

## Part 1 – Agency Profile

### Agency Overview:

The Division of Human Resources (DHR) is responsible for the administration of the State of Idaho personnel system. DHR provides a system for classified state employees to be examined, selected, retained, promoted and compensated on the basis of merit and their performance of duties. The Division Administrator oversees a compensation system designed to attract, retain, and recognize employees; develops testing and evaluation practices to rank candidates based on their potential to perform state jobs, provides training opportunities and consultation to enhance the State's management of human resources; and maintains personnel files for State employees. The Division Administrator advises the Governor on employee compensation changes and other HR management issues. The Division provides administrative support to the Idaho Personnel Commission, whose responsibilities focus on formal hearings to resolve employment-related disputes.

During FY 2007, Governor Otter issued Executive Order 2007-04. This Executive Order directs DHR to delegate various human resource (HR) functions to expedite human resource actions and processes for a more efficient and cost effective government. In accordance with this Order, DHR has transitioned various HR functions including recruitment and training to state agencies and contracted with the private sector for compensation related activities.

The Department of Labor (IDOL) works with Idaho employers and citizens on a wide menu of employment services including recruitment, workforce training, unemployment benefits, career counseling and job referrals. To leverage this existing expertise, DHR has entered into an agreement with the Department of Labor to perform the recruitment functions for state jobs, maintain the on-line application system, and conduct annual salary and benefit surveys.

The responsibility for administration and oversight of the Certified Public Manager program, supervisory and other employee development training has been transferred to the Division of Professional-Technical Education (PTE). This is compatible with PTE's current role of administering the delivery of adult professional-technical programs. The FY 2009 Legislative session approved the transfer of three positions and funding to PTE from DHR.

With the transition of the above HR functions, DHR has retained responsibility for:

- Statewide human resource policy formulation and interpretation including the statewide compensation plan and evaluation of state job classifications;
- Certification of state agency HR programs for delegation of HR functions and oversight of the implementation of these functions;
- Statewide HR issue analysis and reporting;
- Facilitation of agency partnerships;
- Reviewing current Idaho Code on HR and proposing legislative changes;
- Administrative responsibility for DHR rules;
- Providing administrative support to the Idaho Personnel Commission, whose responsibilities focus on formal hearings to resolve employment-related disputes.

The Division of Human Resources is a dedicated fund agency. State agencies pay a percentage of their classified employee payroll for DHR services.

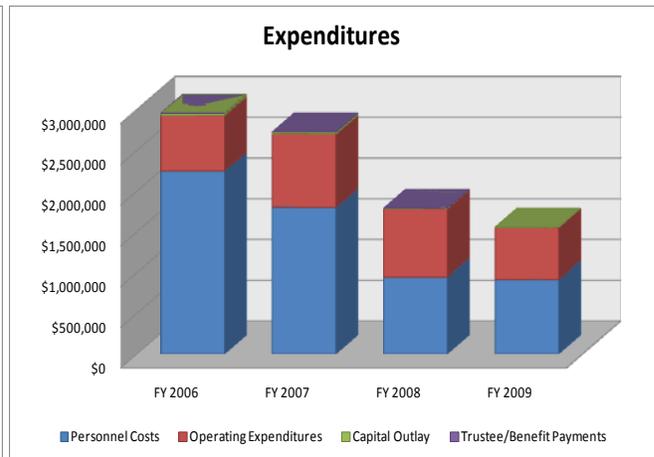
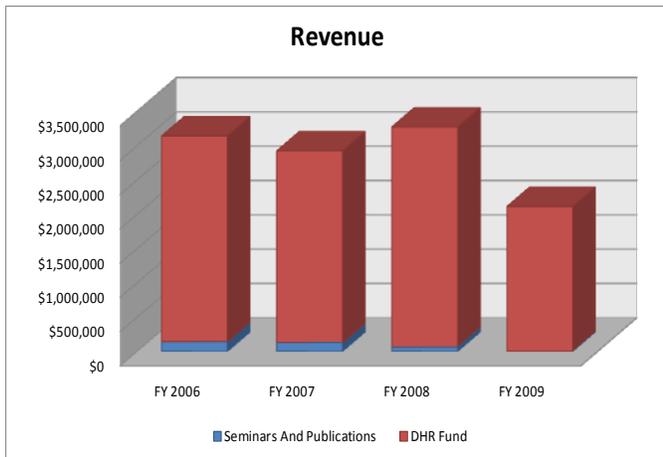
DHR has one office located in Boise. Recruitment information for state jobs is available on the Internet, all IDOL field offices, and other state agencies.

