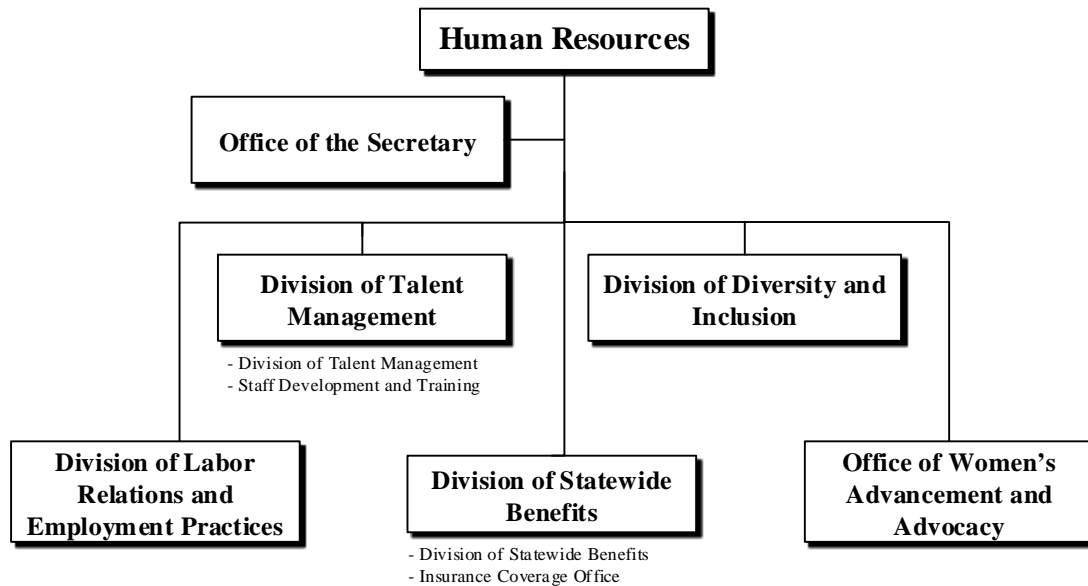


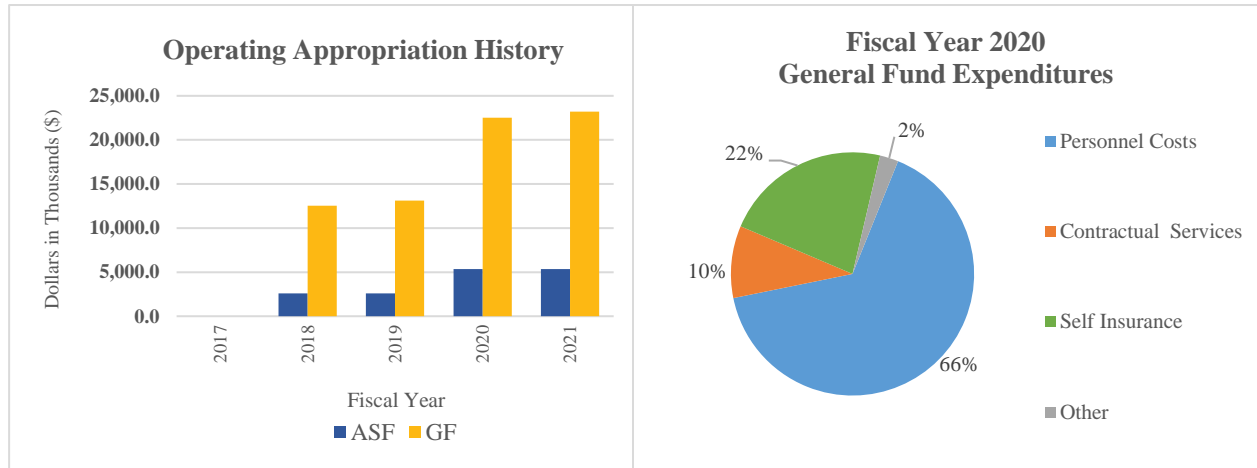
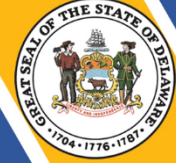
Human Resources



At a Glance

- Provide human resources services to all state employees and those seeking employment by implementing best practices for talent acquisition, development and retention of a quality workforce while creating an inclusive environment of talented, diverse and well-trained employees;
- Advance human resources services with a diverse, inclusive workforce; consistent, equitable policies, practices and procedures; and management practices that address workplace fairness and stability in accordance with Delaware law, Merit Rules and Executive Orders;
- Provide, manage and administer affordable healthcare to state employees, retirees and dependents, and identify strategies to reduce the state's healthcare costs;
- Manage insurance coverage programs including the protection of the State's physical assets, and self-insuring the State's workers' compensation;
- Represents the State in collective bargaining with employee labor unions, EEOC complaints and union and merit grievances; and
- Promote the equality and equity of women in all areas of society by leading and advancing women's rights, issues and legislation.

