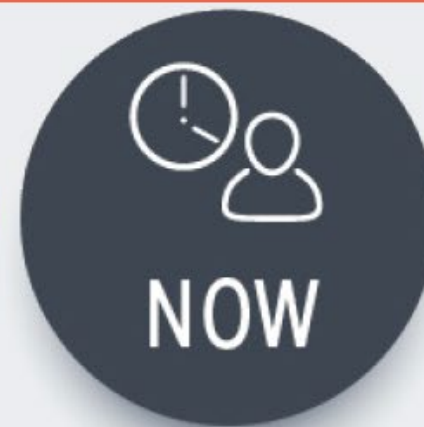
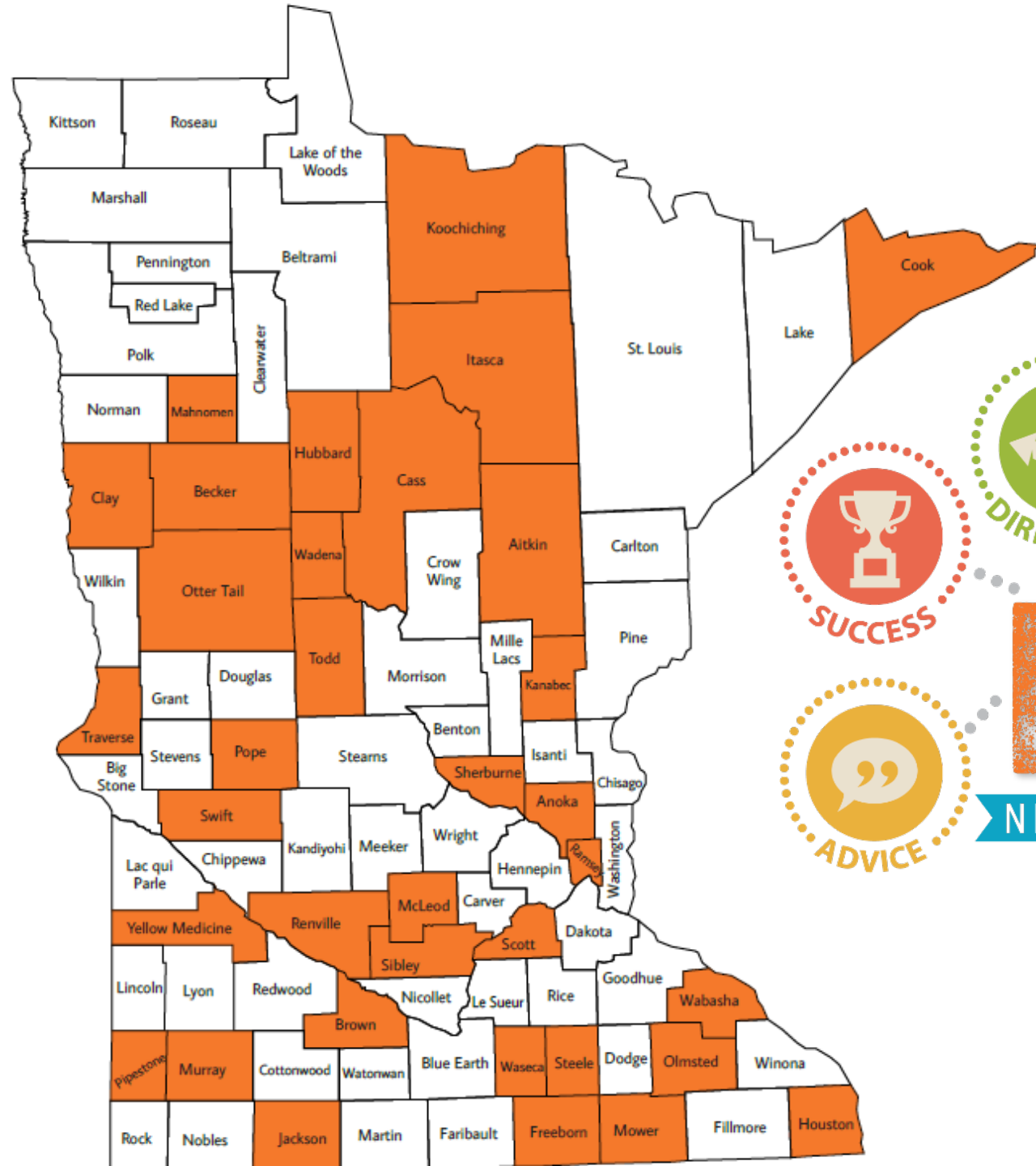


