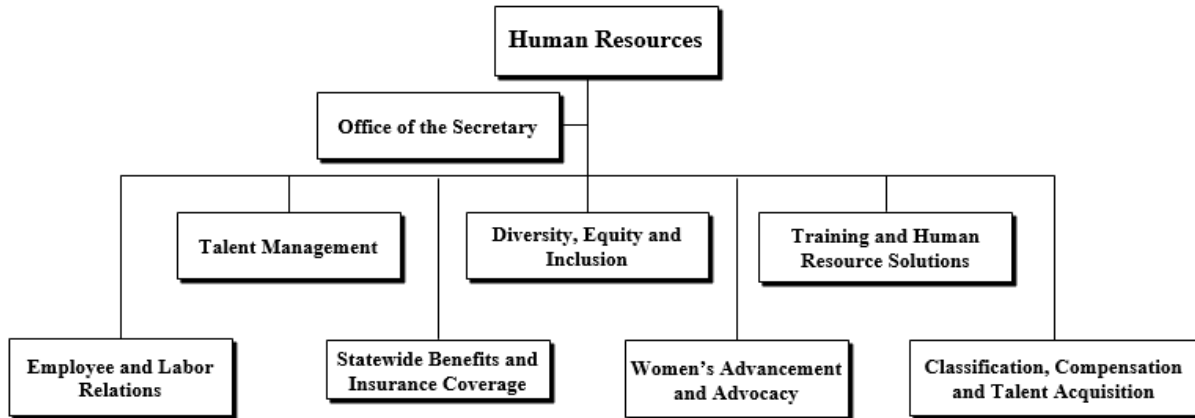
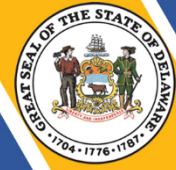


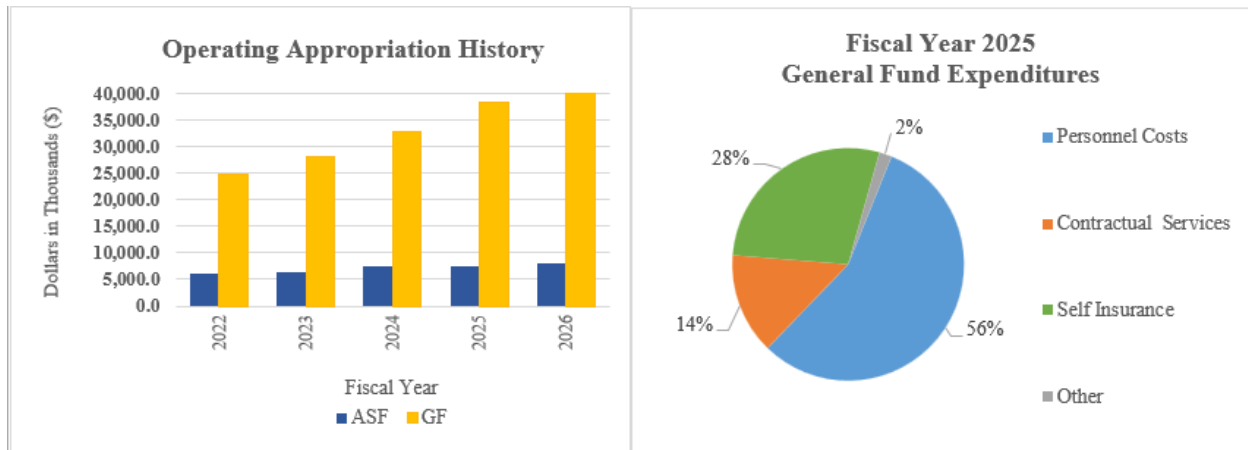
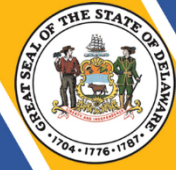
Human Resources



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 and Delaware Department of Labor discrimination matters; and union and merit grievances; assist with ADA accommodations; and support management and agency centralization to ensure consistency throughout the state in disciplinary actions.
- Promote a culture of inclusion where people feel valued, supported and inspired to perform their best – fueling both individual and organizational success; and
- Promote equality and equity of women and girls in all areas of society by leading and advancing women's and girls' 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, encourage a workplace of diverse culture 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 and girls.

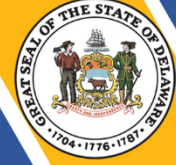
On the Web

For more information, visit dhr.delaware.gov.

