



DCT Human Resources Overview

October 16, 2025

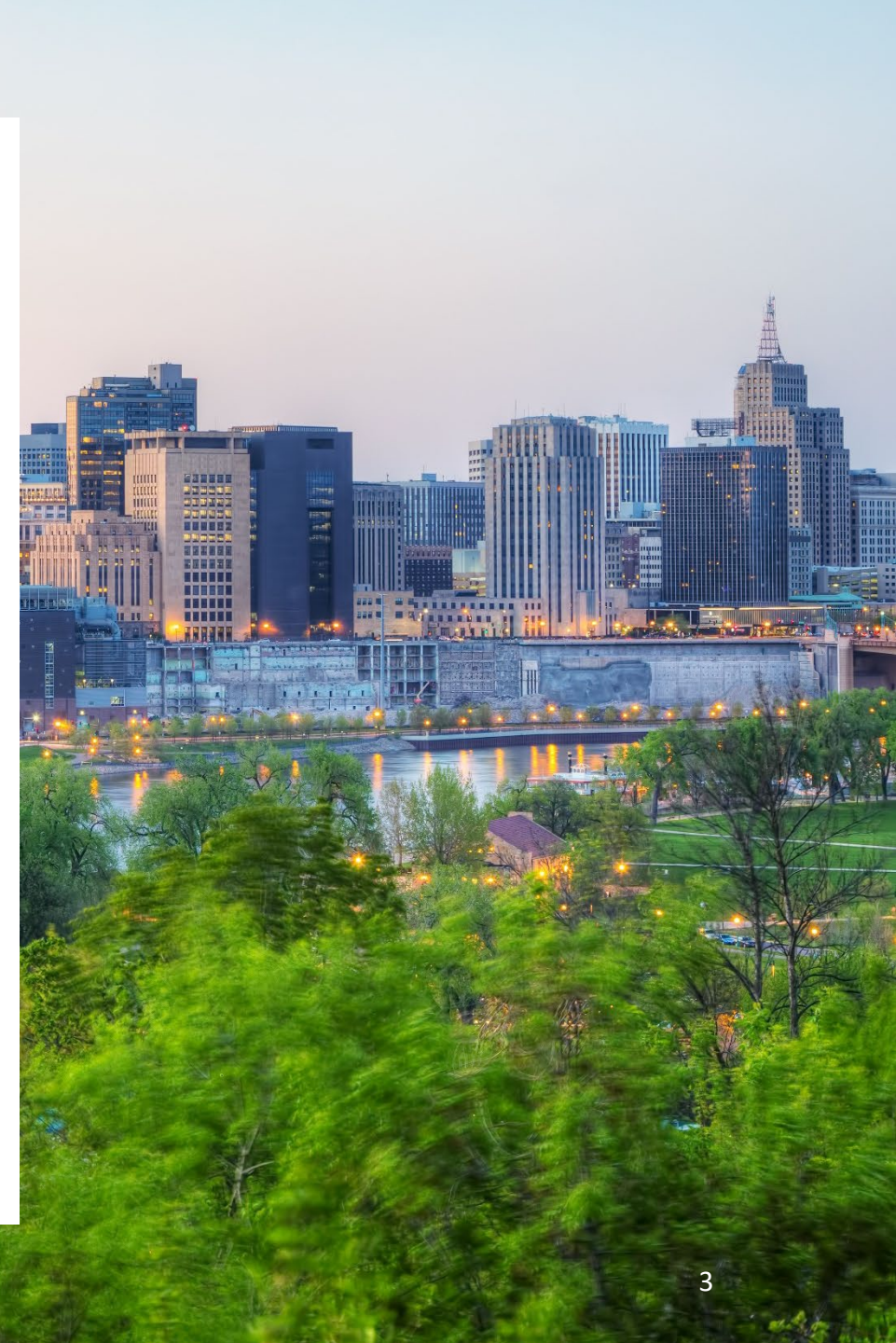
Cindy Jungers | DCT HR Director

Agenda

- Overview of HR: Where We Stand Today
- HR Delegation Status
- Recruitment Strategy and Fulfillment
- Labor Relations Overview
- Employee Relations & LaborSoft Implementation
- Overtime Use Insights
- HR Operations Snapshot
- Key Takeaways
- Looking Ahead

Where We Stand Today

- Fully staffed across all core HR functions
- Provisional delegation process on track for August 2026 completion
- Developing stronger alignment among HR, service line leadership, and MMB
- Foundational systems (leave, payroll, benefits) stabilized



HR Delegation Status



What Delegation Means:

Future greater autonomy for classification, compensation, and personnel transactions within MMB policy parameters.



