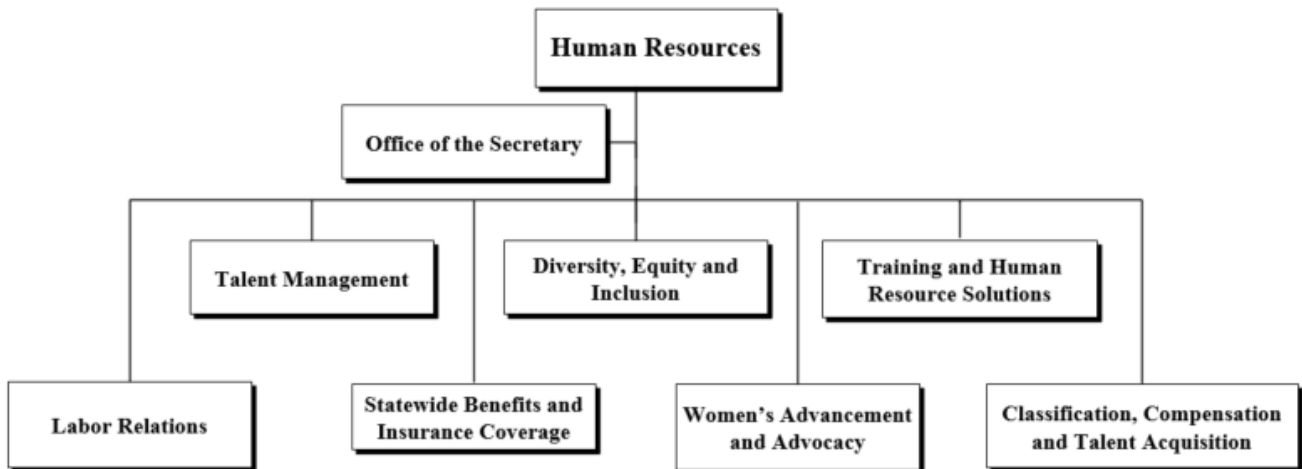
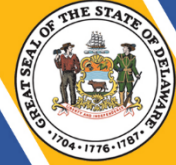


# Human Resources

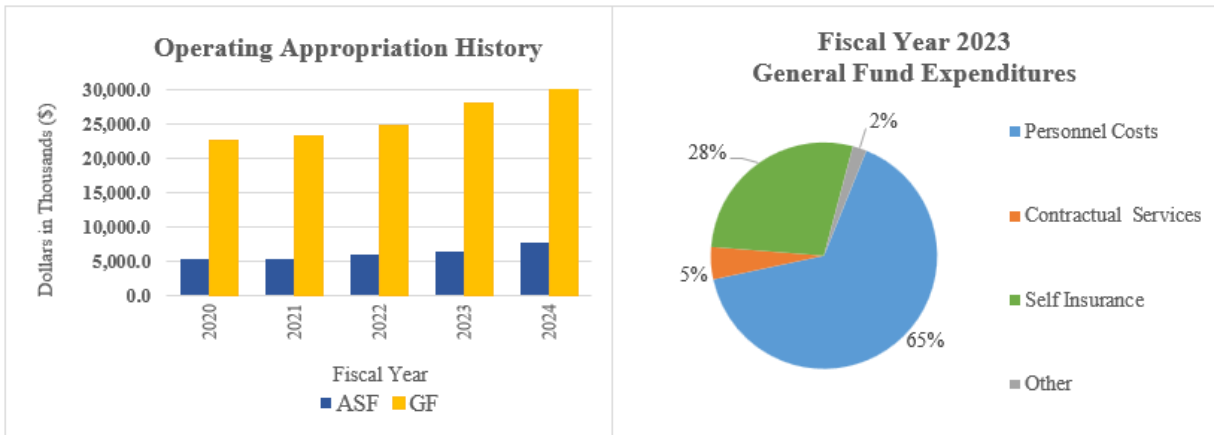
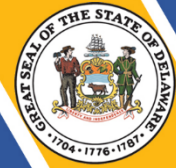


## At a Glance

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- 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;
- Promote Diversity, Equity and Inclusion in the Workplace including implementation of the LGBTQ+ Action Plan; and
- 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 Department of Human Resources’ (DHR) mission is to foster 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.

