

**OVERVIEW  
DEPT. OF  
ADMIN., DIV.  
OF  
PERSONNEL**

**1/25/05**

**Division of Personnel  
HR Integration  
Year One Accomplishments**

The Division of Personnel has just completed the first full year of providing enterprise HR services. The integration has been a success and has met the objectives outlined by the Governor. The Division of Personnel has completed a comprehensive report outlining the achievements of the first year which is attached. Here are some of the highlights:

**Standardize HR Policy and practice within the Executive Branch**

- Consistent application of statutory, regulatory and contractual requirements in the areas of classification, employee/labor relations, recruitment, and pay.

**Implement enterprise technology systems and tools to improve service delivery**

- On-line systems have been developed and implemented for tracking classification actions, employee/labor relations issues and training registration and transcripts. In addition, on-line systems have been developed for new employee orientation (will go live on November 15<sup>th</sup>) and position description creation, approval, review and storage (will go live in January 2005). Progress continues to be made the Grievance Tracking System and electronic imaging and retrieval of employee records.

**Increase operational efficiency**

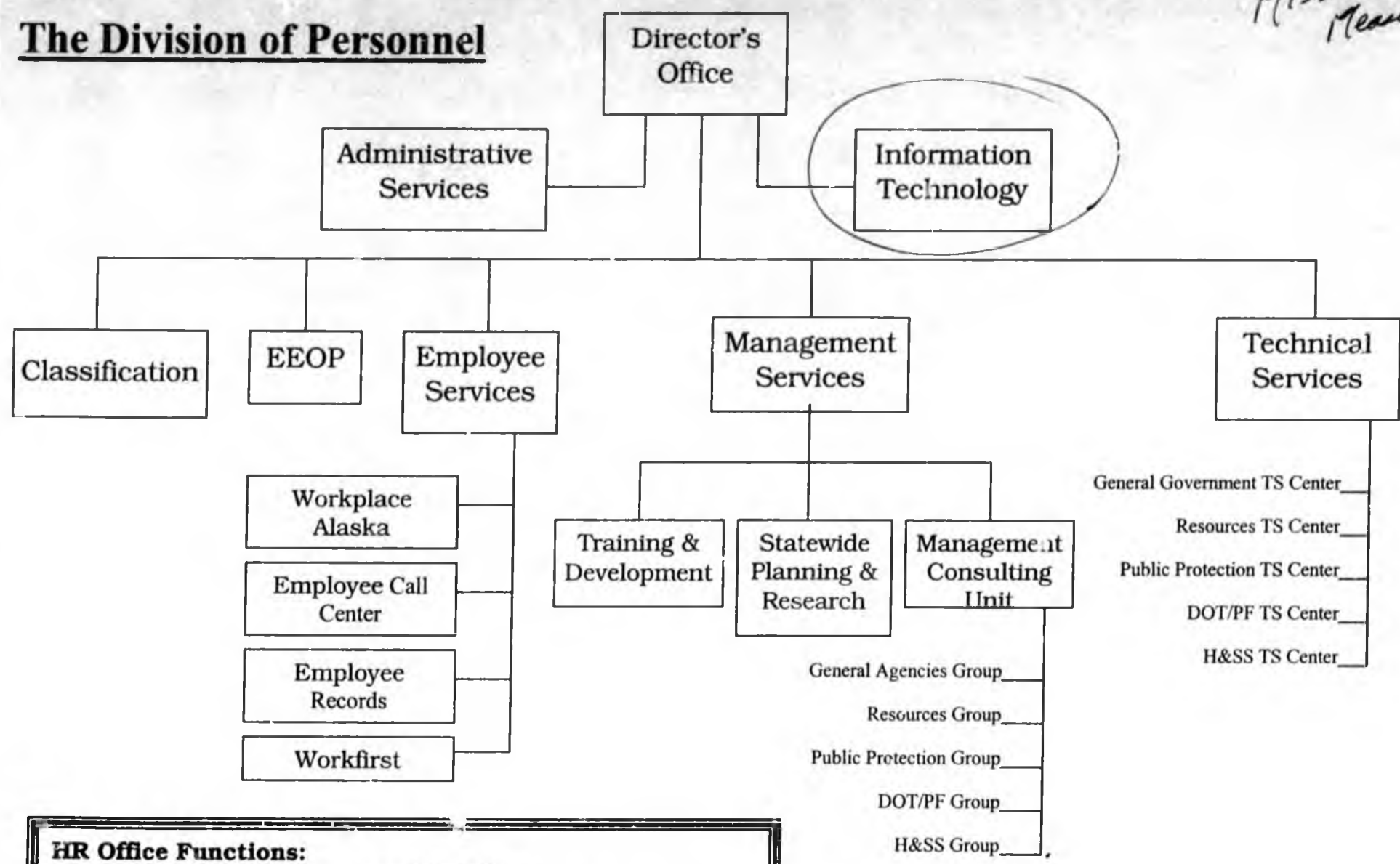
- Developed business processes that minimize handoffs, reduce paper, and take advantage of electronic communication and workflow wherever possible.
- Reviewed, and continue to review, internal processes to assure that they are in compliance with applicable rules, that they do not create unnecessary hurdles for program managers, and that they are flexible and responsive to the business needs of our clients.
- Provided training opportunities to all staff to increase their knowledge base and to make them more effective in providing HR services to all levels of the organization.

