

**State Personnel Office  
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**LFC Hearing**

**Red River, NM**

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# State Personnel Office

- **State Personnel's efforts are dedicated to the employee life cycle, from Recruitment through Retirement, while providing the highest quality customer service to agencies and state employees as an oversight agency.**
- **State Personnel's work as an oversight agency, including working with the unions, is designed to make HR more efficient and economical; help inform departments and agencies and the employees we serve, provide specific, tailored customized recruitment, hiring and retention strategies and tactics (including training, professional and leadership development programs); hold leadership and staff more accountable; and protect the state from liability.**
- **State Personnel is also reimagining itself as a HUB, cross-pollinating good and best practices and new and innovative ideas.**

# Update and Path Forward

- **HR Consolidation**
- **Path Forward beyond HR Consolidation**

# HR Consolidation

- **Benefits/goals that we should keep going after**
- **Without adequate numbers of HR professionals in Agencies, hard to hit those goals**
- **HR Professionals left the last Administration in significant numbers**

# **Path Forward Beyond HR Consolidation**

- **Last HR Professional returned to their Agency on June 24, 2019**
- **HR presence and power now back in the Agencies**
- **State Personnel's role to assist HR Managers and Agencies**
- **Help Agencies excel rather than maintaining control**
- **Training is even more important now**
- **Technology upgrades are critical to meet the mission**

# Recruitment Overview

- **Make State government more effective by lowering the state-wide vacancy rate by engaging applicants from outside state government and increasing retention.**
- **Our research indicates that retention rates have remained mostly flat, mostly due to the lack of influx of first-time hires to the system.**

# **Recruitment/Outreach**

## **Marketing benefits of Career + Benefits/RMD + Retirement/PERA**

- **Working together to develop a strong message re: benefits of working in State government**
- **Exploring Human Capital Management (HCM) Statewide Human Resources Accounting Reporting system (SHARE) Total Compensation module activation for current employees with possibility to connect to recruitment module**
- **Reaching new audiences through recruitment events and outreach events in local communities**

# **Recruitment/Outreach**

**Strong and consistently-delivered message that State government is a positive place to work and where staff take pride in service**

- **Social Media Challenge #IServeNM to celebrate state employees launched August 12, 2019**
- **In 2 weeks of the Challenge, we have surpassed nearly a year's worth of impressions and engagement with the goal to increase applicants to State service**



# **Recruitment/Support**

## **Classification Studies/market adjustments**

- **Health care study nearing completion**
- **Attorney classification study was implemented last year**
- **4% adjustment to Salary Structure approved by our Board after Legislature approved the increases**
- **Reviewing how we can maximize work already done: APS/CPS**

# Recruitment/Support

- **Family Friendly policies competitive with other public and private orgs**
  - **Fitness/Wellness**
- **Exploring Alternative Work Schedules, Educational Leave, and other paid leave options**

# **Recruitment/Empowering Agencies**

## **Agencies control recruitment:**

- **Create advertisements – Hiring Managers and HR Managers**
- **Agencies have the control**
- **We consult**

# **Recruitment/Oversight**

## **Help Agencies recruit beyond normal channels**

- **Partner with colleges, universities, other list serves**
- **Social Media channels**
- **Partner with DWS on recruitment strategies**
  - **Rapid Hires**

# Recruitment/Training

- **Train HR Managers on recruitment techniques**
  - HR Council
  - Podcast
  
- **Train Hiring Managers**

# **Recruitment/Program Creation**

## **Intern program**

- **Gateway to state government**
- **3 levels – HS, College, Graduate School**
- **Summer 2019 Intern Summit**

# Recruitment/Partnering

- **Positive message around working with unions and negotiating new Collective Bargaining Agreements (CBAs)**
  - Significant progress with union settlements over longstanding issues
  - Working proactively to solve problems
  - Negotiations with CWA start in September
  - Negotiations with AFSCME start in October
- **Developing idea of a dashboard to use and maximize data analytics**
  - Business Analytics Committee
- **Shorter timelines for hiring with more communication to candidates**

# Retention

- **Strategies to better retain employees**
- **Salary increases – In Pay Bands**
- **Shorter timelines for all personnel actions**
- **Partner with DFA to shorten timelines**
- **Revamp PARF (Personnel Action Request Form)**



# Retention/Training

- **Creation of a positive learning environment for employees and their managers**
  - **Update all current trainings, design new trainings, and host via in-person, Enterprise Learning Management (ELM), podcasts, on-line, webinar-based, YouTube-based as appropriate**
    - **“Civil Rights” course revamped and now on SHARE ELM**
    - **“Strategies for Positive Management” course revamped with help from strong managers – Subject Matter Experts – from across the Administration (this course was previously called “Fundamentals of Supervision”)**
    - **“Managing Employee Performance” course has been revamped**
    - **“Progressive Disciplines” course in development**
    - **Professional Development opportunities**
    - **Using Trainer UNITE regularly-scheduled meetings to collaborate and maximize training expertise**

# Retention/Training

- **Maximizing all trainers and trainings in a “Public Service Learning Hub”**
  - Standardized customer service training for all employees
  
- **Partnering with DWS on a train-the-trainer model**

# Retention/Partnership

- **Leadership Development with RMD**
- **Meaningful on-boarding – LIVE On-Boarding with a cohort**
- **Meaningful Evaluations (HCM SHARE activation of Performance Module)**
- **Shorter timelines for hiring and all other personnel actions**
- **Family Friendly policies**
- **Positive message around negotiating new CBAs**
- **Innovation Lab with UNM Innovation Academy**
- **Activate HCM/SHARE modules to streamline processes**
- **Exploring technology updates to SHARE so that employees can use self-service modules**