

Personnel Services Fee

The Personnel Services fee pays for enterprise human resource services to help state agencies recruit, develop, support and retain a skilled and engaged workforce.

Services covered by this fee include:

- Recruitment services
- Layoff support
- Training services including classroom and online training
- Employee Assistance Program (EAP) services

Service rates

The costs of the services covered by this fee are allocated to state executive branch agencies, based on each agency's proportion of budgeted FTEs to total FTEs. For the current 2013-15 biennium, the estimated rate will be about \$66.80 per FTE each fiscal year.

Included services

Recruitment Services

Enterprise Services provides tools, services and support to help agencies attract and hire the best qualified candidates. Services include:

- **Central job site and online recruiting system**

Enterprise Services maintains careers.wa.gov, the state's recruitment website. Job seekers use this site to complete applications for jobs posted by state agencies. It provides a single access point to find all state job openings.

Enterprise Services contracts with NEOGOV, a company that specializes in job sites for public sector employers, to provide an online recruiting system for all state agencies.

- **Consultation and technical assistance**

The recruitment services team supports HR professionals in their use of the state's online recruiting system through email, phone, or in-person consultations and training.

The team provides consulting services to support legally defensible screening and hiring processes as well as conduct job analyses.

In collaboration with state agencies, the team conducts workshops and outreach events to support military and college recruiting, and assists agencies in recruiting candidates for hard-to-fill positions.

The team provides the Governor's Office with executive recruiting support and consults with agencies regarding executive recruiting methods and best practices.

- **Job seeker support**

The department's Service Center, located at 1500 Jefferson St. S.E, Olympia, provides in-person assistance to job seekers as well as email and phone support.

Enterprise Services also offers employment workshops to guide interested job seekers through the state job search and application process. More information is at <http://careers.wa.gov/employment-workshops.html>.

Layoff Support

Enterprise Services supports agencies and employees adversely affected by layoffs through informational sessions, online tools and resources, an online information session video and workshops tailored to specific agencies facing large numbers of layoffs. More information is available at <http://www.hr.wa.gov/more/LayoffSupport>.

Human Resource Systems Support

In coordination with Enterprise Services' Solutions Center, the recruitment team helps support users of certain enterprise human resource information technology systems including: Online Recruiting System (OLRS or NEOGOV), Employee Self-Service (ESS), Human Resource Management System (HRMS), and Learning Management System (LMS).

Training Services

Enterprise Services provides classroom and online training on a wide variety of subjects to meet public sector training needs. The Personnel Services fee covers the basic operating costs of the training program such as:

- Curriculum development
- Online course development and procurement – this includes providing online training and helping agencies develop online courses.
- Class scheduling and registration
- Training services contract management
- Supporting the Learning Management System (LMS), which offers many features to help agencies manage and track employee development activities, including:
 - A single system for training activities
 - Learning plans

- Certification plans
- E-Learning delivery and tracking
- Self-registration for agency instructor-led training and tracking
- Extensive reporting

Training-related costs not covered by the Personnel Services fee

Most of the training classes have an additional charge that covers the cost of the instructor, subscription or purchase of online course materials, manuals, and other classroom materials and equipment.

Employee Assistance Program (EAP)

The Personnel Services fee includes full access to Employee Assistance Program (EAP) services. Enterprise Services' EAP helps state government employees and their family members resolve personal or work-related problems. Services include:

- Assessment, short-term problem-solving and referrals to appropriate community resources for employees and adult family members.
 - Services are voluntary and confidential
 - Consultations can be done in-person or by phone
 - Services are available statewide and 24/7 through Enterprise Services' contracted provider network
- Workplace consultations to employees, managers and human resource professionals including:
 - Behavioral risk management
 - Case management
 - Performance issues
 - Violence in the workplace
 - Change management
 - Information and referral
- Health and wellness training including:
 - Dealing with stress, change and conflict
 - Overview of how to access no-charge, confidential services through the EAP
- Critical incident management and support such as:
 - Crisis intervention
 - Assistance in managing threats of violence
 - Response to critical incidents such as death of a coworker, accidents, natural disasters and other sudden and unexpected events that affect the workplace
- Web-based information at <http://www.hr.wa.gov/EAP> including:
 - EAP overview and information
 - Resources for employees, supervisors, and HR professionals

- The Resiliency Project, designed to promote resilience and well-being among public employees, their families and the greater community

Who can use these services?

