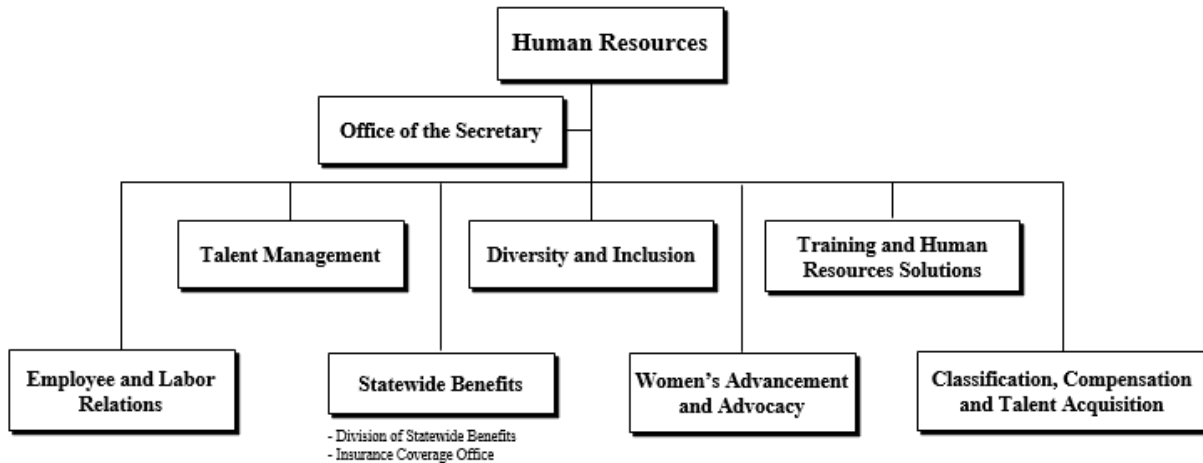
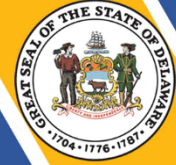


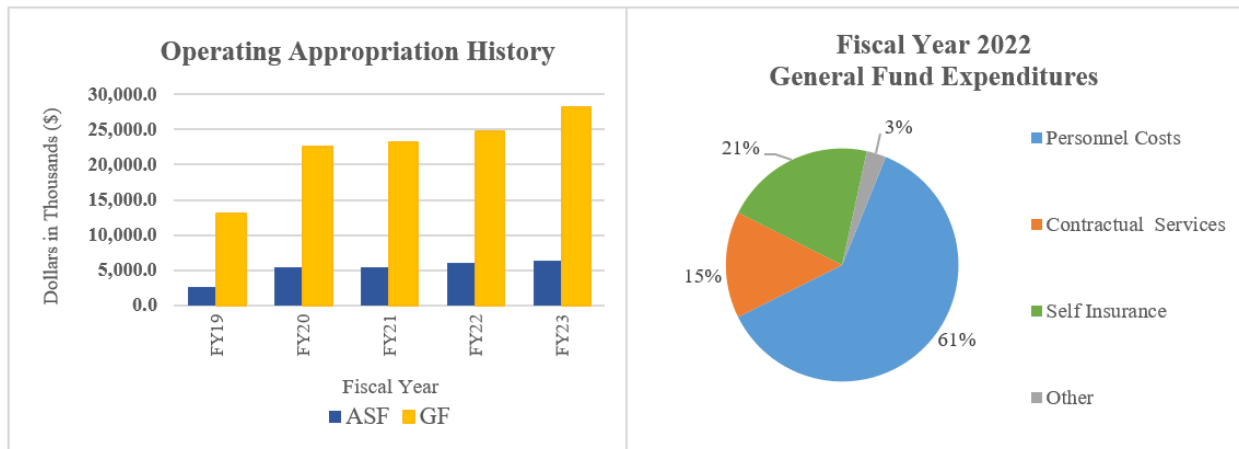
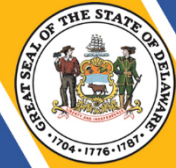
Human Resources



At a Glance

- Modernize centralized human resources services, policies, procedures, and practices for current state employees and those seeking employment by implementing best practices for talent acquisition, development and retention of a quality workforce and creating an inclusive and respectful workplace environment of talented, diverse, and well-trained employees.
- 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 Diversity and Inclusion in the Workplace including implementation of the LGBTQ+ Action Plan.
- Promote 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, promote a respectful workplace, employee benefits, workplace diversity and inclusion, management of statewide classification functions and Salary Administration Plans; uniform, fair and consistent policies, manage and negotiate collective bargaining agreements and the promotion of equality and equity of women.