### Core Functions/Idaho Code:

Idaho Code Title 67, Chapter 53, establishes the division of human resources in the office of the governor and states it is authorized and directed to administer a personnel system, including provision of personal and professional training, for classified Idaho state employees.

**Revenue and Expenditures:**

Revenue	FY 2006	FY 2007	FY 2008	FY 2009
Seminars And Publications	\$144,000	\$130,000	\$63,900	\$400
DHR Fund	<u>\$2,998,000</u>	<u>\$2,794,900</u>	<u>\$3,209,400</u>	<u>\$2,113,300</u>
<b>Total</b>	<b>\$3,142,000</b>	<b>\$2,959,900</b>	<b>\$3,273,300</b>	<b>\$2,113,700</b>
Expenditure	FY 2006	FY 2007	FY 2008	FY 2009
Personnel Costs	\$2,244,300	\$1,799,431	\$940,500	\$911,800
Operating Expenditures	\$681,200	\$900,566	\$842,100	\$640,400
Capital Outlay	\$27,800	\$22,334	\$3,900	\$1700
Trustee/Benefit Payments	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
<b>Total</b>	<b>\$2,953,300</b>	<b>\$2,722,331</b>	<b>\$1,786,500</b>	<b>\$1,553,900</b>



**Profile of Key Services Provided**

Key Services Provided	FY 2006	FY 2007	FY 2008	FY 2009
Number of employee training hours	29261	20555	26974	
Certified Public Manager Students	141	134	132	265
Applications for state jobs	55451	46914	55083	70803
Number of job announcements	2161	2035	1836	1308
Number of classified hires	2079	2086	1844	1411
Idaho Personnel Commission Appeals	20	16	20	14

**Performance Highlights:**

- Collaborated with Department of Labor and developed an automated statewide employee exit survey.
- Partnered with the State Controller's Office and developed a web-based approach to entering performance evaluation information.
- Partnered with State Controller's Office on automating the manual processing of personnel actions to expedite processes - Completed first phase of automating employee personnel/payroll actions (Completion of probation).
- Developed two new separation codes providing more accurate reporting information for layoffs. The only code available for laying off entrance probationary employees was "Failure to Complete" which did not accurately reflect the situation. The second code was developed to reflect employees that were laid off due to budgetary constraints versus other possible reasons such as a restructuring of the agency.
- Updated statewide HR policies (FMLA, Short-term disability, and MDA)
- Distributed information to agencies on options in lieu of layoffs
- Announced State ADA Coordinator and distributed ADA public notice

The statewide Wellness Program creates awareness of the need for employee wellness at the agency level, educate employees through the Health Matters website, and sponsor wellness clinics. During FY 2009, 20 website campaigns/promotions were initiated, 20 employee e-newsletters were created, and 16 wellness clinics were held in Boise with 910 participants.

The Certified Public Manager (CPM) Program continues to graduate increasing numbers, with 265 graduated and 25 more expected in December 2009. This very important program trains future leaders of state government and is a vital element in workforce planning. The promotion rate for CPM graduates is 37%. As baby boomers leave state employment, graduates of the CPM program will be ideal replacements.

## ***Part II – Performance Measures***

<b>Performance Measure</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>Benchmark</b>
1. time to hiring list	7 days	8	9	8	14 days
2. classified turnover rate	14%	15%	14%	13%	10-14%
3. employee training hours	29261	20555	26974	12827	30000

### **Performance Measure Explanatory Note:**

1. Time from announcement close to creation of a hiring list. Measures efficiency of employment/recruiting process.
2. State average turnover. Measures ability to retain employees.
3. Number of training hours provided to state employees. Measures learning opportunities used by state employees.

### **For More Information Contact**

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