Human Resources



Overview

The mission of the Department of Human Resources (DHR) is to provide human resources services to all Executive Branch employees and other state employees as mandated by statute. DHR aims to establish best practices for the delivery of human resources services, employee benefits to 130,000 customers, workplace diversity and inclusion, establish and manage statewide classification functions and Salary Administration Plans; uniform, fair and consistent policies, and the promotion of equality and equity of women. In addition to the Office of the Secretary, DHR is comprised of the following: Talent Management; Staff Development and Training; Diversity and Inclusion; Labor Relations and Employment Practices; Statewide Benefits Office; Insurance Coverage Office; and the Office of Women’s Advancement and Advocacy.

On the Web

For more information, visit dhr.delaware.gov.

Performance Measures

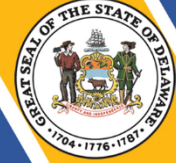
IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor’s Recommended
16-01-01	Office of the Secretary			
	# of DHR employees trained on Trauma-Informed Care	51	275	275

Human Resources



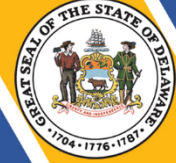
IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
	# of Service Level Agreements (SLAs) where all terms and conditions are met.	15	15	15
	% of satisfied agencies for Human Resources Services *			100
	# of DHR employees trained on agency Continuity of Operations Plan (COOP)*			275
	<i>*New performance measure</i>			
16-02-01	<i>Division of Talent Management</i>			
	Average # of business calendar* days for completion of compensation requests	15	13	15
	Average # of business calendar** days for completion of classification requests ***	90	15	90
	Average # of calendar days for completion of advanced salary requests for new hires****			8
	<i>*Update performance measure to read "calendar" instead of "business"</i> <i>**Update performance measure to read "calendar" instead of "business"</i> <i>***Lean Demonstration effective mid-FY20 revised performance measures</i> <i>****New performance measure</i>			
16-02-02	<i>Staff Development and Training</i>			
	# of specialized training courses offered to agencies including customization	10	10	8
	% of employees who complete and acknowledge training for required uniform policies and procedures (online and classroom)	89	95	95
16-03-01	<i>Division of Diversity and Inclusion</i>			
	# of leadership diversity trainings offered	180	40	40
	# of diversity and inclusion summits	0	2	2
	Average # of business calendar* days from posted position	9	5	5

Human Resources



IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
	closing date** to the generation of referral list			
	% of applicants for hard-to-fill positions through Delaware Employment Link website utilizing target marketing and promotion***	10	10	
	Average # of calendar days from receipt of request to fill to the posting****			2
	<p>*Update performance measure to read "calendar" instead of "business" **Update performance measure to read "closing date" instead of "position posted" ***Remove performance measure in FY22 ****New FY22 performance measure</p>			
16-04-01	Division of Labor Relations and Employment Practices			
	# of calendar days between receipt of Merit Grievance Step 3 Hearing and Issuance of Decision	70	45	45
16-05-01	Division of Statewide Benefits			
	% of employees participating in annual benefits open enrollment	83.4	80	80
	% of employees and non-Medicare retirees* that who** use MyBenefitsMentor Consumer Decision Tool	31.4	20	30
	% of covered non-Medicare members who had an annual physical exam	42.8	46.1	47
	<p>*Updated performance measure for FY22 as SBO cannot capture use of non-Medicare retirees' use of the tool **Updating performance measure to read "who" instead of "that"</p>			
16-05-02	Insurance Coverage Office			
	# of lost work days (average) due to workers compensation claims	53	35	40
	\$ in workers compensation medical claim costs (millions)	31.5	37.5	37.5

Human Resources



IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
	# of individuals offered participating in safety and risk management training program	312	250	10,000***
<p><i>*Updated performance measure to read "offered" instead of "participating in"</i> <i>**Updated performance measure to remove the word "program"</i> <i>***Increasing to 10,000 as ICO works in conjunction with Staff Development and Training to offer courses via online platforms</i></p>				
16-06-01	Office of Women's Advancement and Advocacy			
	# of stakeholders for communication of agency initiatives using Constant Contact	1248	1,025	1500
	# of community outreach events OWAA is a featured speaker, sponsoring or co-sponsoring	10	10	10
	# of fact sheets or reports OWAA is producing	3	3	4