
RichmondWorks

Department of Human Resources
(DHR)

May 15, 2008

Preparing for the Future Today





Presentation Agenda

1. Challenges to Success of Department
2. Potential Solutions to Challenges
3. Measures Critical to Departmental Success
4. Status of Special Initiatives and Projects

Department of Human Resources Challenges to the Success of the Department

- ◆ Limited query capability of data within Total Employee Management System (TEMS)
- ◆ Lack of a centralized system or program for collecting and managing training data
- ◆ Full utilization of the Richmond Online Staffing System (ROSS) applicant tracking System
- ◆ Connecting DHR data to assist departments in meeting the Mayor's Priorities

Department of Human Resources Potential Solutions to Identified Challenges

- ◆ The DIT Data Warehouse project
- ◆ The Learning Management System
- ◆ On going ROSS training and data evaluation
- ◆ The HRDC portfolio assignments

Department of Human Resources Measures Critical to Departmental Success

- ◆ **Measure:** City-wide vacancy rate.
- ◆ **Why Critical to Departmental Mission:** Position management and the associated recruitment to fill vacant positions are primary responsibilities of DHR that impacts every agencies ability to provide services.
- ◆ **Current targets and results:**
 1. DHR has set a target to certify 90% of recruitment requests within 30 days of receipt of the Position Approval Form.
 2. DHR has set a City target to fill 75% of recruitment request within 60 days.
- ◆ **Issue (s) identified by analysis:** DHR is currently reviewing the data for the first half of FY08. This data will be used as a baseline for the effectiveness of our new organization.

Department of Human Resources Measures Critical to Departmental Success

(cont.)

- ◆ **Action planned or taken:**

- New DHR organizational structure effective January 7, 2008.
- Identify resources within our current complement, if necessary.
- The goal is to reduce the processing time of certification to 30 days on 90% of vacancies by July 31, 2008
- Partner with Hiring Managers to complete the recruitment actions in 60 days for 75% of vacancies by July 31, 2008

- ◆ **Completion Date:** Conversion to on-line management of recruitment applications has already commenced and will produce credible data by July 31, 2008.

- ◆ **Responsible Party:** Portfolio HRDC

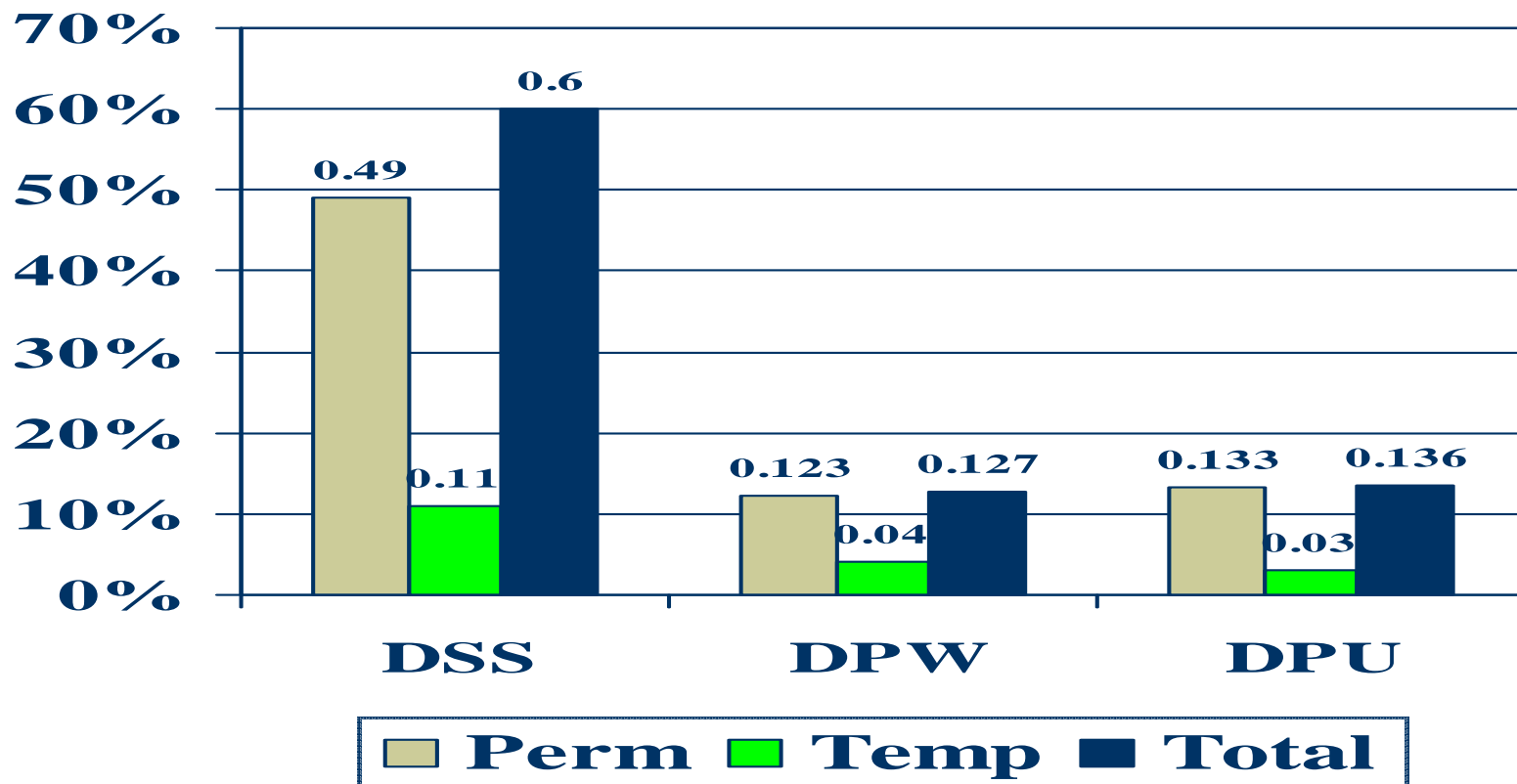
- ◆ **Cost:** No additional costs anticipated.

