me what to do.”**

DAS-HRE is happy to visit with any supervisor who needs information about the State's hiring process. Initial contact should be made with the Personnel Officer, who will visit with any supervisor about the process and assist in developing selection tools, interview questions, or identifying essential functions. In addition, the *Managers and Supervisors Manual* has detailed information about this topic, and the Personnel Development Seminar class *Interview to Hire* contains information about the hiring process.

Medium Sized Agencies

- **Provide regular training and networking opportunities for agency personnel assistants which focus on, but not limited to:**

- 1. Understanding the relationship between the agency and DAS-HRE.**
- 2. Training on using the PDQ; collective bargaining, grievances, affirmative action, etc.**
- 3. Networking between agency PA staff to improve consistency or idea generating across agencies and between agencies and DAS-HRE.**

Personnel Development Seminars (PDS) courses are available on grievances, affirmative action, as well as other HR related topics. In addition, Personnel Officers are asked to come to management groups, the union, and other employee groups to discuss such topics as collective bargaining and PDQ development. We will certainly continue that practice, and find opportunities to discuss our willingness to do that.

We will begin to have quarterly ICN meetings and "in-person" meetings starting in January of 2006. We will use those meetings to provide information and encourage networking opportunities.

- **Provide training and information to agency managers and supervisors on the PDQ, performance evaluation through:**

- Updated Managers and Supervisors Manual**
- Interactive/searchable web-based access to the manuals**
- Regular updates in law changes.**

PDS does provide training on those topics. In addition, we do update the Managers and Supervisors Manual. In January of 2005, we began sending notices to management liaisons and personnel assistants of the changes we made in the manual.

We are exploring the cost and staff time involved in making the manual interactive/searchable, as well as additional methods to discuss law changes.

- **DAS-HRE to write everyone's EEO plan, similar to the service level plan, in consultation with agencies, to provide for a more consistent document across the enterprise. It may also save time as opposed to individual agencies writing it with DAS-HRE re-writing it every year.**

The Affirmative Action Plan consists of two parts, the quantitative and qualitative parts of the plan. Currently, DAS-HRE completes the quantitative portion. Departments then determine their hiring goals and complete the qualitative portion of the plan. We do provide a template for departments to follow in completing the qualitative portion of the plan. We have a meeting at the beginning of the process each year to walk-through plan development with departments.

Affirmative Action and diversity are a priority of the Governor and are very specific to departments. Because these activities require a commitment by departments, and because department directors are being held accountable for their activities in this area, it is not appropriate for DAS-HRE to complete the qualitative portion of the plan. We continue to be willing to assist departments with their plan development.

Large Sized Agencies

- **Re-align resources (staffing) to deliver quality services. Use input from the different size agencies to determine their needs prior to re-alignment.**

DAS-HRE implemented a series of Customer Council program reviews for the purpose of assisting the Council with the rate setting process. This is an opportunity for the Council to tell us what services they want DAS-HRE to deliver and at what level.

The majority of large agency comments centered on the need for enhanced or expanded services. Few references centered on services that could be changed or eliminated in order to free DAS-HRE resources for reassignment. However, there were two comments made that said DAS-HRE should take more of an oversight role and let the agencies do more of the hands-on work. However, no specifics were given. DAS-HRE will survey the agencies and find out more specifically what they would be willing to take on and then determine the effect it would have on DAS-HRE staff and possible reassignment to other activities. We appreciate the opportunity to establish partnerships with departments that have the capacity to do so.

- **Re-work classifications and pay alignment as well as processing for assisting an agency determining the classification and qualifications in a timely manner, which in the end would be very helpful in recruitment of needed employees.**

That work is a goal for DAS-HRE as outlined in our Business Plan. We will be discussing this further with the Customer Council during the Classification and Compensation program review. Of course, there are collective bargaining implications to pay alignment activities.

- **Assess what resources DAS-HRE has and what resources agencies have to identify the best experts in the enterprise human resources. Use these experts to provide input on policy, rules and regulation development.**

Departments have been a help to us in the past when we have asked for assistance. We appreciate their willingness to do so and will work to expand the opportunities for departments to provide input.

DAS-HRE
Oct. 31, 2005



DAS-HIRE Program Options



Classification and Compensation

November 2005

Purpose of Program Review

- Customer Council to decide:
 - What services HRE will provide in FY '08
 - What level of services HRE will provide

Methodology

- Review by program
 - September – Workers' Compensation
 - October – Pre-tax Programs
 - **November – Classification & Compensation**
 - December – Employment Programs surrounding I/3
 - January – All other Employment programs
 - February – Labor Relations
 - March – Personnel Officers
 - April – Finalize service levels
 - Staffing Plan
 - May – July – Complete Business Plan
 - Develop Rates

Classification and Compensation Functions

- **Classification**
 - Develop new job classes, minimum qualifications, selectives
 - Modify existing job classes
 - Delete obsolete job classes
 - Job classification is based on assigned duties and responsibilities (Position Description Questionnaire)

Staffing & Program Responsibilities

Employment Services Bureau Staff

Jerry Groff (full time) – Classification and Compensation Program Coordinator, has primary responsibility for the development of the class and comp systems.