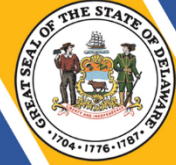
On the Web

For more information, visit dhr.delaware.gov.

Performance Measures

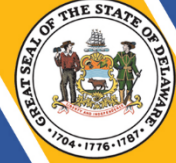
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor’s Recommended
16-01-01	Office of the Secretary			
	# of employees trained on Trauma-Informed Care	13,774	275	14,000
	# of participating charities in the annual State Employees’ Charitable Campaign *	140	153	160

Human Resources



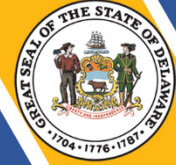
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
	% of FOIA requests responded to within the statutory timeline *			100
	# of DHR employees participating in the Volunteer Paid Leave Program*			50
* New Performance Measure; no data for FY22 and FY23				
16-02-01 Talent Management				
	# of DHR Statewide and Internal Policies and Forms developed or updated and posted (completed)*	24	17	17
	# of Cases handled by Employee Engagement section (including employee contacts, manager contacts, and constituent relations) *	1200	265	1000
	# of DHR employees Trained on ADA: Making Reasonable Accommodations in the Workplace *	170**	30	40
*New performance measure. ** First year of training requirement				
16-03-01 Diversity and Inclusion				
	# of leadership diversity trainings offered	40	200**	54
*New performance measure ** First Year of Statewide Mandatory Training				
16-04-01 Employee and Labor Relations				
	% of Respectful Workplace and Anti-Discrimination (RWAD) complaints investigated and findings documented within 90 business days of receipt of complaint *			75

Human Resources



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
	% of Respectful Workplace and Anti-Discrimination (RWAD) complaints and investigation reports reviewed and completed within 5 business days of receipt of investigators findings*			75
	<i>*New performance measures for FY24; no data for FY22 and FY23</i>			
16-05-01	Statewide Benefits			
	% of employees participating in annual benefits open enrollment	83.4	80	84.2
	% of employees who use MyBenefitsMentor Consumer Decision Tool	27.2	30	27.7
	% of covered non-Medicare members who had an annual physical exam	48.2	46.7	49.2
16-05-02	Insurance Coverage Office			
	# of lost workdays (average) due to workers compensation claims	60	40	40
	\$ in workers compensation medical claim costs (millions)	33.3	33.3	36.5
	# of individuals offered safety and risk management instruction	7,000	10,000	10,000
	<i>*New performance measure</i>			
16-06-01	Women's Advancement and Advocacy			
	# of stakeholders for communication of agency initiatives using Constant Contact	1,839	2,000	2,300
	# of community outreach events OWAA is a featured speaker, sponsoring or co-sponsoring	10	10	12
	# of fact sheets or reports OWAA is producing	4	4	4

Human Resources



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
16-07-01	<i>Training and Human Resources Solutions</i>			
	% of employees who completed and acknowledged training for required uniform policies and procedures (online and classroom)	60	90	80
	# of Leadership Program graduates*	193	40	100
	<i>*New performance measure</i>			
16-08-01	<i>Classification, Compensation and Talent Acquisition</i>			
	Average # of business days for completion of compensation requests	15	15	15
	Average # of business days for completion of classification requests	60	90	90
	Average # of business days for completion of advanced salary requests for new hires	6	8	8
	Average # of calendar days from receipt of request to fill to the posting	4	2	4
	Average # of calendar days from closing date to the generation of referral list	7	5	7