Current State:

DCT HR currently operates under provisional delegation status from MMB.



Timing:

Monthly progress tracking toward final audit and full delegation slated for August 1, 2026.

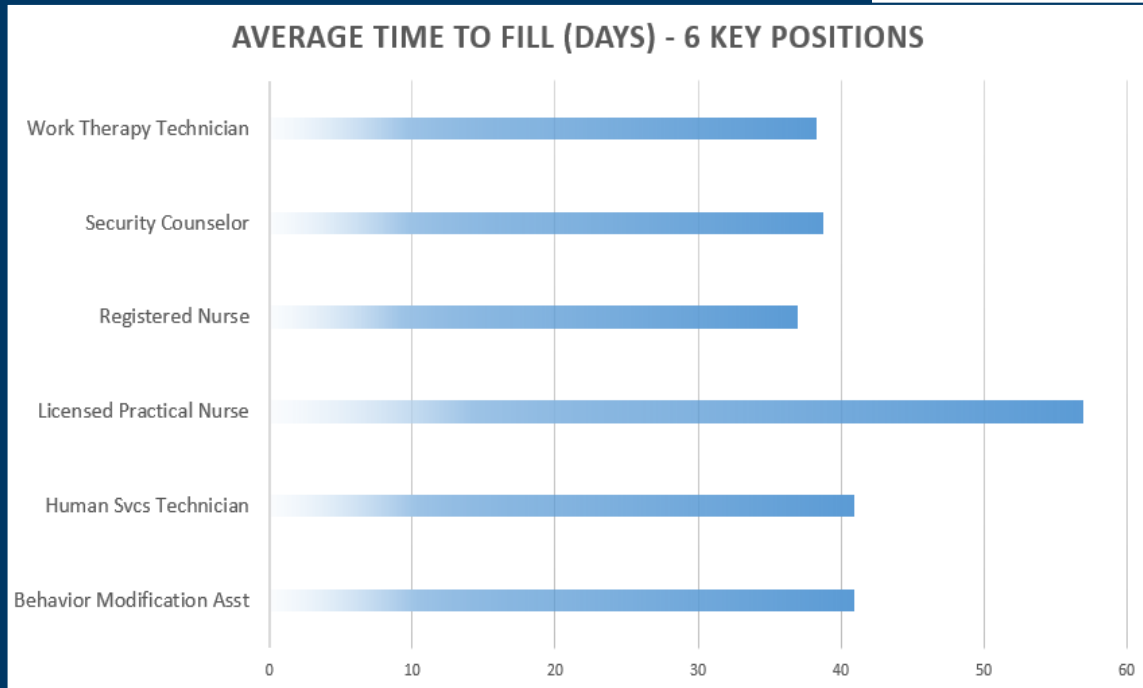


Progress Highlights:

Monthly deliverables completed; feedback incorporated; internal audit preparation underway.

Recruitment Strategy & Fulfillment

Average time to fill for six key DCT positions is 42 days - a **strong indicator of recruitment efficiency** in a challenging healthcare labor market.



These six classifications represent the **core of Direct Care & Treatment's workforce** - the employees who directly support, treat, and ensure safety for the individuals we serve every day.

Implementation Highlights:

- Continuous job postings to streamline selection process in high volume roles
- Dedicated sourcing for hard to fill positions
- Strategic use of hiring incentives as a tool for candidate attraction and engagement
- Data-driven vacancy prioritization



Labor Relations Overview

Contract Status Summary:

- **AFSCME & MAPE:** Ratified and implemented
- **MMA:** Out for vote
- **MNA & SRSEA:** Open and bargaining scheduled through 2025

Operational Impact:

- Retro pay adjustments completed for ratified contracts and updated language (e.g., incentives, leave provisions) now active
- Ongoing communication with managers to ensure awareness and compliance

