



Department of Human Resources DCHR (BE)

MISSION

The mission of the DC Department of Human Resources (DCHR), formerly named DC Office of Personnel, is to provide comprehensive human resource management services to client agencies in order to strengthen individual and organizational performance and enable the government to attract, develop and retain a highly qualified, diverse workforce.

SUMMARY OF SERVICES

DCHR offers District agencies executive management and recruitment services, policy direction, strategic and financial planning assistance, resource management and operates in consultation with the Mayor and members of the Cabinet on human resource issues. DCHR also provides DC government employees a variety of services including: employee benefits and compensation guidance, performance management, training and development.

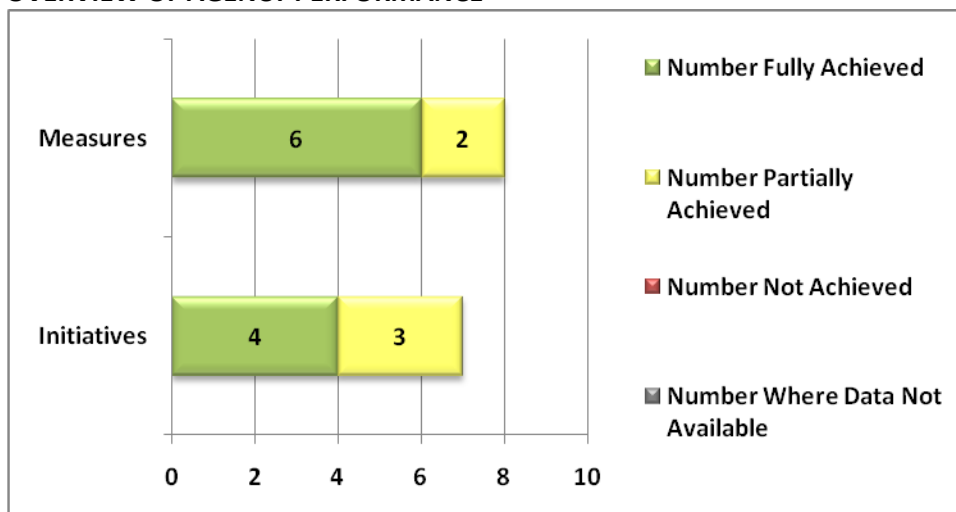
AGENCY OBJECTIVES

1. Attract a highly qualified and diverse workforce for the District of Columbia.
2. Retain and develop a quality work force.
3. Improve customer service to job applicants.

ACCOMPLISHMENTS

- ✓ Implemented a New Performance Evaluation System for the District
- ✓ Secured Vendor for Classification and Compensation Reform
- ✓ Increased the number of District employees who have utilized e-learning courses

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

- Fully achieved ● Partially achieved ● Not achieved ● Data not reported

OBJECTIVE 1: ATTRACT A HIGHLY QUALIFIED AND DIVERSE WORKFORCE FOR THE DISTRICT OF COLUMBIA.

INITIATIVE 1.1: Ensure that all potential candidates have ready and reliable access to apply for vacancies online.

- The online recruitment application is available to any computer with access to the internet. DCHR in partnership with OCTO ensures that the online recruitment application is on a reliable infrastructure and available for applicants at any time. The system maintenance windows are on a schedule timetable.

INITIATIVE 1.2: Increase the number of applicants for employment with the District Government by conducting focused recruitment efforts at targeted populations through increased visibility and marketing.

- The number of applicants for employment with the District Government has increased by conducting focused recruitment efforts and through DCHR's extended assistance efforts in providing detailed instruction for Job Postings using custom search criteria for position/salary type, as well as the capability to use flash drives. DCHR's participatory efforts in attending various job fairs along with agency representatives' for on-site issuance of conditional offer letters has also increased recruitment efforts.

INITIATIVE 1.3: Reform current retirement plan offered to District employees.

- Plan developed and submitted to EOM, no funding available. Parts of the submitted reform were adopted as part of the new Other Post Employment Benefits (OPEB) legislation. The pieces that were initiated from the Retirement Reform efforts were the graded vesting for participants in the 401(a) plan, legislation passed (effective) December 3rd; the 2nd piece was the OPEB legislation on post employment health benefits for post-10/1/87 employees which now requires that employees complete at least 10 years of service and provide a sliding scale for coverage at 2.5% per year of service for employees and 2.0% per year of service for covered dependents. The legislation was passed in October.

OBJECTIVE 2: RETAIN AND DEVELOP A QUALITY WORK FORCE.

INITIATIVE 2.1: Implement new performance evaluation system.

- 1st year rollout successful - Implemented ePerformance and new Chapter 14. Working on enhancements for next year.

- **INITIATIVE 2.2: Revise the District's compensation and classification systems.**



Per the FY09 Performance plan, DCHR successfully secured a vendor. Technical and price requirements were met. DCHR is working on the new system in FY10.

