

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, the Constituent Units of Higher Education, the Division of Criminal Justice, the Military Department, the Office of the Chief Medical Examiner, the Agriculture Experiment Station, Office of State Ethics, State Elections Enforcement Commission, Freedom of Information Commission, 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. Given the COVID-19 pandemic, what will the working conditions be for those HR employees moving to specialized functional areas (Talent Solutions, HR Policy and Information Systems, Benefits and Leaves, and Workers' Compensation)?

Effective August 28, 2020 employees assigned to these functional areas will be teleworking full-time. Once office space at 450 Columbus Boulevard is reconfigured in accordance with reopening guidelines, work will shift to a mixture of telework, agency visits, and office work.

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 this centralization therefore associated staff will also remain on-site at the agencies.

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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, HR Policy and Information Systems, 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?

Initially, the files will remain on-site in their current, secure agency locations. In the future, files will be securely digitized and maintained in a cloud-based system.

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

Yes, the State has contracted with [PeopleDoc](#) and the project to configure file management and case management systems is underway. As part of this project, [Scan-Optics](#) is in the process of scanning agency files to be uploaded into the PeopleDoc system. This project is expected to be completed in early 2021.

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.