# *Lead » Engage » Attract » Retain » Now*



*Human Resources Technical Assistance Program for Counties.*



# PATHWAYS

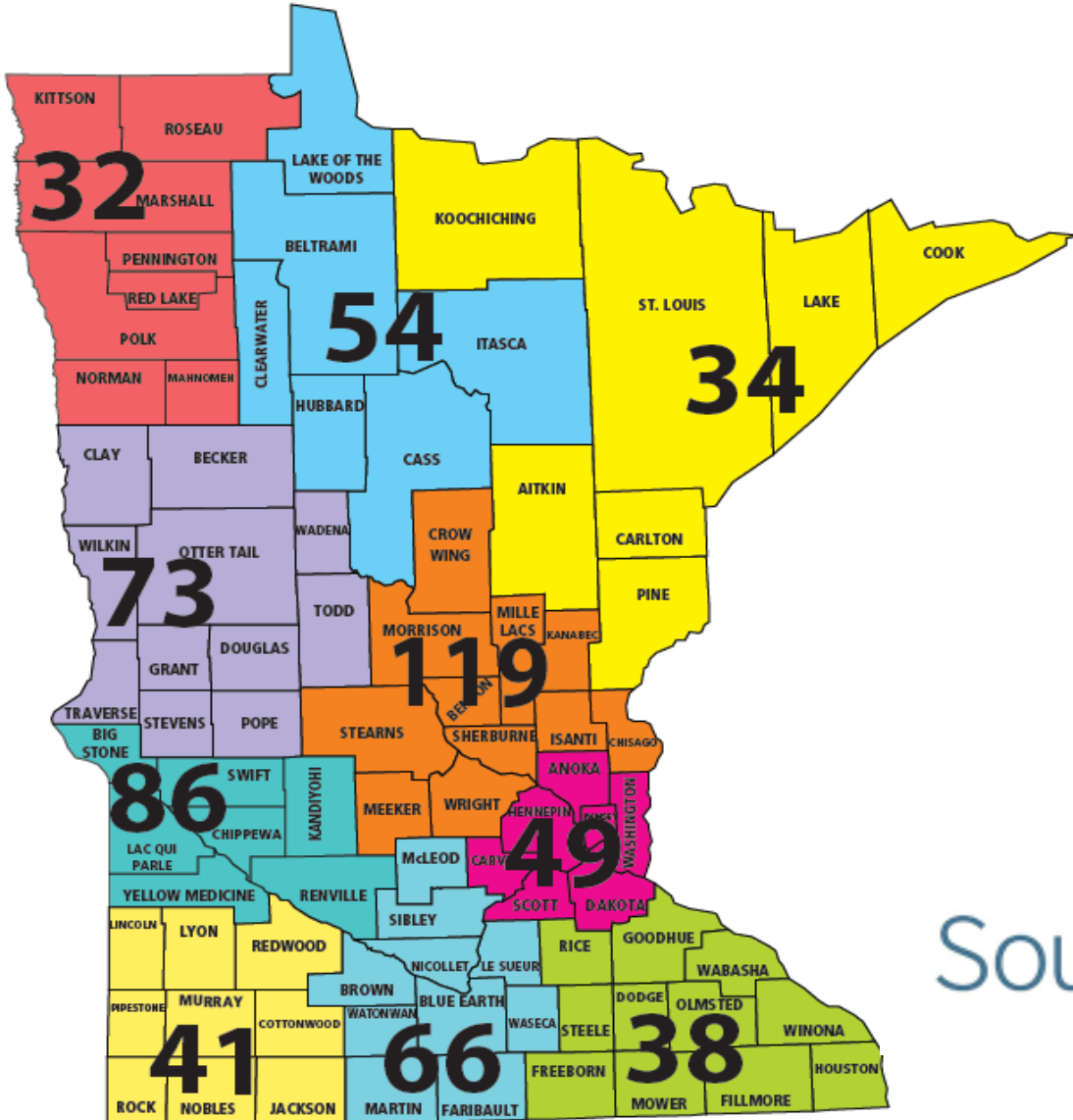
NETWORK FOR NEW COUNTY MANAGERS

 Association of  
Minnesota Counties

 **DDA**  
Human Resources, Inc.  
a David Drown Associates Company

**Sourcewell**  
Formerly NJPA 

# Human Resources Helpline



**Participating Counties/JPAs: 70**

**Helpline Tickets: 592**

- 98% of survey respondents have been “Satisfied” or “Very Satisfied” with Information provided and Response time.
- All requests/questions are confidential.

**Sourcewell**  
Formerly NJPA



**DDA**  
**Human Resources, Inc.**  
*a David Drown Associates Company*

# Helpline Questions by County Population Size



Association of  
Minnesota Counties

County Population	Number of Counties in Group	Number of Questions per Group	Average Number of Questions per County	Percent of Total Questions
100,000+	10	52	5.20	9%
40,001 - 100,000	13	83	6.38	15%
28,001 - 40,000	14	67	4.79	12%
20,001 - 28,000	12	114	9.50	20%
12,001 - 20,000	13	127	9.77	22%
7,001 - 12,000	13	55	4.23	10%
Under 7,000	12	73	6.08	13%
Total	87	571		



# Growing County Usage

Use of the Helpline grew by **20% during the first six months of 2019** compared to the last six months of 2018.

## **Sample Helpline topic areas:**

- Benefits Administration
- Compliance and Reporting
- Data Practices & Personnel Data
- Fair Labor Standards Act
- Leave of Absence
- Staffing and Recruitment



**It is important to have advice from a specialist.**  
*- Anonymous 2019 survey respondent*

I think this is the perfect example of "**an ounce of protection...**" if counties didn't have this helpline we would be spending a lot of taxpayer money on other ways to research these topics or possibly in fines and this also reduces the amount of duplication since the results from the tickets are being shared with all counties.

*- Anonymous 2019 survey respondent*

# Human Resources Technical Assistance Program

SEARCH

Welcome to the Association of Minnesota Counties Human Resources Technical Assistance Program administered by DDA Human Resources, Inc.

