

# D.C. Department of Human Resources FY2023

Agency D.C. Department of Human Resources

Agency Code BEO

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	FY2022 Actual	FY 2023 Target
<b>1 - DCHR strategically and expeditiously sources, selects and on-boards highly talented individuals with the acumen, aptitude, and attitude to thrive in District Government. (4 Measure records)</b>						
Average number of days to fill vacancy from post to offer acceptance	Down is Better	86.6	77.5	60	73.5	60
Percent of new hires that are DC residents	Up is Better	55.2%	52.7%	65%	55.1%	65%
Percent of DC Government employees that are DC residents	Up is Better	43.7%	42.8%	60%	43.3%	60%
New Hire Turnover Rate	Down is Better	5.4%	6.9%	9%	9%	8%
<b>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 Measure records)</b>						
Percent of DC Government employees participating in the deferred compensation program	Up is Better	45%	51.1%	65%	57.5%	65%
Percent of Employees That Completed an Online Training (Through Percipio)	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023
Percent of District Leadership Program Participants (who are not returning to school) hired into District Employment	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023
<b>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 Measure records)</b>						
Percent of DC Government employee performance plans completed (excludes DCPS and independent agencies)	Up is Better	93.2%	93.8%	93%	93%	94%
Percent of DC Government employee performance evaluations completed (excludes DCPS and independent agencies)	Up is Better	88.4%	92.9%	90%	90.3%	91%

## Operations

Operations Title	Operations Description	Type of Operations
<b>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 Activity records)</b>		
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

Operations Title	Operations Description	Type of Operations
Background checks and drug and alcohol screening	Drug and Alcohol Enforcement Compliance.	Daily Service
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
<b>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. (7 Activity records)</b>		
Merit Pay/Incentives/Rewards	Executing raises and dispensing bonuses for exceptional service.	Key Project
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 District Personnel Manual (DPM) and Comprehensive Merit Personnel Act (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
<b>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 Activity records)</b>		
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
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activity records)</b>		
FOIA and Litigation Support	Responding to Freedom of Information Act requests from the public.	Daily Service
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	FY2022 Actual
<b>1 - Background checks and drug and alcohol screening (2 Measure records)</b>			
Number of drug/alcohol tests conducted	9753	6392	6090
Number of criminal checks conducted	32,546	23,716	33,841
<b>1 - Call and Walk-in Center (1 Measure)</b>			
Number of customer resource center walk-ins	4110	0	0
<b>1 - Position classification and management (2 Measure records)</b>			
Number of positions classified	New in 2023	New in 2023	New in 2023
Number of Desk Audits Completed	67	5	10
<b>1 - Recruitment and Staffing Services (3 Measure records)</b>			

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
Number of Personnel Actions Processed in the Human Resources Information System (HRIS), PeopleSoft	9386	9295	11,038
Number of new hires	6333	5441	7426
Number of job postings	2284	2656	3829
<b>2 - Employee Relations (3 Measure records)</b>			
Number of grievances processed	23	5	7
Number of Customer Calls to Customer Care Center and Benefits	Not Available	45,938	31,929
Number of customers accessing DCHR's website	Not Available	354,414	502,673
<b>2 - Health, Pension, Retirement, and Wellness Programs (2 Measure records)</b>			
Number of retirements	445	627	560
Number of Retirement Readiness trainings delivered	Not Available	4	0
<b>3 - Learning and Development Programs (3 Measure records)</b>			
Number of unique employees completing at least one training	20,659	7423	2414
Number of Individual Training Courses Completed Through Online Training Platform (Percipio)	21,220	64,233	100,688
Number of unique trainings completed	323	352	94
<b>4 - Shared Services (3 Measure records)</b>			
Number of employees completing a diversity or inclusion training class	Not Available	569	258
Number of managers trained on sexual harassment prevention	Not Available	245	82
Number of employees trained as sexual harassment officers	Not Available	139	95

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>HR Information Systems Administration (2 Strategic Initiative records)</b>		
CRM System Acquisition	In FY23, DCHR will collaborate with the Office of the Chief Technology Officer to research, procure, conduct user acceptance testing and implement a Customer Relationship Management (CRM) system. This technology will lead to more efficient and streamlined customer engagement and proactive monitoring of customer requests and questions.	09-30-2023
PeopleSoft Improvement	In FY23, DCHR will collaborate with the Office of the Chief Technology Officer to implement additional functionality and system logic in our HRIS, PeopleSoft, to improve Human Resources operations. Enhancements will include implementation of an automated offboarding process, discipline tracking, survey framework, and Paid Family Leave tracking enhancement.	09-30-2023
<b>Measurement, Analysis, and Planning (1 Strategic Initiative)</b>		
Future of Work Continuation	In FY23, DCHR will continue the work started in FY22 in determining the Future of Work within the District Government. DCHR will utilize the research conducted in the previous Fiscal Year to recommend program and policy changes which will increase recruitment and retention within District agencies.	09-30-2023
<b>Policy development, amendment, and guidance/interpretation of D.C. personnel regulations contained in the DC Municipal Regulations/District Personnel Manual (1 Strategic Initiative)</b>		
PFL System Implementation	In FY23, DCHR will implement The District Government Paid Leave Enhancement Amendment Act of 2022 by updating needed policies and associated documentation, providing both in-person and virtual training, and implementing an electronic process with workflows for leave requests.	09-30-2023
<b>Shared Services (1 Strategic Initiative)</b>		
Diversity, Equity and Inclusion	To ensure diversity, equity and inclusion across the District government, DCHR will pilot the use of the Racial Equity Impact Assessment (REIA) tool to evaluate key employee policies. DCHR will work with the Office of Racial Equity to adapt the tool for internal human resources related policies.	09-30-2023