HUMAN RESOURCES CENTRALIZATION
FREQUENTLY ASKED QUESTIONS

AGENCY EMPLOYEES

1. Why is the announcement to centralize Human Resources (HR) being made ahead of implementation?

The Lamont/Bysiewicz Administration fully supports the centralization of HR and intends to execute this initiative in a thorough and thoughtful manner. Announcing this initiative ahead of implementation gives the State the necessary guidance and support to begin more detailed operational planning that will ensure a smooth transition for all affected employees and stakeholders.

2. Which State agencies are included in the centralization?

The majority of executive branch agencies with agency heads appointed by the Governor or boards appointed by the Governor are included in the centralization (i.e. in-scope). The Constitutional Offices, Division of Criminal Justice, Higher Education, Military Department, Office of the Chief Medical Examiner, Agriculture Experiment Station, and Quasi-Public Agencies are out of scope.

3. How will centralization impact the services that HR provides to State agencies?

The goal is to provide the highest quality services at the lowest possible cost. The information collected during the discovery phase will identify new and better ways to assist employees and State leaders by improving response time, accuracy, and consistency.

4. Once centralized, where will Talent Solutions (which now includes Recruitment and Exams), Employee Benefits and Leaves, and Worker’s Compensation staff be located?

The new centralized structure will take effect on approximately February 1, 2020, where Talent Solutions, Employee Benefits and Leaves, and Worker’s Compensation staff will experience a change in reporting structure but will not physically relocate. In the fall of 2020, these employees will physically move to 450 Columbus Boulevard in Hartford.

5. Will Payroll and Equal Employment Opportunity/Affirmative Action functions be centralized?

Centralization will initially involve the HR and Labor Relations functions. The administration will continue to work with agencies and other stakeholders to develop plans for the centralization of Payroll and Equal Employment Opportunity functions in the future.

6. Which functional areas will be staying on-site at the agencies?

Agency HR Business Partners and Agency Labor Relations staff will remain on location at the agencies. Payroll is not being proposed for centralization therefore associated staff will also remain on-site at the agencies.
7. Will in-scope agency employees have fewer HR staff to help them?

No. While there will be fewer on-site staff, the overall centralized structure will improve service and the employee experience by creating centers of excellence in connection with Talent Solutions (which now includes Recruitment and Exams), Employee Benefits and Leaves, and Workers’ Compensation and expanding self-service and other technological solutions to provide employee support.

8. How will in-scope agency employees contact HR?

Employees will primarily access HR by calling or e-mailing the appropriate team. Depending on the nature of the inquiry, on-site Agency HR Business Partners or Agency Labor Relations staff will also provide support. In addition, the State is reviewing ways to expand self-service, through additional Core-CT functionality along with other technological solutions to provide employee support. Employees are not expected to drive to Hartford but may coordinate meetings at agency sites, or use available technology, as needed. Contact information will be available on the DAS website.

9. Where will in-scope agency employee personnel and related files be located?

Options to securely digitize these records are actively being explored. In the meantime, employee files will initially be maintained in their current, secure agency locations. Access to these files can be obtained at the agency or by working with on-site Agency HR Business Partners.

10. Will new technology be introduced to help in-scope agency employees find HR information?

Yes, the State is actively looking for new processes and technology to improve efficiency and effectiveness. The goal is to provide the highest quality services at the lowest possible cost.

11. What will happen to vacant office space previously held by HR?

Agency leadership in partnership with DAS facilities staff across the State will determine best uses of their vacant office space.