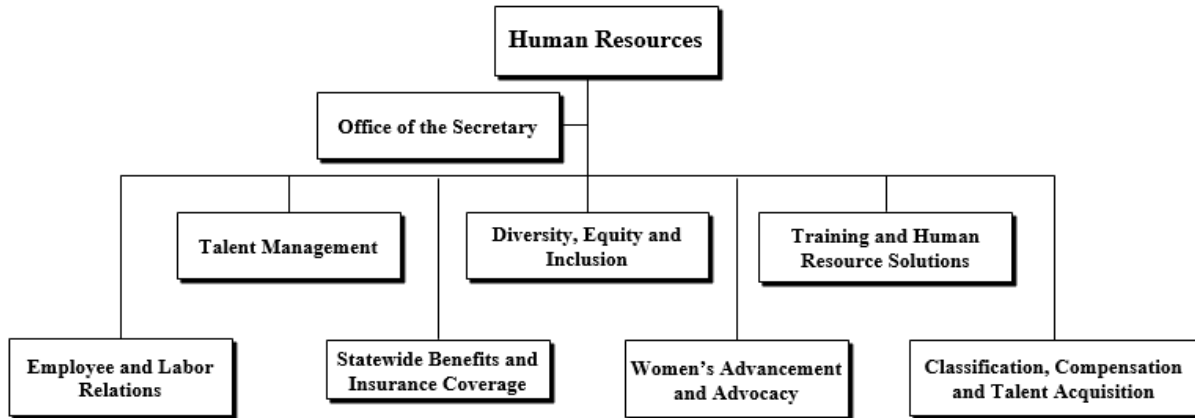


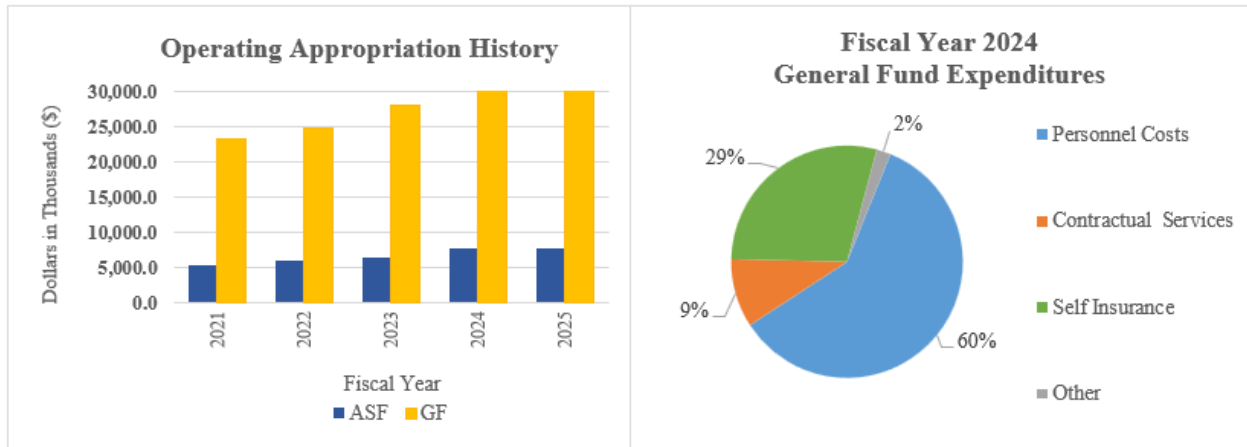
Human Resources



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;
- 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 – its 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

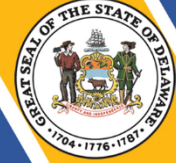
IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
16-01-01	<i>Office of the Secretary</i>			
	# of employees trained on Trauma-Informed Care	4,402	5,000	5,000
	# of participating charities in the annual State Employees' Charitable Campaign	158	165	165
	% of FOIA requests responded to within the statutory timeline	100	100	100
	# of DHR employees participating in the Volunteer Paid Leave Program	11	50	50

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IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
16-02-01	<i>Talent Management</i>			
	# of DHR Statewide and Internal Policies and Forms developed or updated and posted (completed)	32	25	25
	# of Cases handled by Employee Engagement section (including employee contacts, manager contacts, and constituent relations)	700	1,000	1,000
	# of DHR employees Trained on ADA: Making Reasonable Accommodations in the Workplace	50	50	50
16-03-01	<i>Diversity, Equity and Inclusion</i>			
	# of leadership diversity trainings offered*	56		
	# of people attending DEI cultural heritage month learning opportunities**		650	2,000
	# of coaching sessions provided to Executive Branch Agencies Local Diversity Committee Lead**		72	200
	# of people attending annual DEI summit**		400	325
	# of LDC Leads who submit applications to access DEI professional development opportunities***		5	0
	* Performance Measure to be removed in FY25 **New Performance Measure beginning in FY25 ***Program not initiated due to lack of funding			
16-04-01	<i>Employee and Labor Relations</i>			
	% of Respectful Workplace and Anti-Discrimination (RWAD) complaints investigated and findings documented within 90 business days of receipt of complaint	100	75	80

Human Resources



	% of Respectful Workplace and Anti-Discrimination (RWAD) complaints and investigation reports reviewed and completed within 5 business days of receipt of investigators findings	100	75	80
16-05-01	Statewide Benefits			
	% of employees participating in annual benefits open enrollment	84.2	80	83.5
	% of employees who use MyBenefitsMentor Consumer Decision Tool	27.7	27.7	27.9
	% of covered non-Medicare members who had an annual physical exam	55.5	52.6	54.5
16-05-02	Insurance Coverage Office			
	# of lost workdays (average) due to workers compensation claims	57	40	45
	\$ in workers compensation medical claim costs (millions)	35.8	36.5	36.7
	# of individuals offered safety and risk management instruction	10,000	10,000	20,000
16-06-01	Women's Advancement and Advocacy			
	# of stakeholders for communication of agency initiatives using Constant Contact	2,444	2,450	2,550
	# of community outreach events OWAA is a featured speaker, sponsoring or co-sponsoring	16	14	18
	# of fact sheets or reports OWAA is producing	4	4	4
16-07-01	Training and Human Resource Solutions			
	% of employees who completed and acknowledged training for required uniform policies and procedures (online and classroom)	73	80	80
	# of Leadership Program graduates	683	100	650

Human Resources



16-08-01 Classification, Compensation and Talent Acquisition				
Average # of business days for completion of compensation requests	13	15	15	
Average # of business days for completion of classification requests	62	90	90	
Average # of business days for completion of advanced salary requests for new hires	7	8	8	
Average # of calendar days from receipt of request to fill to the posting	5	4	4	
Average # of calendar days from closing date to the generation of referral list	3	5	5	