

Class and Comp goes on the road

Capturing Arizona's wildlife employee population

Brian Crawford manages a 5,000-acre wildlife area just outside Springerville, Arizona. He does everything from farming, filling reservoirs and maintaining heavy equipment, to managing the area's visitor center and ranch. Crawford's current job title is Construction Crew Leader. If all goes well, it will be changed to Wildlife Area Manager—a much more accurate description of what he does.

"I like the variety in my job—it's never the same daily routine," Crawford says. "There's always something different and I love being outdoors."

Crawford's job was just one of hundreds of positions that were recently reviewed during a massive project that the Department of Administration's Classification and Compensation team undertook with the Department of Game and Fish.

Lining up with the rest of the wildlife world

"I enjoy helping these people," says Evelyn Flores, a senior analyst with the Class and Comp team. "I help management realize what they have sitting in front of them—the jobs their employees actually do. It's very satisfying."

"I think the Class and Comp team did a great job capturing what our employees do out in the field."

Flores was part of a team of six Class and Comp analysts who teamed up for the project. After several months and hundreds of miles, the team is finally home and is proud to say that the Wildlife Classification Series will soon be more in line with the rest of the wildlife world.

"It's important that we understand enough about what these people are doing so that we can fit them into their area, their agency, and the State's overall plan," explains Class and Comp Manager Joanne Carew.



Class and Comp analyst, Evelyn Flores, finds her job "very satisfying," especially when she gets to meet employees out in the field.

Planes, trains, and automobiles

Before stepping foot outside the city, analysts like Flores did extensive research, looking into similar job classifications with the federal government, other states, and neighboring counties. They did internet searches, made phone calls, looked at salaries and job duties, and spent a lot of time on the Game and Fish website.

Several road trips included visits to Kingman, Lake Havasu, Parker, Quartzsite, Yuma, Tucson, and Pinetop. The last leg of the trip alone was 800 miles. Transportation included renting a State jeep and flying in a single-engine airplane with no parachute.

"I've seen more of Arizona in the past few months than I have in my entire life," says Flores, who grew up in Parker.

According to Diana Shaffer, the Game and Fish contact for this project, the analysts interviewed 50 percent of wildlife employees (that translates to nearly 200 people). Some of those may have been phone interviews, but the Class and Comp team visited six regional areas, including fish hatcheries and wildlife areas.

"I think the Class and Comp team did a great job capturing what our employees do out in the field," Shaffer said. "And we appreciate the fact that they asked for our input. They've kept us involved all along."

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Kathy's Connection

News from the Director

Welcome to the debut issue of *HR Newslink*, a newsletter to connect all State of Arizona Human Resources personnel. The purpose of this newsletter is to educate and inform you about upcoming events and current issues facing HR. Every issue will have a main feature article on the cover that will showcase the success or progress of one area of HR. When designing this newsletter, the idea was for each section to have its own look—almost like “mini newsletters” inside the larger one, so that you will know where to find what you want.

To explain a few of the sections; the *Satellite Spotlight* will shine on a different satellite office every issue; *HRIS: News You Can Use* will help you work better, faster, and smarter with HRIS; *Legislative Q&A* will take one bill that affects HR employees and dig a little deeper into it; and the *State Employee Snapshot* will be just that—a ‘snapshot’ or interesting fact about the State’s workforce. I hope you will read this new publication and share your feedback with us so that we can use this resource to best serve you.

-Kathy Peckardt

What's happening in July

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
4 Holiday	5	6	7	8 Leadership Book Club
11	12	13	14	15
18	19 AD Employee Recognition	20	21	22
25	26	27	28 Morning Training Session	29

August

1	2	3	4	5 Leadership Book Club
8	9	10	11 Leadership Speaker Series	12 Legislation Effective
15	16	17	18	19
22 Aug 29: Open Enrollment	23	24	25 Morning Training Session	26



SATELLITE SPOTLIGHT

Satellite Spotlight: ADOT Human Resources Office in Phoenix
Manager: Bryce Boldt
Number of employees: 23



Jennifer Selby's smile is the first thing customers see when they walk in the ADOT Human Resources Office.

As you step into the main lobby of the ADOT HR satellite office in Phoenix, you might hear Stacy Lopez's infectious laugh. Or you might catch manager Bryce Boldt on one of his daily rounds walking about the office greeting employees. That's the kind of place it is—a place where you can be yourself and feel at ease.

"Every day I try to walk around out there. Maybe someone's mother is sick," says Boldt. "I look at their work and praise them for it, but asking, 'how's your mom doing?' means so much more."

As Boldt's self-proclaimed sidekick, Lopez performs a variety of functions each day, with most of them keeping her away from her desk and sometimes on the floor.

"I love my job," Lopez comments. "Sometimes I might complain of crawling under a desk to do inventory, but I totally have to be up and moving. That's why you'll rarely catch me at my desk!"

