

## **Small Agency Human Resource Services**

The Department of Enterprise Services (DES) offers full HR services to smaller agencies that may not be able to support a full time HR team. DES customizes work to fit the unique needs, missions and cultures of each of the agencies served.

The costs for providing these services are recovered through charges to user agencies. This document describes the services that DES commits to provide in return.

### **Services Included**

The following services are all available to customers as part of the standard rate and can be customized to the individual needs of each agency.

**Employment** – Provide end-to-end recruitment services including recruitment planning, posting of positions through the Online Recruiting System (OLRS), assessment and selection activities, job seeker support and appointment letters when candidates are hired.

**Classification** – Determine position allocations and provide employee notification letters for appointing authority. Provide consultation on the development of position descriptions. Provide desk audits when needed. Assist with Washington Management Service (WMS) and Exempt Management Service (EMS) evaluations and banding.

**Employee Relations** – Provide rules guidance and interpretation for non-represented state employees. In consultation with the Labor Relations Office, assist agencies with guidance for represented employees.

**Performance Management** – Provide consultation on performance appraisals and performance communication strategies and assist in setting expectations. Consult on corrective and disciplinary actions; assist with documentation, and processing including development of disciplinary letters. Provide tools and checklists.

**Personnel Policies and Procedures** – Develop standardized policies and procedures to support meeting federal and state legal requirements. Review current agency policies for compliance.

**Human Resources Administration** – Provide personnel forms, letters, organizational charts and assistance/letters for Shared Leave/Family and Medical Leave, reasonable accommodations and workers compensation.

**Security Administration** – Assist agencies with password issues, and assign passwords to new employees for Employee Self Service (ESS).

**Workforce Data Analysis** – Provide reports and information such as Affirmative Action roll-ups as needed.

**Workforce Management Support** – Assist with HR projects such as succession planning, layoffs, job placement, recruitment, hiring and other state mandates.

**Human Resource Related Meetings** - Provide an HR consultant to discuss current personnel topics, keeping agencies current with changes to laws and applicable rules as needed.

### **Related services**

Training, assistance with safety issues such as labor and industries claims and ergonomics consultation, team building, expert advice.

## **Customer service commitments**

Our normal business hours are Monday-Friday from 8 to 5. Evening and weekend support can be requested on a case-by-case basis.

Customers contacting us for assistance can expect a response within one working day. If an issue requires additional time for a full response, the customer will be kept informed as to the status of the request and the expected response time.

Also, DES Human Resources team will:

- Maintain regular, at least monthly contact with the agency to ensure its HR needs are being met;
- Assign HR staff to the agency as appropriate;
- Assist the agency with strategic decisions regarding reorganizations, layoffs, etc;
- The Primary Consultant will confer with agency management to identify and be responsive to service needs;
- Provide the agency with a Washington Management Service (WMS) and Exempt Management Service (EMS) Coordinator to lead the WMS and EMS evaluation process;
- Provide a quarterly meeting for Small Agency HR Liaisons to discuss current HR topics and keep the agency informed and updated on HR issues;
- Attend HR related meetings on behalf of the small agencies and report back information from those meetings;
- Enter HRMS actions within 72 hours;
- Post Recruitments within 72 hours;
- Provide Certified Referral List within 48 hours after recruitment closes;
- Assess customer satisfaction to determine future changes, if any.

## Service rates

The budgeted cost for providing HR services is allocated to customers based on the proportion of their FTEs to the total FTEs of all customers.

Customers will be billed monthly. At the end of the year, DES will perform a “true-up” of budgeted service costs to reflect actual costs, if lower.

## How do I become a customer, or request a change in services received?

To become a new customer, to add services, or unsubscribe from DES Human Resource services please contact both:

- Terry Wilson. DES HR Director (Terry.Wilson@des.wa.gov or (360) 407-9214)
- Your agency’s assigned OFM budget analyst

We will arrange a joint consultation with you to confirm how best to ensure your human resource services needs are met, to provide a rate estimate if appropriate, and to develop a service transition plan if needed.

## Contact information

For questions, please contact [SAHR@des.wa.gov](mailto:SAHR@des.wa.gov) or (360) 407-9215

Or [Terry.Wilson@des.wa.gov](mailto:Terry.Wilson@des.wa.gov) or (360) 407-9214.

For additional information, please visit our page on the state HR website: [www.hr.wa.gov/more/SmallAgencyAssistance](http://www.hr.wa.gov/more/SmallAgencyAssistance).