**Reduce administrative costs**

- Integrated and reduced budgeted positions by 7.9% without cutting any program areas, with minimum adverse impact to the classification of existing staff and through attrition (no layoffs). Actual staff today is 12.2% below what actual staffing levels were prior to integration. The ratio of HR staff providing service to state employees went from 1:73.6 to 1:83.3 at the same time the average range per HR employee dropped from 15.3 to 14.7. There were no grievances that resulted from this integration effort.

*Mission & Measure*

# The Division of Personnel



- HR Office Functions:**
- Payroll
  - Personnel Actions
  - Recruitment
  - Non-perms
  - Discipline
  - Performance Evaluations
  - Grievances
  - Classification
- (These are just a few examples)



**The State of Alaska  
Department of Administration**

# **Division of Personnel**



**An Academy For New Supervisors  
Supervisory Resource Document**

**The Division of Personnel  
Your Human Resource Specialists**

**To obtain current DOP contact information, access our Web Site at:**

**<http://dop.state.ak.us/>**



**Division of Personnel**

The Constitution of the State of Alaska includes a provision requiring that "The legislature shall establish a system under which the merit principle will govern the employment of persons by the State." The State Personnel Act (AS 39.25) was enacted to establish the Executive Branch system of personnel administration based upon the merit principle and adapted to the requirements of the state with the result that persons best qualified to perform the functions of the state will be employed, and that an effective career service will be encouraged, developed and maintained. The regulations adopted to implement the Personnel Act, commonly referred to as the Personnel Rules, can be found in the Alaska Administrative Code at 2 AAC 07.005.

Under the Personnel Act, the Director of the Division of Personnel is responsible for the administration of the Personnel Act any and all regulations adopted to implement the Act.

The Personnel Board, also created by the Personnel Act, is an independent agency composed of members appointed by the Governor. The Board hears complaints of Ethics Act violations brought against Executive Branch employees, approves amendments to the Personnel Rules and acts on recommendations for extensions of the partially exempt or classified services within the Executive Branch.

## **Director's Office**

The Division's primary administrative and support functions are located in the Director's Office.

### **Administrative Services**

The Administrative Services Section handles the Division's business and financial affairs – budget development, financial management, accounting, procurement of goods and services, human resources (internal), clerical support, and management of property, space and records.

### **Information Technology**

The Information Technology Section is responsible for providing information systems and services to facilitate the capture, retrieval and utilization of data related to all aspects of workforce development and management. Activities include the design and maintenance of systems such as Workplace Alaska, TrainAlaska and the under-development on-line position classification system.