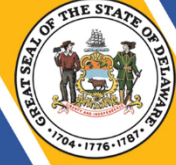
## On the Web

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

## Performance Measures

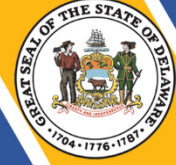
IPU	Performance Measure Name	Fiscal Year 2023 Actual	Fiscal Year 2024 Budget	Fiscal Year 2025 Governor’s Recommended
<b>16-01-01</b>	<b>Office of the Secretary</b>			
	# of employees trained on Trauma-Informed Care	5,446	14,000	5,000
	# of participating charities in the annual State Employees’ Charitable Campaign	156	160	165
	% of FOIA requests responded to within the statutory timeline	100	100	100

# Human Resources



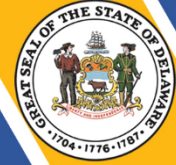
IPU	Performance Measure Name	Fiscal Year 2023 Actual	Fiscal Year 2024 Budget	Fiscal Year 2025 Governor's Recommended
	# of DHR employees participating in the Volunteer Paid Leave Program	0	50	50
<b>16-02-01</b>	<b>Talent Management</b>			
	# of DHR Statewide and Internal Policies and Forms developed or updated and posted (completed)	50	17	25
	# of Cases handled by Employee Engagement section (including employee contacts, manager contacts, and constituent relations)	1,046	1,000	1,000
	# of DHR employees Trained on ADA: Making Reasonable Accommodations in the Workplace	62	40	50
<b>16-03-01</b>	<b>Diversity and Inclusion</b>			
	# of leadership diversity trainings offered *	118	54	
	# of people attending DEI cultural heritage month learning opportunities**			650
	# of coaching sessions provided to Executive Branch Agencies Local Diversity Committee Lead**			72
	# of people attending annual DEI summit**			400
	# of LDC Leads who submit applications to access DEI professional development opportunities**			5
	* Performance Measure to be removed in FY25			
	** New Performance Measure			
<b>16-04-01</b>	<b>Employee and Labor Relations</b>			
	% of Respectful Workplace and Anti-Discrimination (RWAD) complaints investigated and findings documented within 90 business days of receipt of complaint	88	75	75
	% of Respectful Workplace and Anti-Discrimination (RWAD) complaints and investigation reports reviewed and completed within 5 business	93	75	75

# Human Resources



IPU	Performance Measure Name	Fiscal Year 2023 Actual	Fiscal Year 2024 Budget	Fiscal Year 2025 Governor's Recommended
	days of receipt of investigators findings			
<b>16-05-01</b>	<b>Statewide Benefits</b>			
	% of employees participating in annual benefits open enrollment	81.5	84.2	80
	% of employees who use MyBenefitsMentor Consumer Decision Tool	29.2	27.7	27.7
	% of covered non-Medicare members who had an annual physical exam	51.6	49.2	52.6
<b>16-05-02</b>	<b>Insurance Coverage Office</b>			
	# of lost workdays (average) due to workers compensation claims	59	40	40
	\$ in workers compensation medical claim costs (millions)	32	36.5	36.5
	# of individuals offered safety and risk management instruction	10,000	10,000	10,000
<b>16-06-01</b>	<b>Women's Advancement and Advocacy</b>			
	# of stakeholders for communication of agency initiatives using Constant Contact	2,386	2,300	2,450
	# of community outreach events OWAA is a featured speaker, sponsoring or co-sponsoring	21	12	14
	# of fact sheets or reports OWAA is producing	4	4	4
<b>16-07-01</b>	<b>Training and Human Resource Solutions</b>			
	% of employees who completed and acknowledged training for required uniform policies and procedures (online and classroom)	55	80	80
	# of Leadership Program graduates	219	100	100

# Human Resources



IPU	Performance Measure Name	Fiscal Year 2023 Actual	Fiscal Year 2024 Budget	Fiscal Year 2025 Governor's Recommended
<b>16-08-01</b>	<b><i>Classification, Compensation and Talent Acquisition</i></b>			
	Average # of business days for completion of compensation requests	13	15	15
	Average # of business days for completion of classification requests	68	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	4	4
	Average # of calendar days from closing date to the generation of referral list	4	7	5