INITIATIVE 2.3: Strengthen District employees' skills, knowledge of industry standards and preparation to meet program objectives, in the modern, dynamic and competitive global environment.

- WDA has increased its focus on improving employees' skills with a larger array of e-learning opportunities, the re-introduction of instructor-led computer classes, and a wider variety of instructor-led courses.

OBJECTIVE 3: IMPROVE CUSTOMER SERVICE TO JOB APPLICANTS.

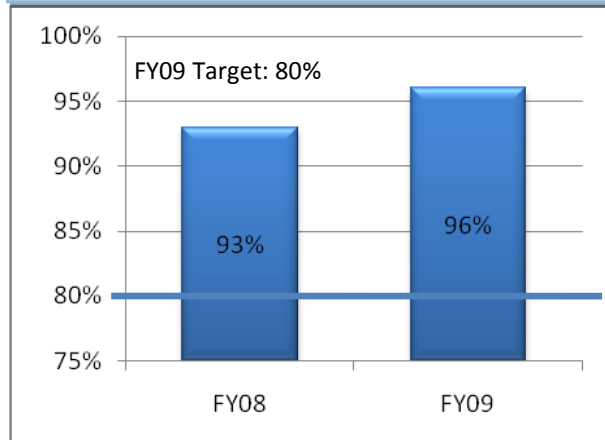
INITIATIVE 3.1: Maintain the Customer Care Center to assist applicants.

- The Customer Care Center has been continuously assisting applicants both with submitting online applications as well as receiving hard copy applications (which are subsequently scanned and sent to the appropriate agency). The center provides hands on assistance for all, including those who have specific technological or language needs.



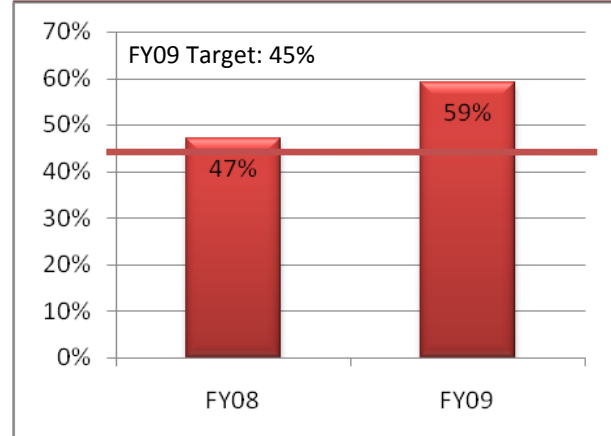
Key Performance Indicators – Highlights

From Objective 3: Percent of managers indicating satisfaction with application delivery



FULLY ACHIEVED

From Objective 2: Percent of Certified Public Managers transitioning into management positions within one year of certification



FULLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- Provided “applicant to hire” refresher training to human resources specialist within the agencies.
- Applications from the online process are submitted to the hiring agency sooner which allows them to begin the qualification review process.
- Decentralization of the hiring process has reduced the timeframe needed to make an offer to the applicant.

What external factors influenced this indicator?

- The decentralized process has given the hiring managers more control over the process.

How did the agency's actions affect this indicator?

- In FY09, DCHR implemented a DPM issuance for special consideration for advancement for graduates of the District's CPM program. This issuance permitted eligible CPM graduates preference for District positions for grade levels 12 and higher.

What external factors influenced this indicator?

- External factors that may have influenced this indicator are reductions in force and retirements of key personnel within District agencies. These factors may have provided opportunities for recent CPM graduates to move into higher District positions.



Key Performance Indicators – Details

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 ● Not achieved
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	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 % of new hires brought on board within 30 business days after job closing	78	85	69.94%	82.29%	PERSONNEL OPERATIONS
●	1.2 % of MSS positions held by DC residents	36	40	33.86%	84.66%	PERSONNEL OPERATIONS
●	1.3 Increase in number of applicants for hard-to-fill positions or under-represented populations based on focused recruiting efforts	4	15	15.83%	105.53%	PERSONNEL OPERATIONS
●	2.1 % of new hires retained one year after probationary period	98	80	99.95%	124.94%	PERSONNEL OPERATIONS
●	2.2 Percent of certified Public Managers transitioning into management positions within one year of certification	42	10	25%	250%	PERSONNEL OPERATIONS
●	2.3 % of highly rated Capital City Fellows & Emerging Leaders accepting District positions upon completion of program	47	45	58.82%	130.72%	POLICY, PROGRAM AND PROF. DEVELOPMENT
●	3.1 Percent of managers indicating satisfaction with application delivery.	93.5	80	96.21%	120.26%	PERSONNEL OPERATIONS
●	3.2 Percent of applicants reporting satisfied or extremely satisfied with DCHR customer service	93.5	80	97.97%	122.46%	PERSONNEL OPERATIONS