Performance Measures

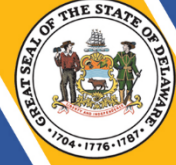
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
16-01-01	<i>Office of the Secretary</i>			
	# of participating charities in the annual State Employees' Charitable Campaign*	167	165	
	% of FOIA requests responded to within the statutory timeline*	100	100	
	# of DHR employees participating in the Volunteer Paid Leave Program*	3	50	

Human Resources



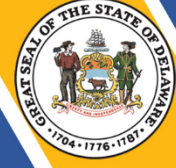
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	% of Executive Branch agencies HR functions centralized**			75
	% increase in total State Employees' Charitable Campaign donations**			1
	*Performance Measure to be removed in FY27 **New Performance Measure			
16-02-01	Talent Management			
	# of DHR Statewide and Internal Policies and Forms developed or updated and posted (completed)*	42	25	
	# of Cases handled by Employee Engagement section (including employee contacts, manager contacts, and constituent relations)*	273	1,000***	
	Average % of Statewide New Employee Orientation attendees who feel better prepared to begin their new roles after attendance**			95
	# of employees utilizing the Employee Engagement information webpage**			15,000
	*Performance Measure to be removed in FY27 **New Performance Measure ***FY25 & FY26 Performance Measure was based on FY24 actuals.			
16-03-01	Diversity, Equity and Inclusion			
	# of leadership diversity trainings offered*			
	# of people attending DEI cultural heritage month learning opportunities**	1,245	2,000	
	# of coaching sessions provided to Executive Branch Agencies Local Diversity Committee Lead**	35	200	
	# of people attending annual DEI summit**	336	325	
	# of LDC Leads who submit applications to access DEI professional development opportunities***			
	# of collaborations with other internal and external organizations focused on People and Culture****			70
	* Performance Measure removed in FY25			

Human Resources



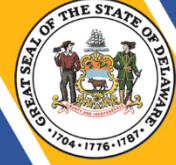
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	<i>**Performance Measure to be removed in FY27</i> <i>***Performance Measure to be removed in FY27. Program not implemented in FY25 due to lack of funding.</i> <i>****New Performance Measure</i>			
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	96	80	85
	% of Respectful Workplace and Anti-Discrimination (RWAD) complaints and investigation reports reviewed and completed within 5 business days of receipt of investigators findings*	96	80	
	# of DHR employees Trained on ADA: Making Reasonable Accommodations in the Workplace**	140	50	90
	# of employees statewide educated in Americans with Disabilities Act (ADA)***			2,500
	<i>*Performance Measure to be removed in FY27</i> <i>**Performance Measure moved from 16-02-01 to 16-04-01.</i> <i>***New Performance Measure</i>			
16-05-01	Statewide Benefits			
	% of employees participating in annual benefits open enrollment	83.3	83.5	83.5
	% of employees who use MyBenefitsMentor Consumer Decision Tool	26.1	27.9	27.9
	% of covered non-Medicare members who had an annual physical exam	60.7	54.5	58.3
	# of employees utilizing the Employee Assistance Program (EAP)*			11,000
	<i>*New Performance Measure</i>			

Human Resources



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
16-05-02	Insurance Coverage Office			
	# of lost workdays (average) due to workers compensation claims	34	45	39
	\$ in workers compensation medical claim costs (millions)	36.6	36.7	39.1
	# of individuals offered safety and risk management instruction*	51,800	52,500	
	<i>*Performance Measure to be removed in FY27</i>			
16-06-01	Women's Advancement and Advocacy			
	# of stakeholders for communication of agency initiatives using Constant Contact	2,506	2,550	6,000
	# of community outreach events OWAA is a featured speaker, sponsoring or co-sponsoring	18	18	20
	# of fact sheets or reports OWAA is producing	4	4	4
	# of legislative contacts regarding women and girls*			25
	<i>*New Performance Measure</i>			
16-07-01	Training and Human Resource Solutions			
	% of employees who completed and acknowledged training for required uniform policies and procedures (online and classroom)	85	80	85
	# of Leadership Program graduates	75	70	75
	# of employees trained on Trauma-Informed Care*	2,473	5,000	
	<i>*Performance Measure moved from 16-01-01 to 16-07-01. Performance Measure to be removed in FY27.</i>			
16-08-01	Classification, Compensation and Talent Acquisition			
	Average # of business days for completion of compensation requests	14.8	15	15
	Average # of business days for completion of classification requests	87.5	90	90
	Average # of business days for completion of advanced salary requests for new hires	7.5	8	8

Human Resources



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	Average # of calendar days from receipt of request to fill to the posting	6.7	4	4
	Average # of calendar days from closing date to the generation of referral list	3.6	5	5