

Iowa Department of Administrative Services –
Human Resources Enterprise
(DAS-HRE)

SERVICE GUIDE
FOR MANAGERS AND SUPERVISORS



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Introduction

The purpose of this Service Guide is to provide a brief overview of the Department of Administrative Services—Human Resources Enterprise (DAS-HRE) programs and services delivered to all State of Iowa agencies.

DAS-HRE exists to ensure we have the right talent, tools, and processes to help the State of Iowa achieve its goals. The mission of DAS-HRE is to support State agencies in their delivery of services to the people of Iowa by providing programs that recruit, develop, and retain a diverse and qualified workforce, and to administer responsible employee benefits programs for the members and their beneficiaries.

We strive to be solution-oriented and help problem-solve to the best of our ability (and within statutes of the law). We'll work to be cost-effective and fiscally responsible as a public sector organization. Within that, we'll promise to be responsive, knowledgeable, and understanding, so we can pinpoint the issue and work collaboratively to resolve it. We live in a world of complex rules, regulations, and laws that tend to govern what we, the Executive Branch of government, can and can't do. If you and your team have a human capital idea or problem, we're here to be part of the solution by helping you navigate the complexities and creatively finding solutions to meet your needs.

DAS-HRE seeks to support agencies in attracting and retaining the right people in the right jobs by offering a market-competitive, total compensation package; a focused talent development program; and an engaging, performance-based work environment and culture. Each of our bureaus (outlined on page two) provide centralized services in the areas of Employment, Benefits, Human Capital Management (HCM), Organizational Performance, and Training, with a close partnership to our Labor and Legal Services team for your holistic support.

Overview of Services

Department of Administrative Services

Human Resources Enterprise



EMPLOYMENT

Job postings, classification, pay and recruitment services

Coordination of statewide recruitment	Pre-audit & compliance
Job postings	Staffing & contract options
Applicant tracking & screening	Job classifications
Compensation reviews	ATS management (NeoGov)



BENEFITS

Benefit management and Employee and Retiree services

Retiree insurance programs	Flex spending
EAP: Employee Assistance Program	Benefit education
Occupational safety, health and wellbeing	Worker's compensation
Insurance programs and billing	Deferred compensation - RIC
	Leave of absence



HCM

HRIS, Employee changes and data management

Employee data	Data processing: employee level transactions
HRIS & human capital management	Onboarding and enrollment assistance
Payroll assistance	



ORGANIZATIONAL PERFORMANCE

HR Consultation and problem resolution

Manager & supervisor Guidance	Grievance process
Rules, HR policies & directives	Employment issues
Performance & discipline consultation	Attendance & leave
Consultation on investigations of employee misconduct	Special pay actions
	Affirmative Action
	HR data analytics



LABOR & LEGAL SERVICES

Employee relations and legal assistance

Employee relations	Grievances, hearings & arbitrations
Collective bargaining negotiations	Classification appeal hearings



Professional Development Solutions

Training & Performance

Learning & development	E-learning
Employee surveys	Development certifications
Learning management system (LMS)	Leadership / training consultations
CPM: Certified Public Manager	Training and facilitation

Employment Programs and Services

DAS-HRE is structured to provide services for Executive Branch State agencies in the program areas of recruitment, application intake and evaluation, classification and compensation, temporary staffing, and internships. You may engage DAS-HRE staff in the following services:

Coordination of Statewide Recruitment

The DAS-HRE Recruitment and Retention Coordinator provides assistance with vacancy advertising for hard-to-fill positions, web-based and diversity recruitment, applicant screening, interviewing tool development, and other recruitment-related assistance. The Recruitment and Retention Coordinator also provides opportunities for Executive Branch agencies to participate in multicultural and recruitment events.

Vacancy Posting, Applicant Tracking, and Referral of Eligible Candidates

Employment Specialists post and manage approved vacancies, and refer eligible candidates for all merit-covered positions. Applications are received in the applicant tracking system (NEOGOV), and are screened to the minimum qualifications, special selective certifications, or other special requirements of the job class. Upon request, Employment Specialists can assist you with additional applicant screening and the posting of merit-exempt positions. An additional fee may be applied to these services.