- Recruitment services and consultation are available to all state government agencies, boards and commissions.
- Job seeker services are available to anyone interested in state employment.
- Training services are available to all state agencies, public universities, community and technical colleges, tribal governments, counties, cities, public utility districts and other public sector entities.
- EAP services are available to state agencies, employees and their adult family members. Other public entities may enter into a contract with Enterprise Services to use EAP services.

Our service commitments

Recruitment, layoff and systems support services

- All help requests are immediately logged by the Service Center team and generally handled in less than an hour – and no more than four hours – during standard work hours, Monday through Friday, 8 a.m. to 5 p.m.
- The Service Center team strives to help resolve tier 1 issues before escalating them to system technical experts.
- Recruitment services are available during standard work hours.
- The online recruiting system is available 24/7.
- Job seekers and professional users can access the Service Center during standard work hours. Guidance documents for job seekers are posted at <http://careers.wa.gov/>.
- Professional user training is offered by the system support team once a quarter, or through one-on-one consulting. Guidance documents are posted on the state Human Resources website at <http://hr.wa.gov/recruitment>.

Training services

- The training services team is available Monday through Friday from 7 a.m. to 5 p.m.
- The Enterprise Services training team strives to respond to all email and phone queries the same working day.
- LMS Registrar Training classes are provided for agency training registration representatives.

Employee Assistance Program

- The Olympia EAP office is open during regular work hours. Contracted providers also offer a variety of appointment times including evenings and weekends.
- EAP professionals strive to answer phone calls in person as much as possible. Callers can also leave voicemail messages which are responded to quickly during regular work hours.
- When a crisis occurs after hours, our vendor, Protocol, contacts the EAP manager by phone. For routine after-hours calls, Protocol will triage and assist the client with needed resources and notify EAP of the call. An EAP professional then follows up the next business day.

How to access these services

Recruitment, layoff and systems support services

- Job seekers search and apply for state jobs through <http://careers.wa.gov>.
- Human resource professionals may request assistance by contacting the Service Center by email at ServiceCenter@des.wa.gov or call (360) 664-6400.
- Employees facing layoff should first contact their agency human resources office. Additional resources and information are available at <http://www.hr.wa.gov/more/LayoffSupport>.

Training services

- State agencies use the Learning Management System (LMS) to sign up for classes.
- Other customers such as tribal governments, counties, cities, public utility districts and other public entities should call our customer business support team at (360) 664-1921 or email cbsteam@des.wa.gov.

Employee Assistance Program

- State employers, employees and their adult family members need only call to schedule an appointment to talk with an EAP professional. These appointments can be face-to-face or by telephone.
- Other public entities can learn about contracting for EAP services at <http://hr.wa.gov/EAP/Pages/AnEAPDesignedSpecificallyforPublicEmployers.aspx>. Or call the EAP numbers listed below.

Contact and additional information

Recruitment services and technical support

Washington State Department of Enterprise Services

- Contact the Service Center by email at ServiceCenter@des.wa.gov or call (360) 664-6400.
- Additional information about recruitment services, resources for recruiters and guidance documents on using the online recruiting system are posted on the state Human Resources website at <http://hr.wa.gov/recruitment>.

Job seeker support

- Job seeker assistance is available by email at CareersandESShelp@des.wa.gov or by phone at (360) 664-1960 or (877) 664-1960.
- Information for job seekers is posted at <http://careers.wa.gov/>.

Training services

- For general training information, call (360) 664-1921 or email traininginfo@des.wa.gov.
- For technical assistance with the Learning Management System, call (360) 664-6400 or email ServiceCenter@des.wa.gov.
- General information about training services is available at <http://www.des.wa.gov/services/HRPayroll/Training>.
- Information about LMS is at <http://hr.wa.gov/training/Pages/AboutLMS.aspx>.

Employee Assistance Program

- In Olympia, call (360) 407-9490.
- Statewide, call toll-free (877) 313-4455.
- Additional information is available at <http://hr.wa.gov/EAP>.