

**HUMAN RESOURCES ENTERPRISE
CUSTOMER COUNCIL MEETING MINUTES
Hoover A, Conference Room 6-North
August 9, 2006 at 1:30 p.m.**

| Agenda Item | Notes |
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| Members Present | Chair Bill Snyder, Judicial; Vice-Chair Bill Gardam, Human Services; Cindy Morton, Revenue; Roger Stirler, Education; Charlotte Nelson, Human Rights; Mike Marshall, Legislature; and Jim Riordan, PERB. |
| Members Absent | Penny Westfall, Law Enforcement Academy; Dean Lerner, Inspections and Appeals; Marty Deaton, Public Safety; John Craig, AFSCME; and Lance Noe, Drake. |
| Other Attendees | Nancy Berggren, DAS-HRE; Ed Holland, DAS-HRE; Bill West, DAS-HRE; Susan Churchill, DAS-HRE; Laura Riordan, DAS; Brenda Easley, DAS; Tracy Hunt, Public Safety; Mary Christy, Transportation; Pat Deluhery, DAS; Julie Skerk, DAS; and Jeff Benson, Legislative Service Agency; and David Werning, Inspections and Appeals. |
| Opening Remarks | <ol style="list-style-type: none"> 1. Chairperson Bill Snyder called the meeting to order. 2. Cindy Morton made the motion to approve the minutes from the June 22, 2006 meeting and Vice-Chair Bill Gardam seconded the motion. 3. The motion carried and the minutes were approved. |
| Updates | <ol style="list-style-type: none"> 1. Nancy Berggren discussed budget updates and the Business Plan. <ol style="list-style-type: none"> a. She will distribute budget updates during the September meeting. b. Mollie Anderson is implementing changes to have DAS operate as one department. Mollie has decided to have one Business Plan for DAS, instead of a separate Business Plan for each Enterprise. Mark Johnson, DAS, is leading that effort. The Customer Council's role in reviewing the plan will remain unchanged. As Mark gets further along with this project, DAS will update the Council. |

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| | <ol style="list-style-type: none"> 2. Ed Holland discussed updates in the Benefits area. <ol style="list-style-type: none"> a. The Management Liaison/Personnel Assistant Meeting was held on Tuesday, August 1, 2006. At this meeting, DAS-HRE provided information on the new Blues Enroll program, which is an online health insurance enrollment system, as well as Workers' Compensation and Brass Ring. b. The elimination of the Coventry Health Plan, which will not be offered in 2007, will avoid approximately \$1.8 million dollars in premium costs. 3. Bill West discussed Brass Ring. <ol style="list-style-type: none"> a. The Employment Team in HRE has done close to 300 postings in the new Brass Ring system since the beginning of FY 2007. Brass Ring has proven itself to be a good management tool. b. Sharleen Newton, DAS-HRE, has been going to various departments to provide training in Brass Ring. Bill urged council members to contact Sharleen if they need assistance with Brass Ring. c. Nancy Berggren pointed out that 130 – 150 applications have been processed each day in Brass Ring. Of this amount, 76% of applicants want to receive correspondence via e-mail instead of the US mail. This will allow for a quicker response time and decreased postage costs for HRE. Nancy also encouraged council members to contact Sharleen if they would like assistance with Brass Ring, which provides excellent self-screening tools for hiring managers. 4. Bill Snyder asked if the bylaws needed to be updated to allow for a consolidated Business Plan. Nancy Berggren stated that the bylaws will not need to be changed. The only difference in the Business Plan will be that the Council will examine the HRE portion of the Business Plan, while disregarding the portions of the other Enterprises. |
| <p style="text-align: center;">Budget Updates</p> | <p>Brenda Easley presented a revenue comparison of Average FTE vs. Actual FTE. A discussion followed about whether or not HRE should change their methodology to that of ITE and SAE. Nancy Berggren suggested that she contact Lana Morrissey, CFO of DAS-Finance, and Brenda Easley to discuss this issue within the Enterprise and then report back to the Council with more information. The Council agreed.</p> |
| <p style="text-align: center;">Final Approval of FY2008 Rates</p> | <p>Laura Riordan stated that no one made any comments on the FY 2008 rates. Tracy Hunt made a motion to approve the rates as published. The motion was seconded by Bill Gardam. The Council voted</p> |

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| | unanimously to approve the FY 2008 rates. |
| New Council Members | <p>Laura Riordan reported on the recent election to replace Council Members whose terms are expiring with this meeting. The new representatives as follows:</p> <ol style="list-style-type: none"> 1. Large Agencies <ol style="list-style-type: none"> a. Dennis Mack, Iowa Veteran's Home b. Bill Gardam, Human Services 2. Medium Agencies <ol style="list-style-type: none"> a. Cindy Morton, Revenue 3. Small Agencies <ol style="list-style-type: none"> a. Charlotte Nelson, Human Rights |
| Topics for Next Meeting | <ol style="list-style-type: none"> 1. Elect Customer Council officers. (The bylaws state that this must be done in the first meeting after September 1st.) 2. Budget updates |
| Next Meeting: | September 6, 2006 from 1:30 p.m. - 3:30 p.m. at the Hoover Building, Level A, Conference Room 5-North. |
| Adjourned: | The meeting was adjourned at 2:45 p.m. |