

# PROGRAM FACT SHEET

## Arizona Department of Administration Human Resources Division

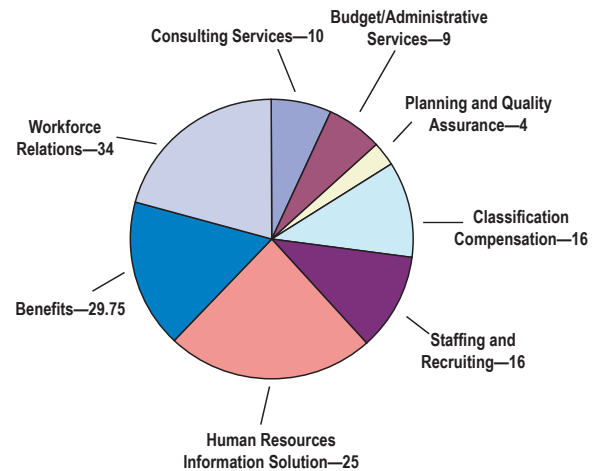
### Services:

The Department of Administration, Human Resources Division (Division) provides a variety of services to state agencies and their employees through the following units:

- **Benefits**—Administers the self-funded health benefits program, including medical and prescription drug coverage, dental, basic life, short-term disability, long-term disability, and flexible spending accounts.
- **Classification/Compensation**—Monitors compliance with the Federal Fair Labor Standards Act, reviews all job classification changes, and prepares the annual state employee salary recommendation to the Legislature.
- **Workforce Relations**—Provides professional human resources services at the Division's seven satellite offices, located at various state agencies and in Tucson, and reviews employee grievances involving discrimination or a violation of the personnel rules.<sup>1</sup>
- **Staffing and Recruitment**—Maintains new online hiring and recruiting software, provides staffing and recruitment services to some state agencies without access to the new hiring software, and administers the State's temporary employment services.
- **Planning and Quality Assurance**—Provides strategic planning and best practices research and conducts internal performance audits of state agencies' human resources functions.
- **Consulting Services**—Provides both in-house and external human resources consulting services to other state agencies; including drafting and tracking legislation; handling inquiries from the public; and designing and overseeing pilot programs.
- **Budget/Administrative**—Oversees the budget and administrative activities of the Division and coordinates the Division's purchasing, accounting, and payroll activities.
- **Human Resources Information Solution (HRIS)**—HRIS staff support the design and implementation of the new human resources information system, HRIS.

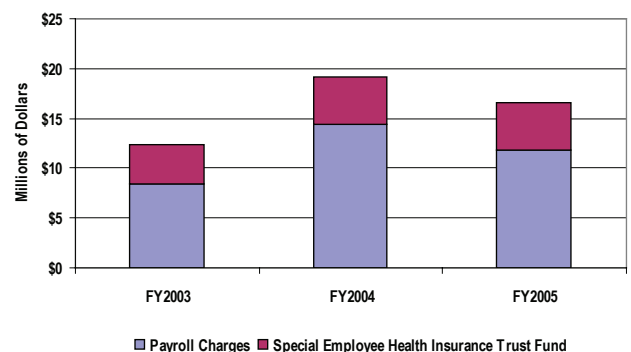
### Program staffing:

143.75 filled positions and 24 vacancies (as of July 19, 2005)



### Program administration revenue:

\$16.6 million (fiscal year 2005, estimated)



<sup>1</sup> The Division has satellite offices in the Departments of Corrections, Economic Security, Health Services, Juvenile Corrections, Revenue, and Transportation.

## Facilities and equipment:

The Human Resources Division occupies a total of 25,565 square feet of office space in the Department's building at 100 North 15th Avenue in Phoenix. The Department leases this building under the PLTO (private lease-to-own) program and was scheduled to pay approximately \$2.6 million in rent for the entire building during fiscal year 2005. In addition, the Division has seven satellite offices at various state agencies and in Tucson. While the Division pays \$16,000 in rent annually for the Tucson office, it does not pay rent for the satellite offices located in other state agencies. The Human Resources Division's equipment includes typical office equipment.

## Mission:

To provide efficient, timely, customer-driven, professional human resources services to meet our agency, employee, and public customers' needs.

## Goals:

1. To deliver customer service that is second to none.
2. To attract and retain a high-performance team of employees.
3. To aggressively pursue innovative solutions and/or opportunities.

## Adequacy of performance measures:

The Human Resources Division has developed a number of performance measures that are in line with its goals, and include input, outcome, efficiency, and quality measures. These include measures for customer satisfaction with the State's benefits plans, average turnaround time for processing all classification actions, and customer satisfaction with the State's employee grievance process.

However, the Division could benefit from additional performance measures that provide more information on its activities. For example, while it has measures for the number of appeals it receives regarding its new self-funded benefits program, it does not have measures reflecting the handling of these matters, such as the ratio of open-to-closed appeals, the number of appeals denied or approved, and the percentage of appeals that involve the Office of Administrative Hearings. Likewise, although the Division reports on the number of applicants who used the State's new online hiring system and agency satisfaction with candidate quality, it does not track job applicant satisfaction with this system. Adding a customer satisfaction measure in this area might help the Division make future changes to the new system.

Source:

Auditor General staff compilation of unaudited information obtained from the Arizona Financial Information System (AFIS) for the years ended June 30, 2003 and 2004; Master List of State Government Programs; and other information provided by the Department, including financial estimates for the year ended June 30, 2005.