## Division of Personnel: Classification

### Program Overview

The Classification and Pay Section is responsible for ensuring that the State's classification and pay plans meet the requirements of the merit principle as set forth in the Personnel Act (AS 39.25): 1) a classification system founded on a grouping of positions based on duties and responsibilities, and 2) an integrated pay plan based on the principle of "like pay for like work." Under the broad authority granted to the Director, the Division of Personnel directs, audits, performs, participates in or contracts for all classification and compensation decisions for positions in the classified and partially exempt services.

The Classification staff provides professional reviews, analyses, recommendations and final actions on behalf of the Division of Personnel regarding substantive classification and compensation matters and assists and advises agency management and operational staff in these areas. These activities concern chiefly individual position allocations and classification studies affecting one or more job classifications. The staff is primarily involved with job analysis and position classification, creation and maintenance of job class specifications, establishing minimum qualifications and assigning pay grades to job classes.

Division of Personnel classifiers conduct studies independently or as a member of a collaborative work team. Studies typically involve the following steps:

- Identification of the issues to be addressed
- Collection and analysis of job information such as duties and responsibilities, reporting relationships, and skill requirements
- Structuring of job classes and job class series
- Collection and analysis data concerning internal alignment
- Preparation of written analyses and recommendations
- Allocation of affected positions

## Division of Personnel Equal Employment Program

### Program Overview:

Executive Order No. 104 transferred the function of administering the equal employment opportunity program from the Office of the Governor to the Director of the Division of Personnel, Department of Administration, effective March 23, 2003. This Order amended Alaska Statutes Title 39 by adding a new chapter (Sec. 39.28.010-39.28.080). In accordance with state law, the Equal Employment Opportunity Program (EEOP) is responsible for the following programs:

- **Complaint Investigation:** The Anchorage EEOP staff receive, investigate and resolve informal complaints of discrimination in employment from current or former state employees and applicants for state employment. The Anchorage EEOP staff represent executive branch agencies of Alaska state government in front of state and federal enforcement agencies when formal complaints of employment discrimination are filed.
- **Outreach:** The Anchorage EEOP staff contact and present employment opportunities to individuals and organizations representing minorities, women, persons with disabilities and veterans.
- **Equal Employment Opportunity and Affirmative Action:** The Juneau EEOP staff prepare and distribute the state's affirmative action plans as required by state and federal mandates. The Juneau EEOP staff also prepare quarterly underutilization reports for hiring managers and report affirmative action progress to the Legislature on a yearly basis.
- **Training:** EEOP staff delivers scheduled and on-request classes to acquaint supervisors and employees with legal requirements.

### Services

- Investigation and resolution of informal and formal employment discrimination complaints within the executive branch.
- Community outreach and workshops to organizations and student groups.
- Federally mandated reporting of workplace demographics.
- Development of affirmative action plans.
- Training of state employees in the areas of state and federal employment anti-discrimination laws.

### Quick Links

U.S. Equal Employment Opportunity Commission (<http://www.eeoc.gov/>)

Alaska State Commission for Human Rights  
(<http://www.gov.state.ak.us/aschr/aschr.htm>)  
State ADA Coordinator's Office (<http://www.labor.state.ak.us/ada/home.htm>)  
Division of Personnel, Training and Development  
([http://dop.state.ak.us/index.cfm?pPNid=traindev\\_trainingsched](http://dop.state.ak.us/index.cfm?pPNid=traindev_trainingsched))  
Workplace Alaska  
(<http://notes4.state.ak.us/wa/mainentry.nsf/WebData/1hp1HomePage/?Open>)

## Overview

The Employee Services Section administers the following programs that affect employees of the State of Alaska:

- Recruitment
  - Recruitment processes and hiring approvals
  - Advance step placement approval
  - Workplace Alaska system design and outreach
  - Recruitment and screening for positions subject to the Alaska Police Standards Council regulations
- Re-employment and absence management
  - WorkFirst Program
  - Employment titles of the Americans with Disability Act
  - State and federal medical leave programs
- Applicant call center
- Employee call center
- Maintenance of State employee personnel records

- **General Recruitment and Selection**

The Employee Services Section is responsible for providing guidance and assistance to hiring managers in the recruitment and selection processes ensuring compliance with collective bargaining contracts, personnel rules, statutes and other federal and state requirements.

