

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

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# **SERVICE GUIDE**

## **FOR MANAGERS AND SUPERVISORS**

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# Introduction

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

DAS-HRE provides centralized human resources programs and services to State of Iowa agencies. 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. DAS-HRE is committed to contributing to the DAS strategic goal of increasing the efficiency and value of DAS by controlling costs and assisting state government in reducing expenditures by a targeted minimum of 15%.

The strategic vision of DAS-HRE is to become a trusted and engaged partner. DAS-HRE strives to be an innovative, efficient, and solution-oriented organization, focused on assisting you in meeting business goals, while ensuring compliance and consistency. 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 and performance-based work environment and culture.

DAS-HRE’s programs and services are organized into six areas:



# Employment Programs and Services

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The Employment Bureau of DAS-HRE is structured to provide services for executive branch state agencies in the program areas of recruitment, application intake and evaluation, diversity programs, classification and compensation, pre-audit of payroll transactions, data management, and temporary staffing services contract. You may engage Employment Bureau 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 (BrassRing), 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.

## ***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.

## ***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.

## ***Pre-Audit of Payroll Transactions for Compliance with Current Policy***

The pre-audit section monitors HRIS transactions to assure that transactions are in compliance with applicable policies and rules governing appointments and pay.

## ***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 in the Employment Bureau and used in a variety of standard reports. Some of these reports are published, such as the [Just the Facts](#) and the [Fact Sheets](#). Other reports are provided on request to the legislature, other agencies, and the press.

## ***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.

# Employee Benefits Programs and Services

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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 Personnel Assistants***

Each agency has assigned personnel assistant(s). Employee Benefits Program and Services staff consults with, and advises personnel assistants on benefit administration. The intent is that benefit administration is standardized across the different agencies. In addition, the DAS-HRE staff provides resources that personnel assistants 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 personnel officers to ensure compliance and consults with legal counsel, when needed.

## ***Management of the Employee Assistance Program***

The State contracts with **Employee & Family Resources (EFR)** 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, EFR is a resource for resolving workplace problems and conflicts. The Benefits team can coordinate with EFR 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 **Employers Edge**, the State's [unemployment insurance](#) administrator. For a reasonable fee, Employers Edge will handle all protests of claims, scheduling of fact-finding interviews, administrative hearings with Iowa Workforce Development (IWD), and contested case hearings. The Benefits team manages the Employers Edge contract. The Benefits team and Employers Edge 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 Healthy Opportunities Services***

Employee benefits can be confusing. [Benefit education](#) is a service provided by the Employee Benefits Program and Services staff. The Benefits team provides an Employee Benefit Handbook, a user-friendly website, program and provider summaries and comparisons, and educational sessions on a variety of benefit-related topics. A benefit staff member is available to discuss benefit topics and answer questions either with an on-site benefit presentation at your agency or through a conference call. On-site presentations may be stand-alone sessions or part of staff meetings. More than one presentation at a location can be made to accommodate staffing levels or work shifts. Presentations can be edited if time is limited.

A variety of wellness services are available for all state employees:

- Discounts to fitness centers throughout the state.
- Different health events, such as flu vaccines and health screenings, throughout the year.
- A [Healthy Opportunities](#) website. On the website is a variety of wellness tools and resources on weight management, nutrition, recreation, massage, prescription drugs, and other useful wellness topics.
- Healthy Opportunities webcasts bring information on helping employees and their families to lead healthier lifestyles.

Executive branch non-contract and SPOC-covered employees are eligible for the Healthy Opportunities Wellness Program, which is an employee wellness program in conjunction with the state-sponsored health insurance plans.

## Personnel Assistant Services

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A new and innovative service that DAS-HRE can provide to agencies is personnel assistant services. By consolidating personnel assistant staff and locating the staff in the same location, DAS-HRE can provide the full range of personnel assistant services and achieve consistent quality performance. Contracting with DAS-HRE for personnel assistant 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 personnel assistant services include large agencies, small agencies with one location, and statewide agencies with multiple locations.

# Personnel Officer Services

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Each agency is assigned a Personnel Officer, who is your first point of contact for human resource management information and problem resolution. In addition to the Personnel Officer, please also consult our online resources, including the [Managers and Supervisor Manual](#), for information and guidance. Services provided by your Personnel Officer include:

## ***Labor Relations Issues***

Your Personnel Officer should be consulted prior to any discipline issued in your department. A Labor Relations Specialist from DAS-HRE may also be included in assisting with discipline or discharge issues. Your Personnel Officer is available to consult with you on:

- Employee complaint resolution
- Grievance processing and preparation
- Discipline
- Employee discharge
- Collective bargaining agreement interpretation
- Work rule and policy development
- Investigations of employee misconduct
- Attendance and leave issues
- 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 Personnel Officer 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 Personnel Officer will assist your department with job classification when you are:

- Establishing new positions
- Reviewing the classification of current positions at the request of the employee, the Appointing Authority, or DAS-HRE
- Developing a reorganization plan
- Reassigning job duties
- Developing and revising job descriptions



## ***Employment Issues***

Your Personnel Officer is available to consult with you on staffing needs and assist you through the selection process. Your Personnel Officer 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 devices such as interviews

## ***Rules, Policies, and Directives***

Your Personnel Officer is available to assist you regarding DAS-HRE rules, collective bargaining agreement provisions, State of Iowa policies, and consultation on complaints. Your Personnel Officer 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 prior approval from the Department of Management. Your Personnel Officer can assist you through the process.

# Labor Relations Services

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Each agency is assigned a Labor Relations Specialist. Labor Relations Specialists work closely with assigned DAS Personnel Officers. Services provided by your Labor Relations Specialist include:

## ***Collective Bargaining Negotiations***

The Labor Relations Team is responsible for representing Management through collective bargaining negotiations.

## ***Grievances, Hearings, and Arbitrations***

Your Labor Relations Specialist 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 Relations Specialist 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 Relations Specialist will preside over the hearing as the Chairperson.

# Performance & Development Solutions

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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 the following goals:

- Enhance and develop the effectiveness of your workforce.
- Foster developmental opportunities that create a high-performing culture within your workforce.
- Allow participants to maximize their learning opportunity, self-identify behavioral changes, and establish measurable application of course material.
- Impact your customer service by providing professional leadership 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.

There are fees associated with participation in services provided through PDS. PDS may be able to customize curriculum to meet specific needs.

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

## Appendix: Resources

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Following are links to key information and resources:

- Applicant Screening Manual:  
[https://das.iowa.gov/sites/default/files/hr/documents/publications/applicant\\_screening\\_manual.pdf](https://das.iowa.gov/sites/default/files/hr/documents/publications/applicant_screening_manual.pdf)
- 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/State%20of%20Iowa%20Employee%20Handbook-01-30-15.pdf>
- State of Iowa Policies:  
<https://das.iowa.gov/human-resources/hr-info-management#hrpolicies>