On the front lines

Jennifer Selby is on the front lines as the first person customers see when they enter the lobby. Along with assisting walk-ins, she has her phone headset on most of the day to field calls. Most of the calls she gets are standard questions, but then there's that one odd request.

"I recently got a call from a guy whose wife was stuck at a train stop and called him on her cell phone," she explains. "He didn't believe her, so he called me to get the train schedule."



The "Kudos Board" is for employee birthdays, upcoming events, and compliments that the HR staff has received.

Just like family

On the whole, employees in ADOT's HR office have been described as "seasoned." The average number of years their employees have been with the State is 20, and combined they have 350 years!

"We have a history here," says Staffing Analyst Margaret Guerra. "We know each other's habits and we back each other up."

It's hard to believe, but even with close to 4,500 total ADOT employees, these HR veterans still describe the agency's atmosphere as being "like a family."

"Everybody is on a first name basis here," says Robin Smith, HRIS/Benefits supervisor. "We don't use Mr. or Mrs. And even with our large number of employees, people know the director!"



Education Update

If you handle training for your agency and are a STARS user with "Level 3" access, these tips are for YOU!

Tip #1 – When enrolling students for a class and you reach maximum capacity, you have the option to place additional students on a "waitlist". When using the STARS waitlist, be sure to check the roster just prior to the event to enroll waitlisted students into any available slots (the system does not automatically enroll those on the waitlist).

Tip #2 – For security reasons, Level 3 users *must* call the STARS Helpdesk at 602.771.2948 to perform a password reset. This is useful if you ever lose your password or feel it has been compromised.

Tip #3 – After a class has finished, remember to finalize the roster to indicate whether each student completed or passed the course. Often students who have attended a class will attempt to print completion certificates the following day. Completing your roster immediately following an event will ensure that students have access to current training information.



Choosing the right health care setting: emergency room, urgent care, or clinical care?

Emergency Rooms

When you or a loved one is hurt, you want the best care. Deciding where to go isn't always easy. You may be tempted to go to the emergency room (ER). But, this may not be the best choice. At the ER, true emergencies are treated first. Other cases must wait—sometimes for hours. And, it may cost you more.

Go to the ER for:

- Heavy bleeding
- Large open wounds
- Sudden change in vision
- Chest pain
- Sudden weakness or trouble talking
- Major burns
- Spinal injuries
- Severe head injury
- Difficulty breathing

Of course, each case is unique. *If a situation seems life-threatening, take action. Call 911 or your local emergency number right away.*

Urgent Care

Sometimes, you may need care fast. But, a trip to the ER may be unnecessary. You may want to try an urgent care center. They can treat many minor ailments. Chances are, you won't have to wait as long as at the ER. You may pay less, too.

An urgent care center can help with:

- Sprains
- Strains
- Minor broken bones
- Mild asthma attacks
- Minor infections
- Small cuts
- Sore throats
- Rashes

Clinical Care

If it's not urgent, it's usually best to go to your own doctor's office. Your doctor knows you and your health history. He or she can access your medical records. And, he or she can provide follow-up care or refer you to a specialist if necessary.

Legislative Q&A



A closer look at Senate Bill 1017: Q&A with Alan Ecker, Legislative Liaison and ADOA Public Information Officer

Senate Bill 1017 would permit the Department of Administration to authorize payroll deductions for critical care and long-term care insurance, and for pre-paid legal and identity theft protection services.

Q: Why did you ask Senator Waring to sponsor this bill?

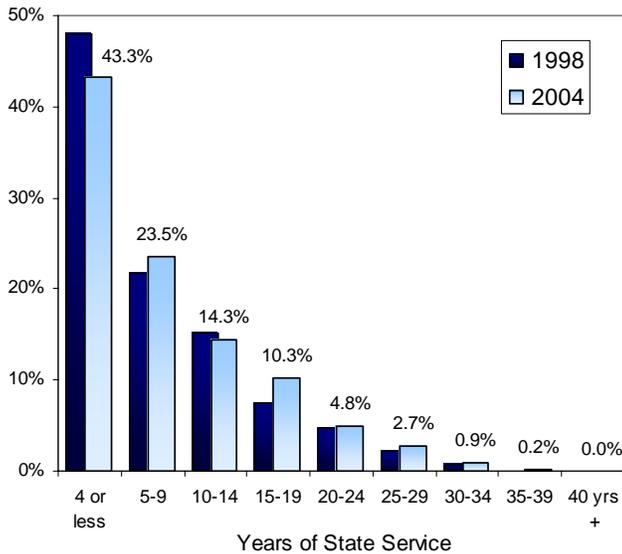
A: The bill provides additional benefits for our State employees and is a useful recruitment tool. Other governments and private sector companies currently offer similar payroll deduction benefits, so this helps the State compete.