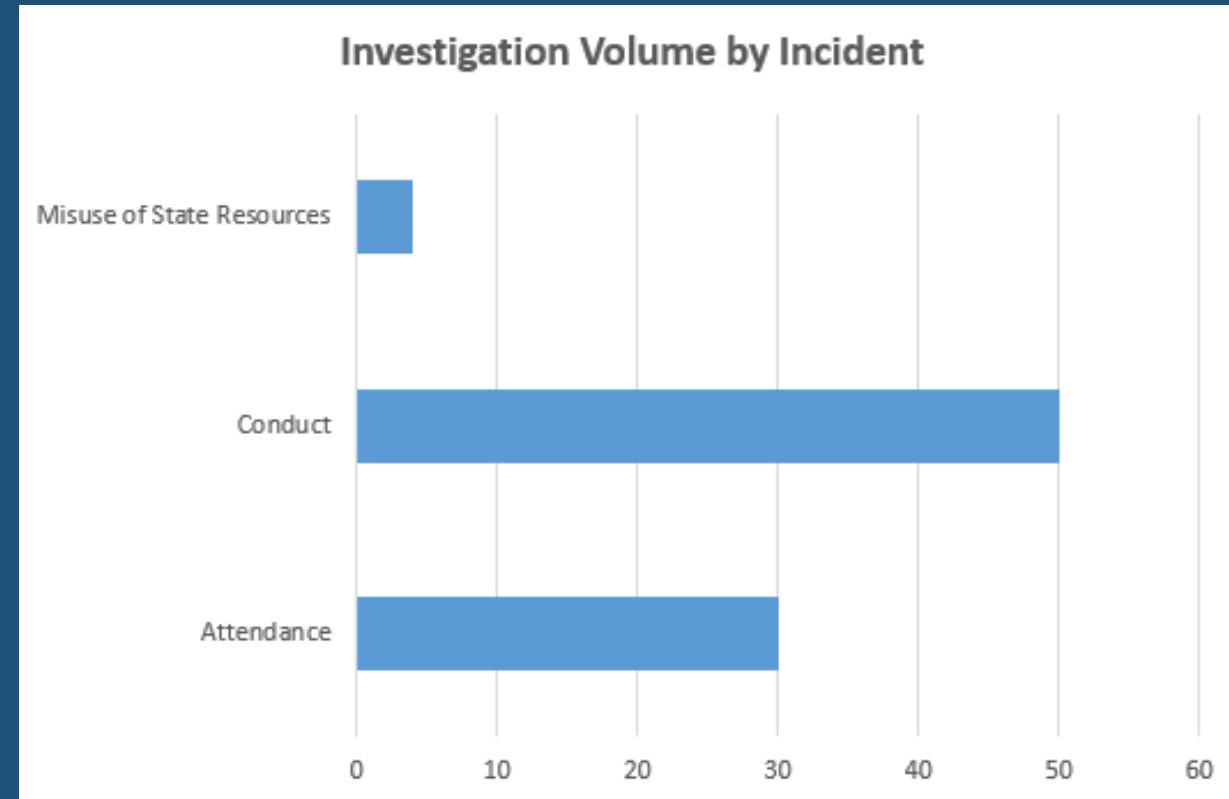
Employee Relations & LaborSoft Implementation

New System Launch:

- **LaborSoft** – Platform for tracking investigations, disciplinary actions, and grievances launched on 7/1/2025
- Replaces DIGITS (legacy data retained for historical reference)