Department of Human Resources Vacancy Rate

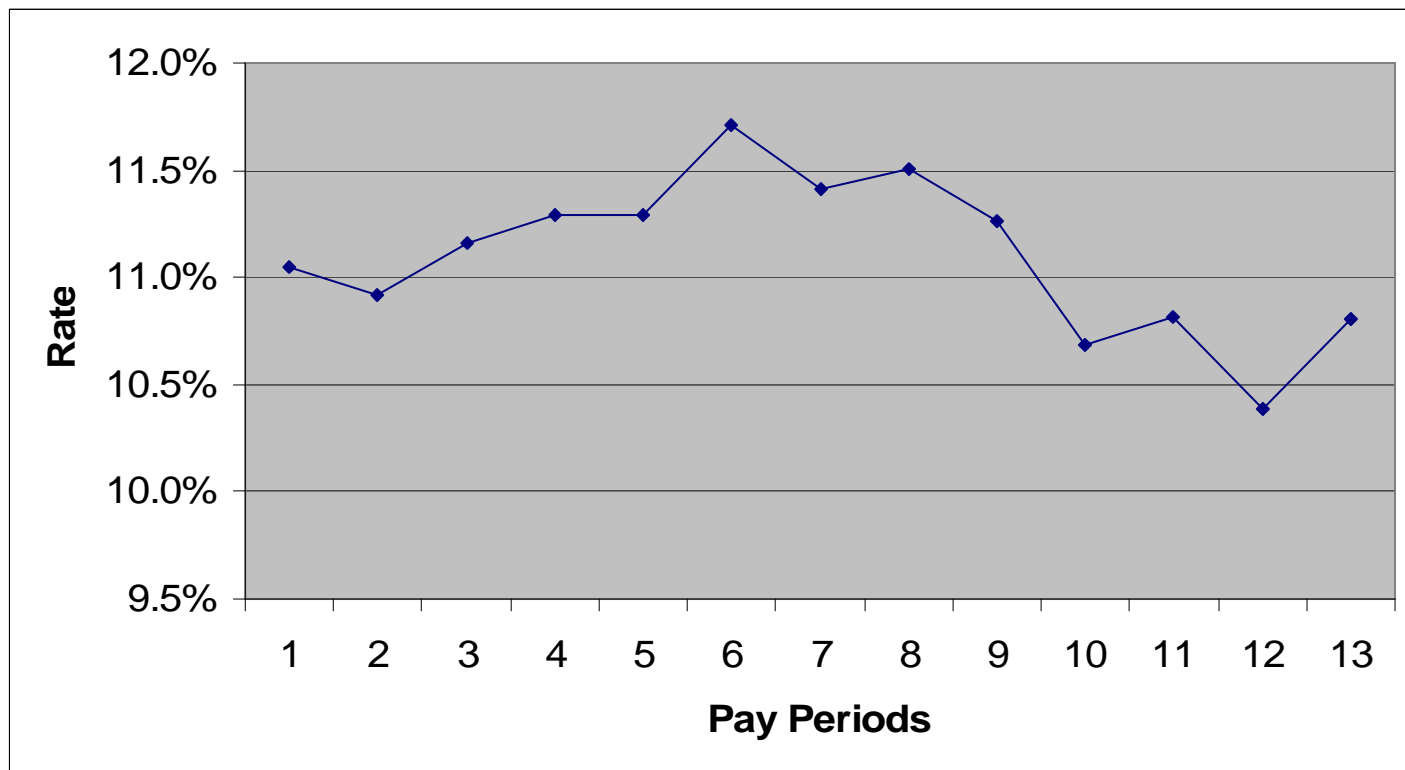
- ◆ The data supporting the vacancy rate is the most analyzed of all HR reported data.
- ◆ The current citywide vacancy rate is 10.8%
- ◆ There is no ICMA standard to measure the vacancy rate against