- **Workplace Alaska System Design and Outreach**

The Employee Services Section is responsible for the operation and maintenance of the State of Alaska's online recruitment system, Workplace Alaska, based on employment policy and procedures established in accordance with the merit principle, collective bargaining and employment law. The Workplace Alaska System Design and Outreach Team staff also coordinates and participates in outreach efforts such as job fairs and the Student Intern Program.

- **Alaska Police Standards Council Recruitment and Selection**

The Special Recruitment Team is responsible for the recruitment and initial screening process for positions subject to the Alaska Police Standards Council regulations: Correctional Officers, Adult Probation Officers, Airport Police and

Fire Officers, Regional Public Safety Officers, Airport Screeners and State Troopers. The Special Recruitment Team conducts and coordinates background investigations and ensures all applicants and new hires meet the requirements of the Alaska Police Standards Council Regulations regarding employability.

- **WorkFirst**

The Employee Services Section is responsible for WorkFirst, a proactive program dedicated to minimizing the impact of injury or disability on employees and on the State of Alaska. WorkFirst coordinates activities and resources associated with returning injured or disabled state employees to employment by working closely with claims specialists, state agency hiring managers, injured or disabled employees, physicians, rehabilitation specialists and others to manage the "return-to-work" aspects of each disability claim to successful conclusion.

- **ADA Reassignment**

Under the Americans with Disabilities Act (ADA) of 1990, the reassignment of a qualified employee with an ADA qualifying disability may be an appropriate form of reasonable accommodation. Employee Services works closely with such employees and their supervisors, along with Management Services and the State of Alaska ADA Coordinator, to find vacant positions the essential functions of which the employees can perform with or without reasonable accommodations.

- **Family and Medical Leave Programs**

The Federal Family Medical Leave Act (FMLA) and the Alaska Family Leave Act (AFLA) are designed to help employees balance the demands of their jobs and the needs of their families. Employee Services is responsible for statewide policy and for resolution of difficult issues arising under the Federal Family Medical Leave Act and the Alaska Family Medical Leave Act.

The Federal Family Medical Leave Act (FMLA) provides the following:

- Up to 12 workweeks off from work to care for the employee or a family member with a serious health condition
- Up to 12 workweeks off from work to bond with a newborn, adopted or foster child
- The State is obligated to maintain the employee's health insurance, basic life insurance and travel accident insurance for the duration of the leave
- FMLA leave is job-protected leave; in most cases, an employee is restored to the same position he or she occupied prior to taking the leave.

The Alaska Family Medical Leave Act (AFLA) provides the following:

- Up to 18 workweeks off from work to care for the employee or a family member with a serious health condition
- Up to 18 workweeks off from work to bond with a newborn or adopted child
- AFLA leave is job-protected leave; in most cases, an employee is restored to the same position he or she occupied prior to taking the leave.

- **Applicant Call Center**

The staff of the Applicant Call Center answer Workplace Alaska questions, reset passwords and maintain the 800 line and the Workplace Alaska e-mail feedback process.

- **Employee Call Center**

The Employee Call Center is a new service provided by the Employee Services Section of the Division of Personnel and is available to all State of Alaska employees. The Employee Call Center is responsible for providing a wide range of information and referral services to new and current employees.

Contact the Employee Call Center when you have questions about employment matters, such as:

- Personnel Information
  - Probationary periods
  - General Family/Medical Leave Information
  - Rehire/transfer rights
  - Worker's Compensation
- Payroll Information
  - Range, step and salary of positions
  - Leave balance information
  - Leave base dates
  - Leave eligibility dates
  - Leave cash-ins
  - Leave without pay
  - Mandatory leave
  - Military leave
  - Holidays
  - Step placement
- Basic information about State of Alaska benefits (PERS/TRS, SBS, health insurance)

- Contacts for Division of Personnel
- How to locate forms such as:
  - Benefit forms
  - Beneficiary changes
  - Address changes
  - Direct deposit
  - W-4

**Contact the Employee Call Center:**

907.465.3009

employeecallcenter@admin.state.ak.us

Please Note: Due to the specific nature of the Alaska Marine Highways (AMHS) contracts, the Employee Call Center is not currently set up to answer calls from AMHS employees. AMHS employees should continue to call their payroll contact with employment related questions.