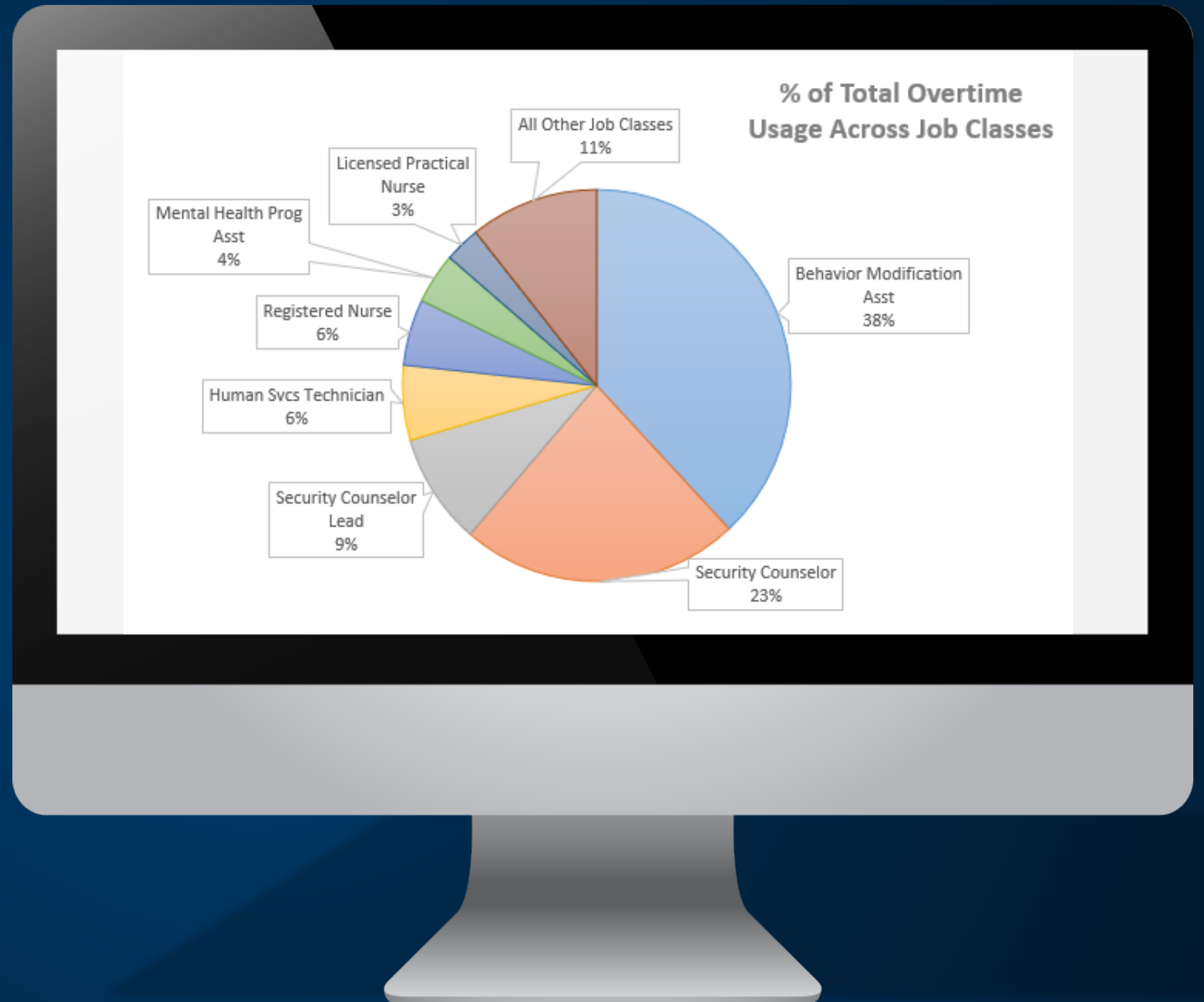
Why It Matters

- LR team manages more than 400 investigations each year, making efficiency and accuracy essential
- Offers centralized, standardized documentation and tracking
- Includes robust reporting capabilities for transparency and trend analysis



Overtime Use Insights

- Seven job classes account for nearly 90% of all overtime expenditures
- Security Counselors and Security Counselor Leads together contribute 32%, underscoring the significant impact of 24/7 coverage demands in secure environments
- Other direct care roles round out the remaining 68% of OT



HR Operations Snapshot

Workers' Compensation & Occupational Health

Stable and improving safety performance

142 incidents were reported 1st quarter of FY26, with most managed effectively through early intervention.

Strong compliance and infection control

Zero respiratory OSHA incidents

Lower organizational risk exposure

Litigation cases have decreased

Administrative Support & Transactions

Strengthened onboarding and compliance

Implemented a standardized pre-clearance background study process

Improved accuracy and turnaround

Fully staffed team is reducing processing delays and ensuring consistency in all facets of HR support

Enhanced employee support services

3 new Dedicated Insurance Representatives added to the team and preparing for open enrollment (Nov 2025)

Leave Management & Payroll

Fully staffed leave team to support consistent coverage

Processed 661 leaves of absence 1st quarter FY26

Preparing for MN Paid Leave Launch (effective 1.1.2026)

Laying groundwork for seamless implementation

Modernized overnight timekeeping with new tools and training

Enhanced accuracy and reduced payroll errors through standardized processes and staff education

Key Takeaways

- **Fully Staffed HR:** Every core HR function now has dedicated coverage and leadership
- **Safety Focus:** Continuing to drive prevention and staff-support initiatives
- **Systems Stabilized:** Core processes (leave, payroll, benefits) are running smoothly and preparing for major statewide changes
- **Service Excellence:** Improved turnaround, communication, and manager support across HR functions
- **Next Phase:** Continued delegation progress, data transparency, and proactive workforce planning





Looking Ahead

We're building on a strong foundation - readying for MN Paid Leave, advancing delegation readiness, expanding our data insights, and investing in leadership growth.

Thank You!