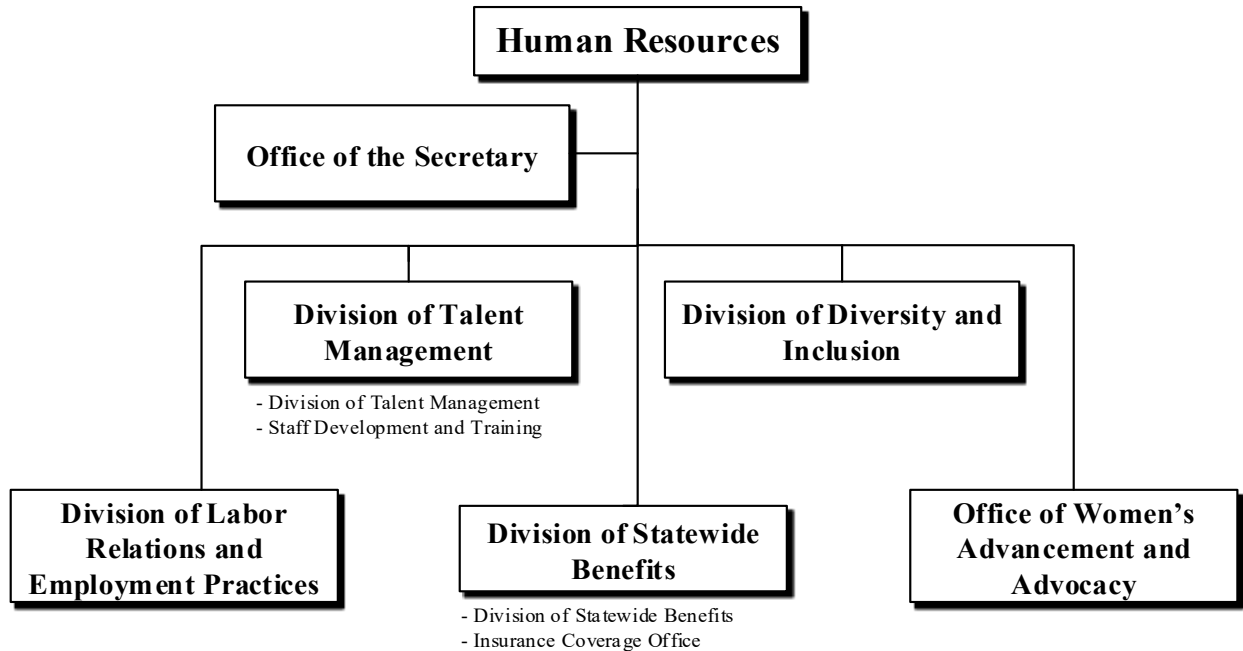


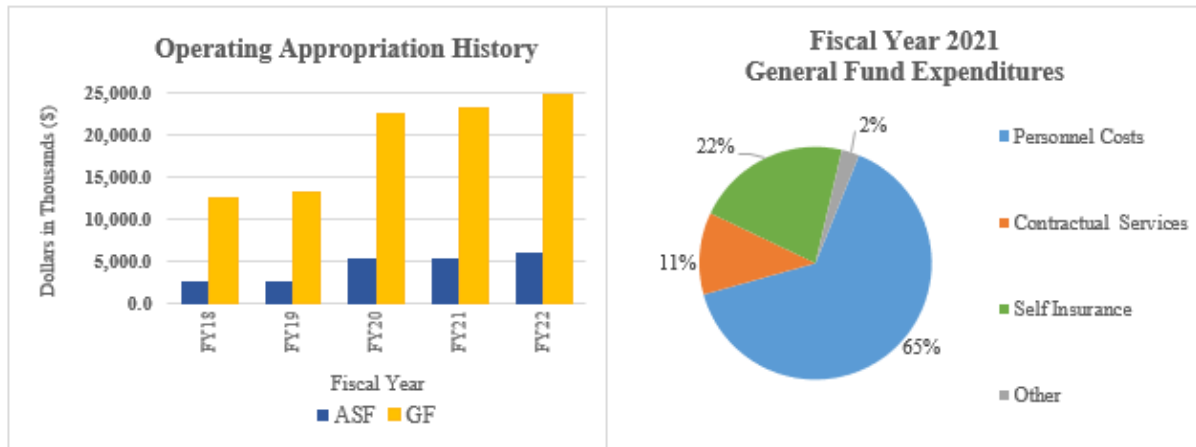
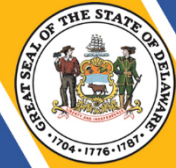
# Human Resources