Q: There was already a statute listing conditions under which a state employee could authorize payroll deductions. Why did you feel it necessary to add to this list?

A: Offering additional payroll deductions to employees is prohibited unless specifically authorized by this statute. This bill was necessary for ADOA to have the permissive ability to offer these new payroll deductions.

Q: I noticed that "identity theft protection services" has been added to the list of potential payroll deductions. According to the FTC, Arizona had the highest per-capita rate of identity theft-related complaints in 2003. Explain how a deduction for identity theft protection services would help state employees to combat this problem.

A: Identity Theft Protection services are similar to credit protection programs offered by credit card companies. Individuals who do not carry credit cards may not have access to credit monitoring programs. Additionally, payroll deductions for these services are attractive to employees because group rates are generally cheaper. Companies offering these services through payroll deduction do not have the administrative costs associated with collecting premiums.



Make fewer errors when entering information into HRIS. Here's how:

When you receive conformation that a hire has been made through Hiring Gateway...be sure to verify all the information for the employee that auto-fills in the XP52.4 HRIS form. Pay special attention to the state, country, and zip code fields. Errors in these fields can interfere with employees' taxes and benefits.

When processing a hire without Hiring Gateway...it is very important to check the ZH11 HRIS form to determine if it is a new hire, re-hire, or transfer. The person may already be in our system.

When an employee leaves state service...the "SEPARATION" action must be used for processing—not the "STATUS CHANGE" action. If the correct action is not used, the employee's file is inaccurate, leave plans are not ended, and turnover reports do not contain true data.

Complete the ZH12 HRIS form for new hires, re-hires, and transfers)... This form contains the employee's work phone and work email address. In addition, it provides the ability to choose if the information is to be on the Internet, Intranet, and/or published. The XP52.1 HRIS form does not provide these options and the email field is not long enough to enter some email addresses.



State Employee SnapShot

How long will our employees stay?

Over 43% of State employees have been hired within the last four years. The average length of service for State employees is 8.4 years, which is below the average of other states (11.2 years). A recent poll of college graduates found that nearly 50 percent are planning to stay with their first employer less than two years!

What can you do in your role within Human Resources to encourage retention? The following are several specific ways to prepare and retain leaders...

Reward and recognize – All employees want to be recognized for their contributions. Listen to them and appreciate the different kinds of recognition that are meaningful. Feedback is critical and sometimes a heart-felt "thank you" that is based on specific performance means more than formal awards and ceremonies.

Create a fun workplace – We spend a great deal of time at the office. Shouldn't we be able to have fun and still maintain a professional and productive atmosphere?

Keep learning – The newest generation of employees view professional development as a key factor in choosing their next employer. They want to be coached and mentored and they want to learn. Make learning and training a priority.

Hire the best – Ensure that the best candidates are hired in the first place. It's worth the extra time to screen the cream of the crop. We are in the people business and our employees represent our respective agencies.

A recent poll of college graduates found that nearly 50 percent are planning to stay with their first employer less than two years!



Who to contact: Staffing and Recruitment Team

There have been a number of personnel changes in ADOA's Staffing and Recruitment office in recent months. Here's an updated contact list to post in your area:

Jackie Mass (Manager)	Staffing & Recruitment	542.4724
Emilio Velez	Executive and Special Recruitments, Direct Hires	542.4757
Kimberly Adams	Hiring Gateway	542.4860
Ron Loyd	Mobility Assignments	542.0680
Marie Palacios	Executive and Special Recruitments, Advertising	364.0413
Brenda Jones	Temporary Services	542.4545
Don Bergeson	Testing, Surveys and Data Analysis Panel Interview Approval	542.4879
Irma Dominguez	Hiring Gateway Candidate Lists, Job Postings	542.3487
Amanda Wright	Hiring Gateway Candidate Lists Job Postings on azstatejobs.gov Interagency Transfers	542.4781
Wendy Walther	Hires-Grade 23 and above, Lateral Transfers Promotion from Competitive Detail/ Underfill/Voluntary Grade Decrease	542.0318
Esther Davis	Employment Verifications	542.0680
Phyllis Anderson	Governor's Grade 23 Report, Employment Verifications	542.0392
Rosa Aguilar	HRIS Data Entry, Database Maintenance Various Recruitment Actions	542.0235
Gloria Hartz	Resume Questions, DD-214 Forms	364.0301
Ruby Bilagody	Job Board Web Questions, Hiring Gateway	364.2660

Our Mission as State of Arizona Human Resources Personnel: to provide efficient, timely, customer-driven, professional human resources services.

***HR Newslink is published bi-monthly by:
ADOA Human Resources Division
100 N. 15th Avenue, Suite 261
Phoenix, AZ 85007
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Persons with a disability may request reasonable accomodation by contacting the Human Resources Division. If you need this issue in an alternative format, please call 602.542.5481.