Department of Human Resources

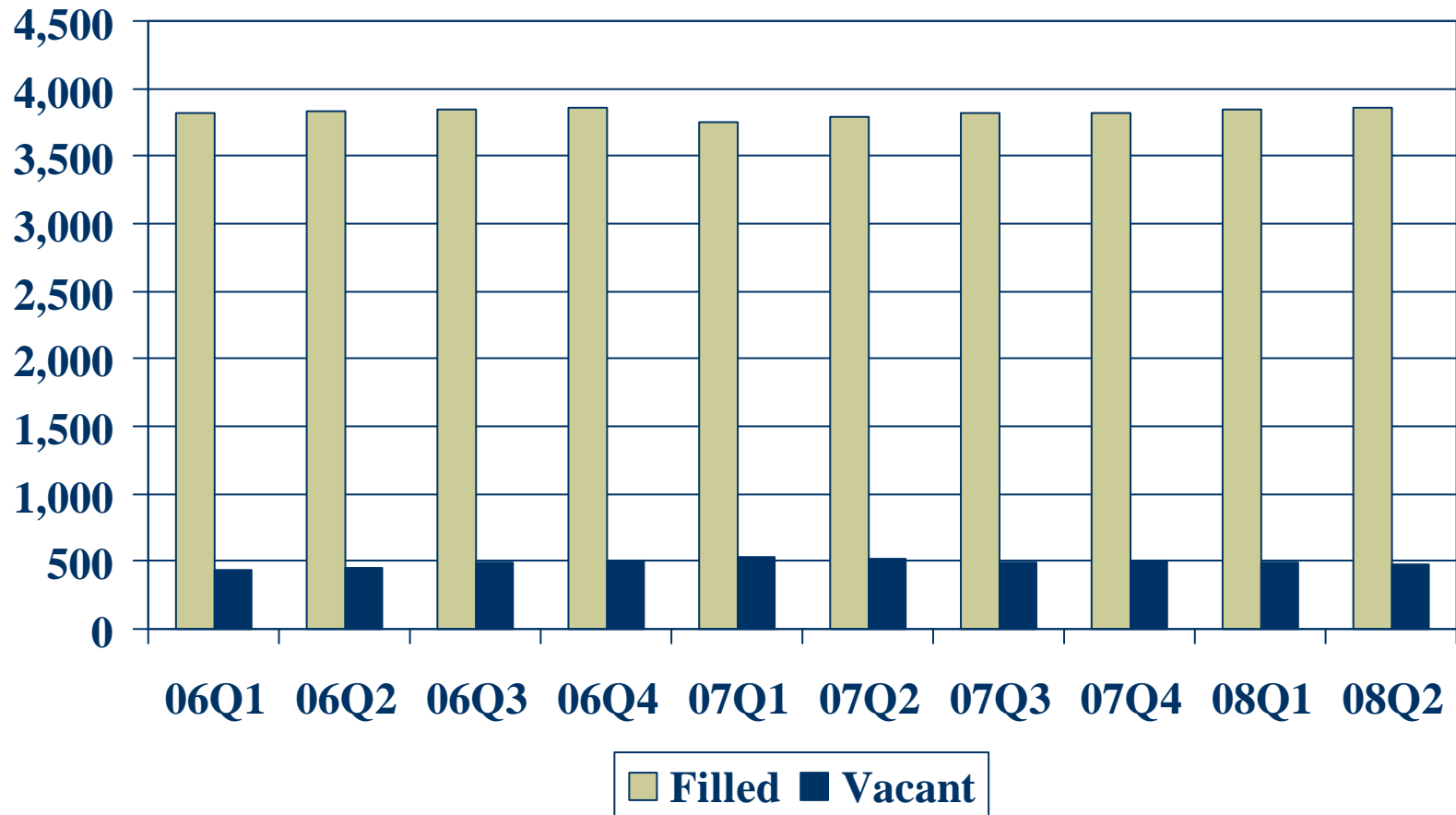
Departments with the Highest Percentage of the Overall City Vacancy Rate