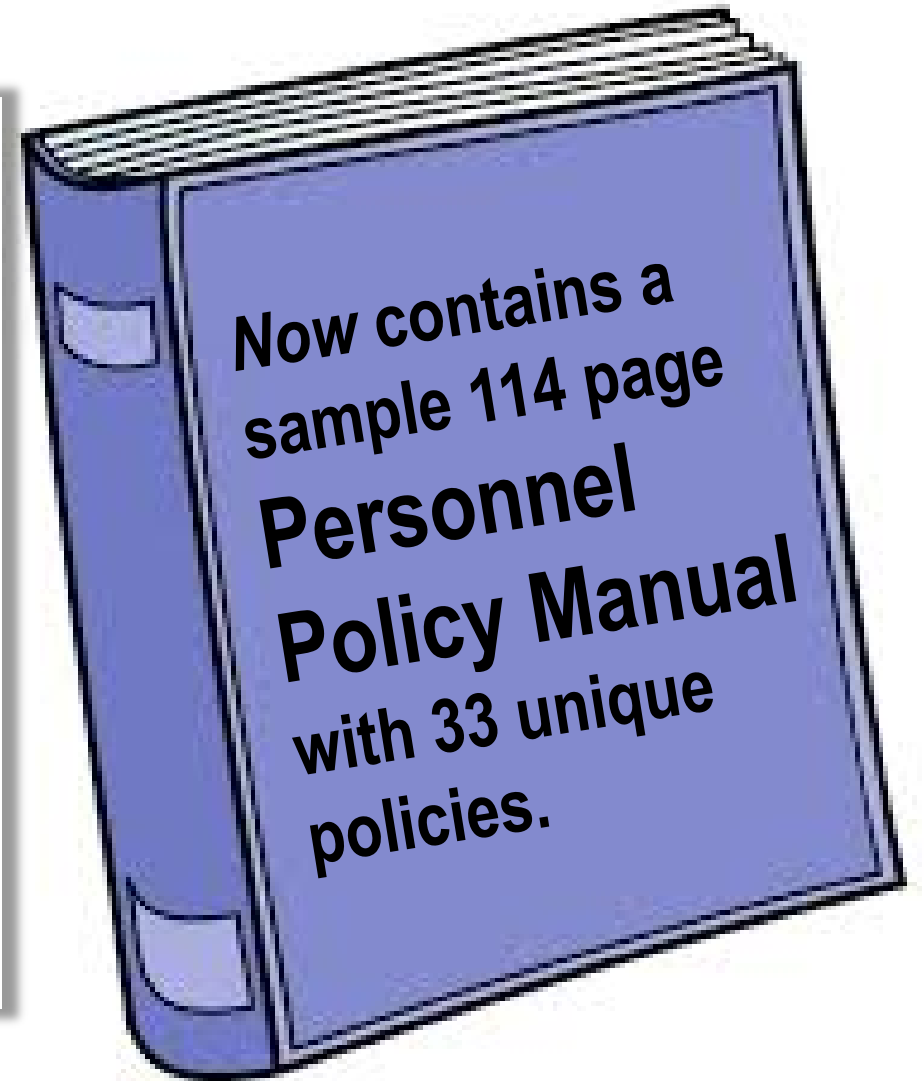
Everyone is welcome to view our Knowledge Base which houses HR related documents for information and use. The most viewed documents are listed by category. To see a full listing of documents, click on "Browse all."

The Association of Minnesota Counties (AMC) and DDA Human Resources, Inc. have partnered with the League of Minnesota Cities (LMC) to provide information for the Knowledge Base. Some information located within the Knowledge Base was developed by the LMC. AMC and DDA Human Resources, Inc. thank the LMC for their contribution.

# Knowledge Base Statistics

## Total Number of Resources: 107

- Deciding Appropriate Discipline Checklist: **1235 views**
- Record of Verbal Warning: **1198 views**
- Family Medical Leave Checklist: **1202 views**
- Record of Verbal Warning: **1198 views**
- Workplace Accident and Injury Reduction Program: **1189 views**



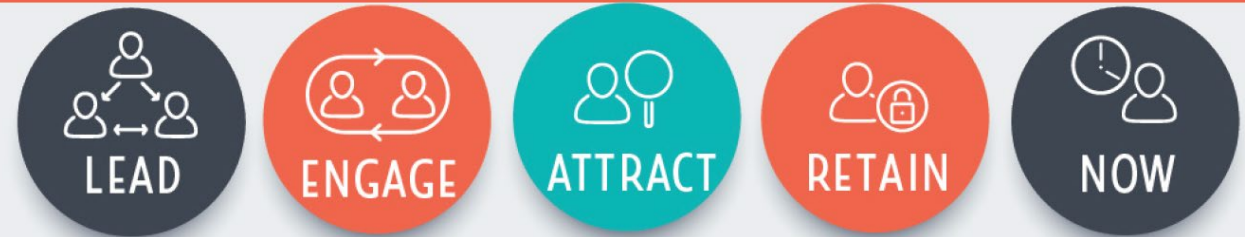


# Future Funding Ideas Discussion

- AMC Dues Increase?
- Per County Flat Fee?
- A la Carte Options?
- Other Sources of Financial Support?
- Reduce Services/Costs?



*Lead* • *Engage* • *Attract* • *Retain* • **Now**



*Human Resources Technical Assistance Program for Counties.*



# BRIDGING DIVIDES

a 2020 Leadership Initiative

*Build Capacity – Public Engagement -- Collaborative Processes – Dispute Resolution*

The Association of Minnesota Counties and  
the Office of Collaboration and Dispute Resolution  
are partnering to support county government leaders.