Position Classification and Compensation

The [Classification and Compensation](#) section of the Employment Bureau manages the job classification and compensation systems of the Executive Branch. It reviews requests to modify or establish new job classes, conducts job evaluation studies, and determines market value of jobs based on salary surveys. This section maintains all related databases and publishes changes to the job specifications and pay plans, providing data and analysis for collective bargaining, legislative initiatives, and Executive Branch agencies.

Maintenance of Temporary Staffing Contract

The Employment Bureau maintains a [Temporary Staffing](#) contract for use by the agencies to obtain temporary staffing to meet short-term excess work demands.

Internship Development Program

The Internship Development Program is designed to provide high school and college-level students an opportunity to gain meaningful work experience in the Executive Branch of State government. Internships can be used to help create an early talent pipeline for the organization and help the students gain valuable work experience prior to entering the workforce. See [Internship Development Program](#) for more information.

Employee Benefits Programs and Services

DAS-HRE manages and administers [State employees' benefits](#) for the Executive, Judicial, and Legislative Branches. Employee Benefits Program and Services staff provides essential functions that impact the recruitment and retention of a qualified and motivated workforce.

Management of Employee Benefits

Employee Benefits Program and Services manages and administers a wide range of competitive benefits for both contract and non-contract employees in the three branches of government. Staff ensures that the benefits are in compliance with the negotiated contracts and state and federal laws. In addition to active employees, the Benefits team manages the health and dental plans for over 10,000 State retirees.

Consultation with Human Resources Associates

Each agency has one or more assigned Human Resources Associate (HRA). Employee Benefits Program and Services staff consults with, and advises HRAs on benefit administration. The intent is that benefit administration is standardized across the different agencies. In addition, the DAS-HRE staff provides resources HRAs use in communicating benefits.

Consultation on Leaves, FMLA, and ADA

Employee Benefits Program and Services is charged with administration of employee leaves of absence, [Family and Medical Leave Act \(FMLA\)](#), and the Americans with Disability Act (ADA). The laws governing these benefits are complex. The Benefits team proactively consults with department representatives and Human Resources Consultants—formerly referred to as Personnel Officers—to ensure compliance and consults with legal counsel, when needed.

Management of the Employee Assistance Program

The State contracts with **Kepro** for [Employee Assistance Program \(EAP\)](#) services. The primary objective of the EAP is providing confidential, professional service to help employees and their family members deal with problems before they begin to affect their health, happiness, or success. Also, Kepro is a resource for resolving workplace problems and conflicts. The Benefits team can coordinate with Kepro in assisting you with workplace issues.

Management of the Workers' Compensation Program

Employee Benefits Program and Services manages and administers the [Workers' Compensation](#) program. The State contracts with **Sedgwick Claims Management Services** to manage the Workers' Compensation program. Sedgwick is responsible for claims intake, evaluation, direction of medical care, benefits payment, and all other aspects of the day-to-day handling of Workers' Compensation claims filed by State employees. The Benefits team and Sedgwick representatives consult with agencies in preventing and lowering Workers' Compensation costs.

Management of the Unemployment Insurance Program

Agencies can elect to participate with **Corporate Cost Control**, the State's [unemployment insurance](#) administrator. For a reasonable fee, Corporate Cost Control will handle appeals of claims, scheduling of fact-finding interviews, administrative hearings with Iowa Workforce Development (IWD), and contested case hearings. The Benefits team manages the Corporate Cost Control contract. The Benefits team and Corporate Cost Control representatives consult with agencies to lower unemployment costs.

Consultation on Safety and Loss Prevention

Employee Benefits Program and Services is responsible for Occupational Health and Safety, and Risk Management. The goal of the safety and risk management function is to provide a safe and healthful environment for State employees and visitors. The Benefits team consults with agencies on safety issues. Job safety analyses are performed for tasks/operations that show a higher than normal accident rate. Accidents that cause serious injury/lost time or significant property damage are reviewed by the safety staff.

Benefits Education and Health and Well-Being Services

Employee benefits can be confusing, and Employee Benefits Program and Services staff members are here to help. The Benefits team provides an Employee Benefits Handbook, a user-friendly website, program and provider summaries and comparisons, and educational sessions on benefit-related topics. A Benefits staff member is available to discuss benefit topics and answer questions.