- **Maintenance of State Employee Personnel Records**

The Employee Services Section is responsible for maintaining the official personnel records for most state employees. Records for active employees and for employees recently separated are maintained in a secure facility located in Juneau. These records are available for examination and reproduction at that site. Much of the information in these records is confidential under state or federal law and can be viewed or released only in accord with statute, regulation and Division of Personnel policy or at the written direction of the employee.

## Division of Personnel Management Services

The Management Services Section provides professional human resources services to managers and supervisors in the areas of management consulting, training and development, and research and reporting.

- **The Training and Development Unit** provides supervisory, management, leadership, EEO compliance, and interpersonal skills training courses. The Training and Development program has a separate web page that can be reached through the Division of Personnel's home page.
- **The Statewide Planning & Research Unit** provides research, analysis and reporting functions to internal and external clients. The unit publishes a semi-annual report entitled "Workforce Profile" that provides basic demographic and trend information regarding the State of Alaska as an employer. The report can be viewed and downloaded from the Division of Personnel's home page.
- **The Management Consulting Unit** is the first point of contact for supervisors and managers who are dealing with or confronting personnel or employee relations issues. Human Resource Consultants coach supervisors and managers through the various personnel and employee relations processes. Additional consultative roles include providing general human resources information, referring issues to other sections (classification, employee services or technical service) when appropriate and providing direct service when necessary.

Management consultants should be contacted for information and assistance concerning the following types of personnel and employee relations issues:

- Employee performance management
  - Development of work rules
  - Development of performance expectations
  - Performance appraisal review
  - Correcting poor performance
  - Investigation of employee misconduct
  - Employee discipline
- Organizational development and reorganization
- Classification and pay
  - Positions description assistance
  - Classification appeals
  - Classification study requests
- Union contract administration
  - Field representation with labor representatives
  - Labor contract modifications

- Labor contract interpretation
- Grievance processing and tracking
- Grievance resolutions
- Investigations and conflict resolution
  - Employee complaints
  - Performance appraisal appeals
  - Harassment and discrimination complaints
  - Human right complaints
  - Ethics Act violations
  - Arbitration or litigation support
- Ad hoc report requests
- Any general human resources question you may have, such as
  - Layoffs
  - Recalls
  - Drug testing issues
  - ADA accommodations requests

Management service consultants may respond to a service request in a number of ways. The first option is coach the supervisor through the issue at hand. When the supervisor is relatively inexperienced or for some other reason is unable to perform the tasks necessary, the second option is to provide direct service. With direct service the consultant may use the issue as an opportunity to teach about the process. When the issue is the responsibility of another section (Classification, Employee Services or Technical Services) a third option is to establish contact between the supervisor and the appropriate unit. When issues are referred to another section the consultant remains a resource to guide the supervisor and help him or her access the service needed. Some issues require direct service from the management consultant, in which case the staff keeps the supervisor or manager informed of progress and outcomes.

To deliver these services cost effectively, management service consultants are organized into teams that serve specific functional groups of the State of Alaska operating agencies. The Management Services Consulting Groups are:

- Resources Group, serving the Departments of Fish and Game, Natural Resources and Environmental Conservation
- Public Protection Group, serving the Departments of Corrections, Public Safety and Military and Veteran's Affairs
- General Agencies Group, serving the Departments of Law, Administration, Community and Economic Development, Education and Early Development, Labor and Workforce Development and Revenue
- Transportation and Public Facilities Group, serving the Department of Transportation and Public Facilities

- Health and Social Services Group, serving the Department of Health and Social Services

In addition to the five service groups, the Management Consulting unit has staff located in Anchorage and Fairbanks offices that provide consultative services to supervisors and managers in those locations. To find the human resources management consultant for your agency, check the contact list provided in the "Quick Links" section.

