D.C. Department of Human Resources FY2023

Agency D.C. Department of Human Resources   **Agency Code** BE0   **Fiscal Year** 2023

Mission The mission of the DC Department of Human Resources (DCHR) is to strengthen individual and organizational performance and enable the District government to attract, develop, and retain a highly qualified, diverse workforce

▼ Strategic Objectives

Objective Number	Strategic Objective
1	DCHR strategically and expeditiously sources, selects and on-boards highly talented individuals with the acumen, aptitude, and attitude to thrive in District Government.
2	DCHR engages District employees to ensure that each person is in the right job and has been provided with the right resources to leverage their knowledge, skills, and behaviors to meet District goals and sustain organizational success.
3	DCHR defines the pathways, programs and processes to create opportunities to continuously develop District employees and residents through assignments and activities aimed at advancing their career trajectory.
4	Create and maintain a highly efficient, transparent, and responsive District government.

▼ Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - DCHR strategically and expeditiously sources, selects and on-boards highly talented individuals with the acumen, aptitude, and attitude to thrive in District Government. (3 Measures)					
Average number of days to fill vacancy from post to offer acceptance	Down is Better	86.6	77.5	60	60
Percent of new hires that are DC residents	Up is Better	55.2%	52.7%	65%	65%
Percent of DC Government employees that are DC residents	Up is Better	43.7%	42.8%	60%	60%
2 - DCHR engages District employees to ensure that each person is in the right job and has been provided with the right resources to leverage their knowledge, skills, and behaviors to meet District goals and sustain organizational success. (3 Measures)					
Percent of DC Government employees participating in the deferred compensation program	Up is Better	45%	51.1%	65%	65%
New Hire Turnover Rate	Down is Better	5.4%	6.9%	9%	8%
Percent of Official Personnel Folders converted to electronic files	Up is Better	New in 2021	0%	30%	30%
3 - DCHR defines the pathways, programs and processes to create opportunities to continuously develop District employees and residents through assignments and activities aimed at advancing their career trajectory. (2 Measures)					
Percent of DC Government employee performance plans completed (excludes DCPS and independent agencies)	Up is Better	93.2%	93.8%	93%	94%
Percent of DC Government employee performance evaluations completed (excludes DCPS and independent agencies)	Up is Better	88.4%	92.9%	90%	91%

▼ Operations

Operations Title	Operations Description	Type of Operations
1 - DCHR strategically and expeditiously sources, selects and on-boards highly talented individuals with the acumen, aptitude, and attitude to thrive in District Government. (6 Activities)		
Recruitment and Staffing Services	Recruiting and hiring the District Government's managerial and non-managerial personnel according to the dictates of the DC Government's hiring practices.	Daily Service
HR Information Systems Administration	DCHR administers the Districts HR Information Systems which helps maintain accurate records on personnel, and facilitates numerous HR functions such as payroll, performance, compliance, training, recruiting, and benefits.	Daily Service
Credentialing (issuing and revoking badges)	Issuing ID badges required in secure areas of the facilities; such as employee work spaces.	Daily Service
Background checks and drug and alcohol screening	Drug and Alcohol Enforcement Compliance.	Daily Service

Operations Title	Operations Description	Type of Operations
Position classification and management	Job classification is a system for objectively and accurately defining and evaluating the duties, responsibilities, tasks, and authority level of a job. Position management refers to the HRMS system relationships between organization structure, jobs, positions and employees with all of their associated characteristics. It also needs to incorporate the process of how positions are created and maintained within the organization.	Daily Service
Call and Walk-in Center	Interfacing with and providing customer care for the DCHR clientele to include calls, emails,walk-ins, and mail. Also includes analyzing visitor trends.	Daily Service

2 - DCHR engages District employees to ensure that each person is in the right job and has been provided with the right resources to leverage their knowledge, skills, and behaviors to meet District goals and sustain organizational success. (8 Activities)

Merit Pay/Incentives/Rewards	Executing raises and dispensing bonuses for exceptional service.	Key Project
FOIA and Litigation Support	Responding to Freedom of Information Act requests from the public.	Daily Service
Policy development, amendment, and guidance/interpretation of D.C. personnel regulations contained in the DC Municipal Regulations/District Personnel Manual	Managing updates necessary to the DPM and CMPA.	Daily Service
Health, Pension, Retirement, and Wellness Programs	Administering all aspects of the District Government workforce's Pension, Retirement, and Wellness Programs.	Daily Service
Employee Relations	Managing employee complaints and concerns, addressing grievances, and advising on disciplinary actions.	Daily Service
Auditing and Compliance Enforcement	Reviewing and examining agency compliance with District rules and regulations. Providing recommendations for improvements as needed.	Daily Service
Family and Medical Leave Act and Paid Family Leave Act Administration	Managing all aspects of FMLA and PFL claims including answering employee questions, verifying agency approved FMLA/PFL hours, and when applicable working with the Office of Payroll and Retirement Services to ensure accurate employee access and reporting of FMLA/PFL hours. Also includes data analysis of FMLA/PFL trends.	Daily Service
Measurement, Analysis, and Planning	Measuring and monitoring HR data including responding to data requests, creating dashboards, providing biweekly reports to management; Managing all aspects of the District Government's Performance Management Platform.	Daily Service

3 - DCHR defines the pathways, programs and processes to create opportunities to continuously develop District employees and residents through assignments and activities aimed at advancing their career trajectory. (2 Activities)

Employee Performance Management	Running DCHR's Performance Management system including customer care, training, reporting, and managing all aspects of the DC Government's personnel performance management platform.	Daily Service
Learning and Development Programs	Developing course work and instruction for all in-house training course; administering vendor-led courses; and designing and administering various development programs such as the District Leadership Program and Capital City Fellows program.	Daily Service

4 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)

Shared Services	The consolidation of administrative and support functions from several agencies into a single, stand-alone organizational entity (DCHR).	Key Project

⌄ Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Background checks and drug and alcohol screening (2 Measures)		
Number of drug/alcohol tests conducted	9753	6392
Number of criminal checks conducted	32,546	23,716
1 - Call and Walk-in Center (1 Measure)		
Number of customer resource center walk-ins	4110	0
1 - Position classification and management (1 Measure)		
Number of Desk Audits Completed	67	5
1 - Recruitment and Staffing Services (3 Measures)		
Number of Actions Processed	9386	9295
Number of new hires	6333	5441
Number of job postings	2284	2656

Measure	FY 2020 Actual	FY 2021 Actual
2 - Employee Relations (3 Measures)		
Number of grievances processed	23	5
Number of Customer Calls to Customer Care Center and Benefits	Not Available	45,938
Number of customers engaging website	Not Available	354,414
2 - Health, Pension, Retirement, and Wellness Programs (2 Measures)		
Number of Retirement Readiness trainings delivered	Not Available	4
Number of retirements	445	1254
3 - Learning and Development Programs (3 Measures)		
Number of unique employees completing training	20,659	7423
Number of Individual Training Courses Completed Through Online Training Platform (SkillPort)	21,220	64,233
Number of individual trainings completed	323	352
4 - Shared Services (3 Measures)		
Number of employees completing a diversity or inclusion training class	Not Available	569
Number of managers trained on sexual harassment prevention	Not Available	245
Number of employees trained as sexual harassment officers	Not Available	139