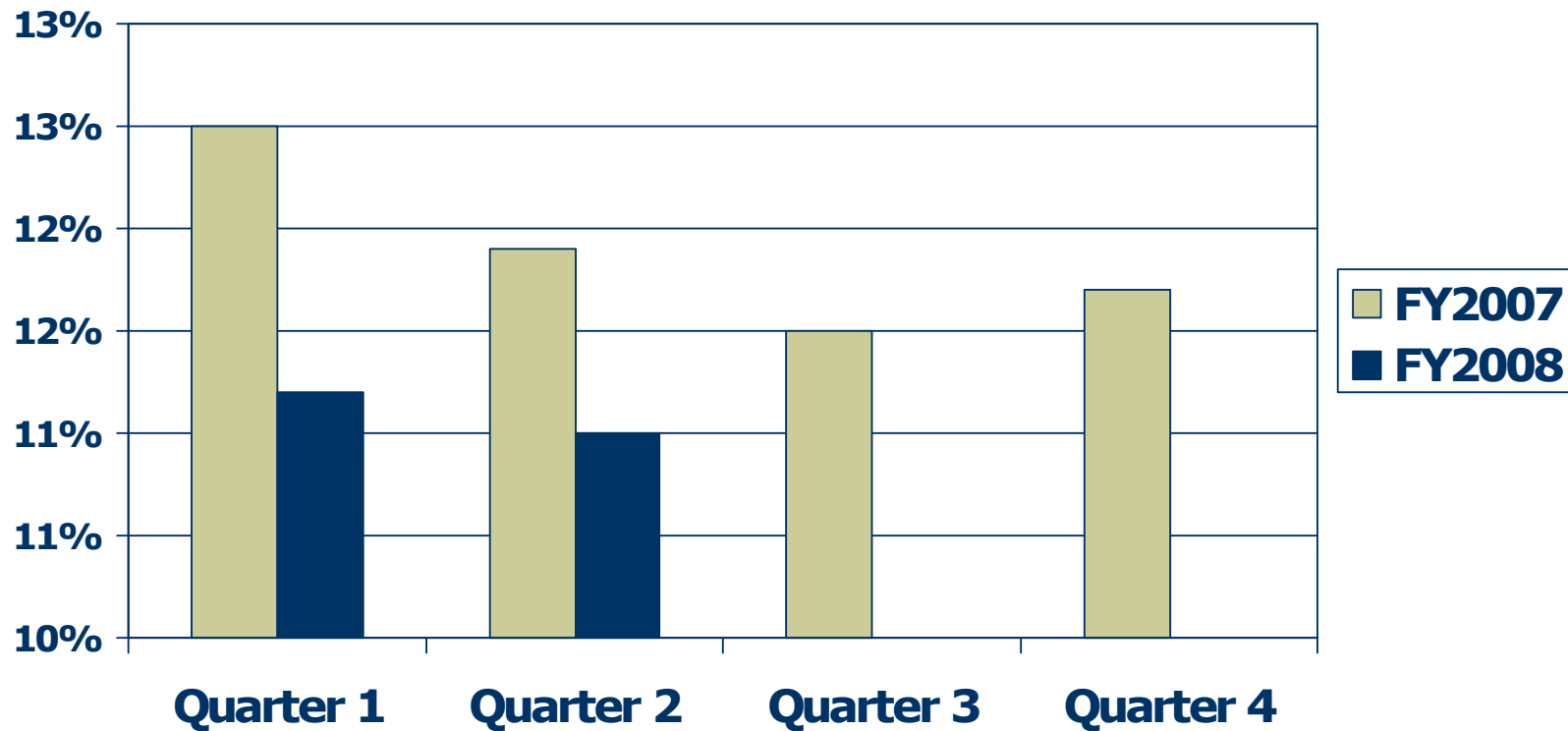
Department of Human Resources Vacancy Rate by Pay Period FY08



Department of Human Resources Number of Filled and Vacant Positions FY06 Through FY08



Department of Human Resources Vacancy Rates FY07 and FY08



Department of Human Resources

A Call To Action

Vacancy Reduction

- ◆ The DCAO/Interim CAO directed a focused effort on reducing vacancies
- ◆ A DHR task force was assembled to work on vacancy reduction and positive management
- ◆ Through the task force and departmental partnership over 200 long standing recruitments were identified and properly closed

Department of Human Resources Managing Recruitment Data A Move in the Right Direction

- ◆ Manually tracking recruitment applications slowed recruitment activity significantly
- ◆ The use of Web based technology with the Richmond Online Staffing System (ROSS)
- ◆ The system has the capability to capture data and produce reports that will be helpful in vacancy management



Department of Human Resources Status of Special Initiatives and Projects

- ◆ Long Term Disability
- ◆ Automated Web-based Background Checks
- ◆ Learning Management System