## **Program Overview**

The Training and Development staff provides professional supervisory, management, leadership, EEO compliance, and interpersonal skills training development and delivery. Courses are offered on an open-enrollment (scheduled), special session (request), and customized basis. T&D staff is also available for training and performance development consultation.

## **TrainAlaska**

TrainAlaska is the T&D online registration, enrollment and records system. To request enrollment in a DOP course, access TrainAlaska at:

**<http://dop2.state.ak.us/trainalaska>**

- Use the Student Tools page to complete a profile—or, if you have a profile, to log onto the system.
- Use the course schedule to select the course, location, and date that best meets your learning needs.
- Request enrollment in your selected course. Your supervisor receives an email notification and request for approval.
- If your supervisor approves, your enrollment is confirmed by email and you are placed on the class roster.
- If your supervisory does not approve enrollment, you are notified by email.

You may also use TrainAlaska to:

- View your personal transcript for a list of classes you have taken or requested.
- Nominate a substitute for a class in which you are enrolled but cannot attend.
- Cancel your enrollment in a class.

## Division of Personnel Technical Services

The staff of the Technical Services Centers provide assistance and advice to the operational and administrative staff of their assigned agencies regarding personnel/payroll processing, ensuring compliance with collective bargaining contracts, personnel rules, statutes and other federal and state requirements.

Below is a brief description of each of the Technical Services Centers along with an overview of the topics concerning which a supervisor or employee should contact the appropriate Technical Services Center for information and guidance. Contact information for each Center is available in Quick Links.

### Descriptions

- **General Government Technical Services Center** provides services to the Departments of Revenue, Administration, Law, Commerce and Economic Development, Education and Early Development and Labor and Workforce Development.
- **Resources Technical Services Center** provides services to the Departments of Fish and Game, Natural Resources and Environmental Conservation.
- **Public Protection Technical Services Center** provides services to the Departments of Public Safety, Military and Veterans' Affairs and Corrections.
- **DOT/PF Technical Services Center** provides services to all employees of the Department of Transportation and Public Facilities, both marine and shore-side. The Center's main office is located in Juneau, with regional offices in Anchorage and Fairbanks.
- **Health and Social Services Technical Services Center** provides services to the Department of Health and Social Services from the main office in Juneau and a regional office in Anchorage.

### Summary of Topics

- Personnel and payroll information and processing
  - Range, step and salary of positions
  - Probationary periods
  - Merit anniversary dates
  - Evaluation reminders of due dates
  - Leave balance information
  - Leave without pay
  - Seasonal leave without pay
  - Military leave

- Alaska Family Leave Act (AFLA) and the Federal Medical Leave Act (FMLA)
  - Leave base dates
  - Workers Compensation
- Employment actions, including appointments, separations, transfers, demotions, promotions
- Timesheets and leave slips
- Updated telephone and fax numbers for the State of Alaska Employee Directory
- Personnel forms
  - Address corrections
  - Information and forms for State of Alaska Benefits (PERS, SBS, Health Insurance)
  - Required personnel forms for hiring, terminations, change of address, electronic deposit, etc.
- Agency personnel files for current employees
- Special requests and problem resolution
  - Alternate Workweek Agreements
  - Extensions of non-permanent positions
  - Extensions of acting status
  - Notice of Pay Problems
  - Grievances and complaints regarding pay issues

[www.state.ak.us/](http://www.state.ak.us/)

This Web site provides links to:

- Services
- Departments/Divisions:
  - Office of the Governor
  - Office of the Lieutenant Governor
  - State Legislature
  - Alaska Congressional Delegation
  - Alaska Court System
  - Department of Administration
  - Department of Community & Economic Development
  - Department of Corrections
  - Department of Education and Early Development
  - Department of Environmental Conservation
  - Department of Fish and Game
  - Department of Health and Social Services
  - Department of Labor and Workforce Development
  - Department of Law
  - Department of Military & Veterans Affairs
  - Department of Natural Resources
  - Department of Public Safety
  - Department of Revenue
  - Department of Transportation & Public Facilities
  - University of Alaska
- Jobs
- Notices
- myAlaska
- **State Employee Directory**