## At a Glance

- Provide centralized 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 and administer statewide benefits to ensure affordable healthcare to state employees, retirees and dependents, identify strategies to reduce the state's healthcare costs; and manage insurance coverage programs including the protection of the State's physical assets, and self-insuring the State's workers' compensation;
- Represent the State in collective bargaining with employee labor unions, Equal Employment Opportunity Commission 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 committed to fostering an inclusive and respectful workplace for the State’s most valuable resource – our employees. DHR aims to establish best practices for the delivery of human resources services, employee benefits, workplace diversity and inclusion, management of statewide classification functions and Salary Administration Plans; uniform, fair and consistent policies, and the promotion of equality and equity of women.

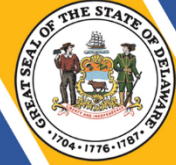
## On the Web

For more information, visit [dhr.delaware.gov](http://dhr.delaware.gov).

## Performance Measures

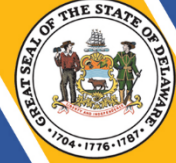
IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor’s Recommended
16-01-01	<b>Office of the Secretary</b>			
	# of DHR employees trained on Trauma-Informed Care	4	275	275
	# of Service Level Agreements (SLAs) where all terms and conditions are met	15	15	15
	% of satisfied agencies for Human Resources Services	*	100	100

# Human Resources



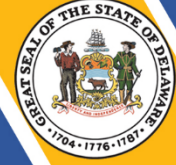
IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	# of DHR employees trained on agency Continuity of Operations Plan (COOP)	*	275	275
*New performance measure.				
<b>16-02-01</b>	<b>Division of Talent Management</b>			
	Average # of <del>calendar</del> <b>business</b> days for completion of compensation requests	15	15	15
	Average # of <del>calendar</del> <b>business</b> days for completion of classification requests	90	90	90
	Average # of <del>calendar</del> <b>business</b> days for completion of advanced salary requests for new hires	*	8	8
*New performance measure.				
<b>16-02-02</b>	<b>Staff Development and Training</b>			
	# of specialized training courses offered to agencies including customization	1	8	**
	% of employees who complete and acknowledge training for required uniform policies and procedures (online and classroom)	83	95	90
	*# of Leadership Program graduates	*	*	40
*New performance measure **Remove performance measure in FY23				
<b>16-03-01</b>	<b>Division of Diversity and Inclusion</b>			
	# of leadership diversity trainings offered	204	40	200
	# of diversity and inclusion summits	2	2	2
	Average # of calendar days from closing date to the generation of referral list	7	5	5

# Human Resources



IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	Average # of calendar days from receipt of request to fill to the posting <i>*New performance measure.</i>	*	2	2
<b>16-04-01</b>	<b><i>Division of Labor Relations and Employment Practices</i></b>			
	# of calendar days between receipt of Merit Grievance Step 3 Hearing and Issuance of Decision	58	45	45
<b>16-05-01</b>	<b><i>Division of Statewide Benefits</i></b>			
	% of employees participating in annual benefits open enrollment	84	80	80
	% of employees who use MyBenefitsMentor Consumer Decision Tool	31.4	30	30
	% of covered non-Medicare members who had an annual physical exam	49.1	47	46.7
<b>16-05-02</b>	<b><i>Insurance Coverage Office</i></b>			
	# of lost workdays (average) due to workers compensation claims	55	40	40
	\$ in workers compensation medical claim costs (millions)	28.8	37.5	33.3
	# of individuals offered safety and risk management training <i>*New performance measure.</i>	*	10,000	10,000
<b>16-06-01</b>	<b><i>Office of Women's Advancement and Advocacy</i></b>			
	# of stakeholders for communication of agency initiatives using Constant Contact	1,765	1,500	2,000
	# of community outreach events OWAA is a featured speaker, sponsoring or co-sponsoring	10	10	10

# Human Resources



IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	# of fact sheets or reports OWAA is producing	7	4	4