A variety of [health and well-being](#) services are available for all State employees:

- Discounts to fitness centers throughout the state.
- Different health events, such as flu vaccines , throughout the year.
- Opportunities through the *Healthy State of Iowa Employee Initiative*.

Human Capital Management (HCM)

Human Resources Associate Services

A valuable service DAS-HRE can provide to agencies is human resources associate services. By consolidating human resources associate staff and locating the staff in the same location, DAS-HRE can provide the full range of human resources associate services and achieve consistent quality performance. Contracting with DAS-HRE for human resources associate services can save agencies a substantial amount of money. The savings in staff cost can be used for additional program delivery services.

DAS-HRE recognizes that not all agencies are alike. Our staff works with you to accommodate your agency's requirements. The agencies contracting with DAS-HRE for human resources associate services include large agencies, small agencies with one location, and statewide agencies with multiple locations.

Human Resources Associates provide services such as:

- Assist or instruct employees with State payroll system questions.
- Ensure all payroll entries are made in a timely manner.
- Process personnel action documents to include: reinstatement/reemployment, contract and non-contract hiring documents, pay changes, promotions, demotions, and reclassifications.
- Assist supervisors and employees in completion of new hire forms/enrollments, and ensure all documentation is completed by deadlines.
- Assist with vacancy announcements on the State's applicant tracking system, NEOGOV.
- Assist supervisors with the termination processes.
- Track, log, and post OSHA reportable injuries/illnesses.
- Maintain personnel files.

Human Capital Management Services

DAS-HRE serves as the Human Capital Management (HCM) Administrator for the State of Iowa. The HCM team implements changes to Workday, the HCM system, in accordance with changes in Iowa Code, Administrative Rules or Collective Bargaining. The goals of the HCM Administrators are to improve data integrity or system functionality, along with addressing problems and non-routine situations. The HCM Administrators implement routine upgrades to the Workday system to meet the needs of agencies.

The HCM team provides agencies with Workday support through the development of training materials and smart guides for all users of the Workday system. The Pre-Audit section monitors HR and payroll transactions to ensure transactions are in compliance with applicable policies and rules governing appointments and pay. The Pre-Audit team also ensures there is an audit trail of approvals and/or submitted documents for actions taken in the system.

Organizational Performance

Each agency is assigned a Human Resources Consultant—formerly referred to as a Personnel Officer—who is your first point of contact for human resource management information and problem resolution. HR Consultants ensure consistent application of code, rules, and HR business practices which protect organizations from potential risk or possible litigation. In addition to the HR Consultant, please also consult our online resources, including the [Managers and Supervisor Manual](#), for information and guidance. Services provided by your HR Consultant include:

Employee Relations Issues

Your HR consultant should be contacted prior to any discipline issued in your department. A Labor Attorney from DAS may also be included in assisting with discipline or discharge issues. Your HR Consultant is available to advise you on:

- Administrative rule interpretation
- Collective bargaining agreement interpretation
- Work rule and policy development
- Investigations of employee misconduct
- Attendance and leave issues
- Employee complaint resolution
- Grievance processing and preparation
- Discipline
- Employee discharge
- Reduction-in-force (layoff) issues

Performance Issues

The State's performance evaluation system is intended to bring the supervisor and the employee together in an atmosphere that focuses on enabling the employee to achieve maximum success on the job. Supervisors must meet at least annually with employees to discuss performance outcomes and to provide a written performance evaluation to each employee. Your HR Consultant can assist you with questions related to:

- Creating performance and development plans
- Evaluating performance

Job Classification

Job classification is the process of determining the most appropriate job class for a position, based upon the duties and responsibilities assigned. Additional information concerning job classification can be found on our website in the [Classification and Pay Plan System](#) and in Chapter 3 of the [Managers and Supervisors Manual](#). Your HR Consultant will assist your department with job classification when you are:

- Establishing new positions
- Developing a reorganization plan

- Reassigning job duties
- Developing and revising job description

Employment Issues

Your HR Consultant is available to work with you on staffing needs and assist you through the selection process. Your HR Consultant can assist you with employment-related issues such as:

- Consulting on staffing solutions for temporary staffing needs
- Establishing or revising minimum qualifications (required education, experience or other special requirements such as certification or licensing)
- Developing screening tools such as scoring matrices or interview questions

Rules, Policies, and Directives

Your HR Consultant is available to assist you regarding DAS-HRE administrative rules, collective bargaining agreement provisions, State of Iowa policies, and consultation on complaints. Your HR Consultant can provide advice on how your department addresses complaints related to:

- Discriminatory harassment
- Equal Employment Opportunity Commission (EEOC)
- Civil rights
- Workplace violence

Special Pay Actions

There are special pay tools available to address situations where it may be necessary to offer a candidate above the minimum rate of pay or to compensate current employees for temporary assignments, including lead work and acting supervisor duties. All special pay actions require approval from DAS-HRE and may require consultation with the Department of Management. Your HR Consultant can assist you through the process.

Research, Analysis, and Reporting of Employment-Related Metrics

DAS maintains a wide variety of human resource information located in a variety of systems and databases. This information is routinely queried and processed within DAS-HRE and used in a variety of standard reports. Other reports are provided on request to the legislature, other agencies, and the press.

Equal Employment Opportunity and Affirmative Action Policy and Compliance

The Affirmative Action Administrator manages the [EEO/AA programs](#) for Executive Branch agencies by monitoring Executive Branch workforce composition, available labor force, applicant flow, and other pre- and post-employment processes. This information is used to assist you in meeting obligations under [Chapter 19B](#) of the Iowa Code, developing special programs to enhance diversity, and identifying training needs.

Labor Relations Services

Each agency is assigned a Labor Attorney, who works closely with assigned Human Resources Consultants (formerly referred to as Personnel Officers). Services provided by your Labor Attorney include:

Collective Bargaining Negotiations

The Labor and Legal Services Team is responsible for representing Management through collective bargaining negotiations.

Grievances, Hearings, and Arbitrations

Your Labor Attorney presides over related grievance hearings when they reach DAS-HRE, and negotiates any settlements with the Union or designated representative for grievances that have reached DAS-HRE. Your Labor Attorney also represents Management during arbitration hearings and matters before the Public Employment Relations Board.

Classification Appeal Hearings

If a classification decision is appealed before the Classification Appeal Committee in DAS, a Labor Attorney will preside over the hearing as the Chairperson.

Performance & Development Solutions

Performance & Development Solutions (PDS) is the centralized training and development program that offers individual and organizational performance development opportunities. PDS's mission is to provide performance development services that directly impact your ability to deliver expert, timely, and cost-effective programs and services.

PDS offers a variety of courses to assist you with development of talent and leadership within your organization and achievement of goals in the following areas:

- Culture and engagement
- Performance and impact
- Employee and leader development

In addition to talent and leadership development courses, PDS also offers the following opportunities:

- Technical and application computer-skills training.
- Self-paced e-learning courses.
- A nationally accredited Certified Public Manager® (CPM) program. CPM is an intensive learning experience specifically designed for supervisors, managers, and executives from federal, state, county, and local governments; it teaches best-practice management strategies and enhances personal leadership strengths.
- Workforce enhancement and development.
- Opportunity for participants to maximize their learning opportunity, self-identify behavioral changes, and establish measurable application of course material.
- Opportunity to have PDS customize curriculum to meet agency-specific needs.

There are fees associated with participation in services provided through PDS.

Additional information about Performance & Development Solutions can be found on the DAS-HRE website under [Training and Development](#).

Appendix: Resources

Following are links to key information and resources:

- Classification and Pay Plans:
<https://das.iowa.gov/human-resources/classification-and-pay>
- Collective Bargaining Agreements:
<https://das.iowa.gov/human-resources/collective-bargaining>
- Managers and Supervisors Manual:
<https://das.iowa.gov/human-resources/managers-supervisors-manual>
- Performance & Development Solutions:
<https://das.iowa.gov/human-resources/training-and-development>
- State of Iowa Employee Handbook:
https://das.iowa.gov/sites/default/files/hr/documents/SOI_EE_Handbook.pdf
- State of Iowa Policies:
<https://das.iowa.gov/human-resources/hr-info-management#hrpolicies>