Duties-Classification:

- *Classification Plan Administrator*
- *Class Description/Guideline Maintenance*
- *Publish Class Plans*

Duties-Compensation:

- *Conduct market studies to evaluate pay*
- *Respond to salary surveys for other jurisdictions*
- *Job Evaluation Studies*
- *Fair Labor Standards Act review*
- *Publish Compensation Plans*

Staffing & Program Responsibilities Employment Services Bureau Staff

Other ESB staff assigned:

- *Brenda Reilley (assigned part-time) – Pay Plan Implementation, Personnel Assistant Communication*
- *Daryl Frey (assigned part-time) – Special Projects*

FY 2005 Staffing & Program Responsibilities ESB Workload

- Five new job classes added
- Two classes deleted
- Six pay grade changes
- Five CBA surveys conducted*
- Twenty eight responses to survey information requests**
- Electronic Master Book project – we maintain historical documentation on more than 760 job classes
- Assist with providing survey information on appointed non-elected officials upon request

*Biannual collective bargaining agreement survey of comparables for surrounding states and Iowa cities and counties.

**Includes major annual surveys for Central States Compensation Association, National Association of State Personnel Executives, Iowa Health System, Central Iowa Compensation Association, and the American Federation of Teachers.

Role of Program Delivery Services Personnel

- Personnel Officers
 - Primary role is the application of the class and comp system
 - Review position description questionnaires (PDQ).
 - Render first level decisions regarding classification change requests.
 - Assist agencies with the application of classification processes and procedures.
- Labor Relations
 - Collective Bargaining

Classification and Compensation Parameters & Stakeholders

- Parameters
 - Iowa Code, Chapter 8A
 - Vendor Contract
- Stakeholders
 - Legislature
 - Governor's Office
 - Legislature
 - Customer Council
 - State Agencies, CBCs and the Regents
 - Employees
 - Labor Unions

Classification and Compensation Goals and Strategies

- Maintain a workable classification and compensation system that addresses the needs of our stakeholders at a reasonable cost.
- This goal is achieved through the following strategies:
 - Establish accurate position descriptions and minimum qualification requirements that accurately reflect the work being performed.
 - Utilize job matching and salary surveys to assure that state employees are paid fair market value.
 - Maintain a system that is driven by job market data and adjust for recruitment and retention factors.

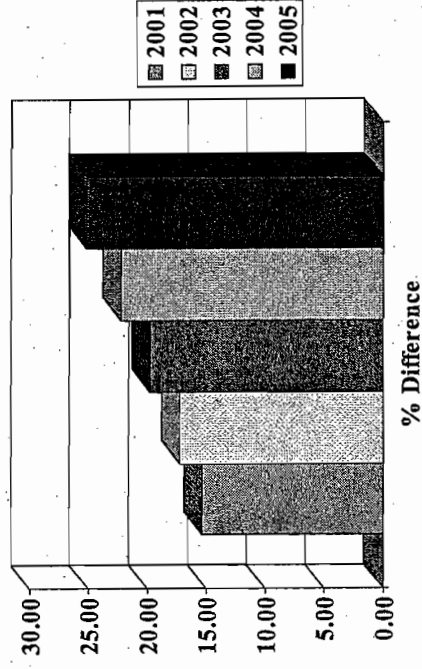
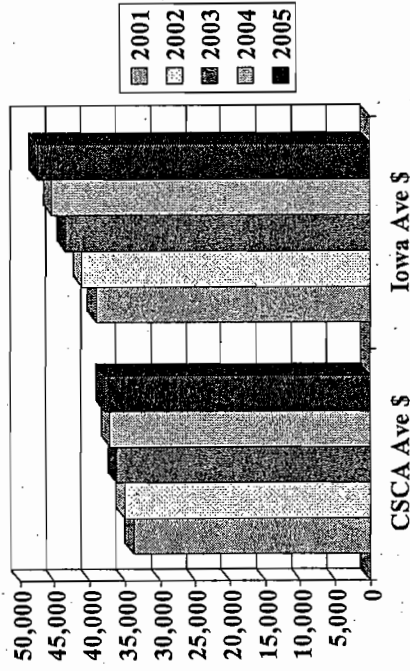
Classification and Compensation

Impact on State Operations

- The people of Iowa are served by state employees. This requires an appropriately classified and compensated workforce to meet the service expectations of Iowans.
- Payroll accounts for approximately 80% to 90% of the operating budgets of the agencies.
- Failure to accomplish our goals can result in a high cost of doing business or low quality of service. A balance is required.

Compensation

State of Iowa Salaries vs Peers



- Iowa consistently ranked higher than the average of member states, ranging from 15.35% in FY 2001 to 25.15% in FY 2005.
- Source: Central States Compensation Association 2005 Benefits Survey

Classification and Compensation Anticipated Additional Activities

- FY 2006 and 2007 – provide assistance upon request and as feasible through SLAs
- All current day to day activities
- Classification and Compensation Study
 - Agency participation will be requested
 - Historical perspective
 - Current State of Iowa's class and comp system
- Explore New Class and Comp Strategies
- Recommendations

FY 2006-7 Activity

- Remain status quo
 - Continue with maintenance of current system; no major changes or initiatives; no budget impact
- Focused review of current system
 - Identify specific areas that might need work; for example executive pay, moderate budget impact
- Large-scale changes or overhaul of system
 - Review recommendations of Classification and Compensation study
 - Resources an issue: consulting, legislative initiatives, collective bargaining, migration to a new system, IT implications; major \$\$\$ could be needed

Estimated Status Quo FY 2007 Budget

- Employee Costs – \$182,433
 - Salaries and Benefits
- Professional & Outside Services – \$1,000
- Operations – \$10,124
 - Office Supplies, CPU leases, Printing, Travel, Communications, Misc. Expenses
- Total Classification and Compensation Budget - \$193,557

Results Measures

Compensation

- Primary measure: are we competitive in the employment marketplace?
 - Generally, the answer is yes. From the CSCA date above, we certainly are not falling behind.
- Secondary measure: agency requests for changes.